

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ABE | 5 | 9 | 6 | 5 | 8 | 9 | 8 | 8 | 7 | 9 | 11 | 6 | 91 |
| 2016 | | | | 1 | | 1 | 2 | 2 | 2 | 2 | 4 | 2 | 16 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| National Origin | | | | | | | | | 1 | | | | 1 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | 1 |
| Identification (ID) Requirements | | | | | | | | 1 | | | | | 1 |
| Domestic | | | | | | | | 1 | | | | | 1 |
| Locks | | | | | | 1 | | 1 | | | 1 | | 3 |
| Missing or Damaged Lock | | | | | | 1 | | 1 | | | 1 | | 3 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | | | 1 | 3 | 2 | 8 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | 1 | | | 1 | 2 | 2 | 7 |
| Screening | | | | | | | | | 1 | 1 | | | 2 |
| Procedures/Process | | | | | | | | | 1 | 1 | | | 2 |
| 2017 | 1 | 2 | 3 | 1 | 4 | 3 | 1 | 3 | 3 | 2 | 4 | 1 | 28 |
| Customer Service | | | | | | | | 1 | 2 | | 1 | | 4 |
| Others | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | 1 | 2 | | | | 3 |
| Locks | | | | | 2 | | | | | | | | 2 |
| Missing or Damaged Lock | | | | | 2 | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | 2 | 2 | 1 | 2 | 3 | | 1 | 1 | 2 | 2 | 1 | 18 |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | 2 | 1 | 2 | 2 | | 1 | 1 | 2 | 2 | | 16 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | 1 | 2 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Screening | | | 1 | | | | | 1 | | | 1 | | 3 |
| Inconsistency | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | 1 | | 2 |
| 2018 | 1 | 3 | 3 | 2 | 3 | 5 | 3 | 3 | 2 | 5 | 3 | 3 | 36 |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Customer Service | 1 | | | | | 1 | 1 | | 1 | 1 | 1 | | 6 |
| Others | | | | | | | 1 | | | | | | 1 |
| TSO | 1 | | | | | 1 | | | 1 | 1 | 1 | | 5 |
| Locks | | 2 | | | | | 1 | | | | | | 3 |
| Missing or Damaged Lock | | 2 | | | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property | | | 2 | 1 | 1 | 1 | 1 | 1 | | 2 | 1 | 2 | 12 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | 2 | | 1 | 1 | 1 | 1 | | 1 | 1 | 1 | 9 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | 1 | | | 2 |
| Patdown | | | 1 | 1 | 1 | | | | | | | | 3 |
| Flyer | | | 1 | 1 | 1 | | | | | | | | 3 |
| Property - Special Handling | | 1 | | | | | | | | 1 | 1 | 1 | 4 |
| Damaged Items - Checked | | 1 | | | | | | | | | 1 | 1 | 3 |
| Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | 1 | 2 | | 2 | 1 | 1 | | | 7 |
| Inconsistency | | | | | 1 | | | | | | | | 1 |
| Lengthy Lines | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | | | 2 | | 2 | | 1 | | | 5 |
| 2019 | 3 | 4 | | 1 | 1 | | 2 | | | | | | 11 |
| Customer Service | 1 | | | 1 | | | | | | | | | 2 |
| TSO | 1 | | | 1 | | | | | | | | | 2 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 2 | | | | | | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | | | | | | | 2 |
| Damaged/Missing Items--Unspecified Luggag | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | 1 | | | | | | 2 |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | 1 | | | | | | | | 2 |
| Inconsistency | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | | | | 1 | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| ABI | 2 | 3 | 3 | 1 | 2 | 3 | 5 | 2 | 3 | 3 | 1 | 2 | 30 | |
| 2016 | | | | | 1 | | | | 2 | 1 | 1 | 1 | 6 | |
| Customer Service | | | | | | | | | 1 | | | | 1 | |
| TSO | | | | | | | | | 1 | | | | 1 | |
| Mishandling of Passenger Property | | | | | 1 | | | | 1 | | | 1 | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | 1 | | | 1 | 3 | |
| Screening | | | | | | | | | | 1 | 1 | | 2 | |
| Procedures/Process | | | | | | | | | | 1 | 1 | | 2 | |
| 2017 | | 1 | 1 | | | | 1 | | 1 | | | 1 | 5 | |
| Mishandling of Passenger Property | | 1 | | | | | 1 | | 1 | | | 1 | 4 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 | |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | 1 | | | | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 | |
| Screening | | | 1 | | | | | | | | | | 1 | |
| Procedures/Process | | | 1 | | | | | | | | | | 1 | |
| 2018 | | 1 | 1 | | 1 | 1 | 1 | 2 | | 2 | | | 9 | |
| Civil Rights | | | | | | | 1 | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 | |
| Customer Service | | | | | | | | | | 2 | | | 2 | |
| TSO | | | | | | | | | | 2 | | | 2 | |
| Mishandling of Passenger Property | | 1 | | | | | | 1 | | | | | 2 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | | 1 | |
| Property - Special Handling | | | | | 1 | 1 | | | | | | | 2 | |
| Damaged Items - Checked | | | | | 1 | | | | | | | | 1 | |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 | |
| Screening | | | 1 | | | | | 1 | | | | | 2 | |
| Inconsistency | | | 1 | | | | | | | | | | 1 | |
| Lengthy Lines | | | | | | | | 1 | | | | | 1 | |
| 2019 | 2 | 1 | 1 | 1 | | 2 | 3 | | | | | | 10 | |
| Customer Service | 1 | | 1 | | | | 1 | | | | | | 3 | |
| Others | | | | | | | 1 | | | | | | 1 | |
| TSO | 1 | | 1 | | | | | | | | | | 2 | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | | 2 | | | | | | 4 | |
| Diabetes | | | | 1 | | | | | | | | | 1 | |
| Diapers/Garments/Dressings/Masks | | | | | | | | 1 | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | | | | 1 | |
| Prosthesis/Amputees and Casts | | | | | | | 1 | | | | | | 1 | |
| Property - Special Handling | | | | | | 2 | | | | | | | 2 | |
| Damaged Items - Checked | | | | | | 1 | | | | | | | 1 | |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ABQ | | 80 | 61 | 72 | 75 | 57 | 84 | 76 | 62 | 64 | 63 | 58 | 49 | 801 |
| 2016 | | | | | 11 | 19 | 15 | 25 | 28 | 20 | 23 | 20 | 20 | 181 |
| Civil Rights | | | | | | | 2 | | | | 3 | 1 | | 6 |
| National Origin | | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | 2 | 1 | | 4 |
| Transgender Screening | | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | 2 | 4 | | 6 | 4 | 5 | | | 1 | 22 |
| CSM | | | | | | | | | | 1 | | | | 1 |
| Others | | | | | | | | 1 | 1 | 1 | | | | 3 |
| TSO | | | | | 2 | 4 | | 5 | 3 | 3 | | | 1 | 18 |
| Identification (ID) Requirements | | | | | | | | | 1 | | | | | 1 |
| Domestic | | | | | | | | | 1 | | | | | 1 |
| Locks | | | | | | | 2 | 1 | 2 | | 2 | 1 | 2 | 10 |
| Missing or Damaged Lock | | | | | | | 2 | 1 | 2 | | 2 | 1 | 2 | 10 |
| Mishandling of Passenger Property | | | | | 9 | 10 | 8 | 16 | 14 | 12 | 12 | 13 | 12 | 106 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | 1 | 1 | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | 7 | 9 | 7 | 14 | 12 | 12 | 11 | 10 | 11 | 93 |
| Disarrayed Items--Carry-on or Checked | | | | | 2 | 1 | | 2 | 2 | | | 2 | 1 | 10 |
| Patdown | | | | | | 1 | 2 | 1 | 1 | 1 | | 1 | | 7 |
| Flyer | | | | | | 1 | 2 | 1 | 1 | 1 | | 1 | | 7 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | 3 | 1 | 5 |
| Autism Spectrum | | | | | | | | | | | | | 1 | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | | | 1 | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 1 | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 1 | 1 | | 2 |
| Screening | | | | | | 4 | 1 | 1 | 6 | 2 | 5 | 1 | 4 | 24 |
| Crew Member or Airline Employee | | | | | | 1 | | | | | | | | 1 |
| Inconsistency | | | | | | | | | 1 | | 1 | | 1 | 3 |
| Lengthy Lines | | | | | | 1 | | | 1 | | 1 | | | 3 |
| Procedures/Process | | | | | | 2 | | 1 | 4 | 2 | 3 | 1 | 3 | 16 |
| Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | | 1 |
| 2017 | | 21 | 22 | 34 | 23 | 23 | 26 | 17 | 18 | 23 | 17 | 14 | 16 | 254 |
| Civil Rights | | | | 2 | | 3 | 2 | | 2 | | 1 | | 1 | 11 |
| Civil Rights Violation (TSA Employee) | | | | 1 | | | | | | | | | | 1 |
| Hair Patdowns | | | | | | | | | | | | | 1 | 1 |
| Racial Profiling or Discrimination | | | | | | 3 | 2 | | 1 | | | | | 6 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | 1 | | | 2 |
| Transgender Screening | | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 1 | | 3 | | | 2 | | 4 | 3 | 1 | | 2 | 18 |
| Others | | | | | | | | | | | | 1 | | 1 |
| TSO | | 1 | | 3 | | | 2 | | 4 | 3 | 1 | 1 | 2 | 17 |
| Identification (ID) Requirements | | | | | | | | | | | 1 | | | 1 |
| Domestic | | | | | | | | | | | 1 | | | 1 |
| Locks | | 3 | 5 | 2 | 2 | 1 | | 2 | | 1 | 2 | | 1 | 19 |
| General | | | 1 | | | | | | | | 1 | | | 2 |
| Missing or Damaged Lock | | 3 | 4 | 2 | 2 | 1 | | 2 | | 1 | 1 | | 1 | 17 |
| Mishandling of Passenger Property | | 15 | 12 | 22 | 11 | 12 | 16 | 6 | 9 | 9 | 9 | 6 | 7 | 134 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | 4 | 3 | 1 | 1 | 4 | | 1 | | 1 | | | 16 |
| Damaged/Missing Items--Checked Baggage | | 11 | 8 | 17 | 10 | 9 | 11 | 5 | 5 | 7 | 8 | 6 | 4 | 101 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | | | 1 | 1 |
| Disarrayed Items--Carry-on or Checked | | 3 | | 2 | | 2 | 1 | 1 | 3 | 2 | | | 2 | 16 |
| Notice of Violation/Civil Penalties | | | | | | | 1 | | | | | | | 1 |
| General | | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | 2 | 1 | 4 | 2 | 1 | 1 | | 1 | | 12 |
| Children | | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | 2 | 1 | 2 | 2 | 1 | 1 | | 1 | | 10 |
| Non-Flyer | | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 2 | 3 | | | 1 | 1 | 1 | | | 8 |
| General | | | | | | 1 | | | | | | | | 1 |
| Hearing Impairment | | | | | | | | | | | 1 | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | 1 | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 2 | | | | | | | | 2 |
| Prosthesis/Amputees and Casts | | | | | 1 | | | | | | | | | 1 |
| Service Animals | | | | | 1 | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | 1 | | | | 1 |
| Prohibited & Permitted Items | | | 1 | 1 | | | | | | | | | | 2 |
| Firearm/Ammunition | | | | 1 | | | | | | | | | | 1 |
| Liquids/Gels/Aerosols | | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 5 | 1 | 5 | 2 | 3 | 2 | 18 |
| Damaged Items - Checked | | | | | | | | 2 | 1 | 3 | 2 | 2 | 1 | 11 |
| Missing Items - Carry-On | | | | | | | | 1 | | | | 1 | | 2 |
| Missing Items - Checked | | | | | | | | 2 | | 2 | | | 1 | 5 |
| Request for Assistance | | | | | | | 1 | | | | | | | 1 |
| Other | | | | | | | 1 | | | | | | | 1 |
| Screening | | 2 | 4 | 4 | 6 | 3 | | 2 | | 3 | | 2 | 3 | 29 |
| Inconsistency | | | 1 | | 1 | | | 1 | | | | | | 3 |
| Lengthy Lines | | | | 2 | | | | | | 1 | | | | 3 |
| Procedures/Process | | 2 | 3 | 2 | 5 | 3 | | 1 | | 2 | | | | 23 |
| 2018 | | 30 | 19 | 23 | 24 | 11 | 20 | 17 | 16 | 21 | 23 | 24 | 13 | 241 |
| Civil Rights | | 1 | | 1 | | 1 | | | 1 | | | 1 | | 5 |
| Age | | | | | | | | | | | | 1 | | 1 |
| Racial Profiling or Discrimination | | 1 | | | | 1 | | | 1 | | | | | 3 |
| Sexual Orientation - Not Transgender | | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 4 | 2 | 1 | 2 | 1 | 1 | 4 | 1 | 1 | 1 | 2 | 2 | 22 |
| TSO | | 4 | 2 | 1 | 2 | 1 | 1 | 4 | 1 | 1 | 1 | 2 | 2 | 22 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Locks | 2 | 1 | | 1 | 2 | 2 | 2 | 2 | | 3 | 1 | 1 | 17 |
| General | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | 2 | 1 | | 1 | 2 | 2 | 2 | 2 | | 2 | 1 | 1 | 16 |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Airport/TSA | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 13 | 8 | 8 | 13 | 3 | 4 | 6 | 3 | 9 | 11 | 10 | 5 | 93 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | 1 | | 1 | | 1 | | 1 | 1 | | | 6 |
| Damaged/Missing Items--Checked Baggage | 12 | 7 | 5 | 11 | | 4 | 4 | 1 | 4 | 7 | 4 | 4 | 63 |
| Damaged/Missing Items--Unspecified Luggage | 1 | | | | | | | | 1 | 1 | 1 | | 4 |
| Disarrayed Items--Carry-on or Checked | | | 2 | 2 | 2 | | 1 | 2 | 3 | 2 | 5 | 1 | 20 |
| Patdown | | 1 | | 1 | | 3 | 1 | | | 1 | 2 | 1 | 10 |
| Flyer | | 1 | | 1 | | 1 | 1 | | | 1 | 2 | | 7 |
| Flyer as Observer | | | | | | 1 | | | | | | 1 | 2 |
| Non-Flyer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 2 | 1 | | 3 | 1 | 2 | | | 1 | 1 | 12 |
| Diabetes | | | | | | | | | | | 1 | | 1 |
| General | | | | | | | 1 | | | | | | 1 |
| Medical Devices - Attached to the Body | | | 1 | | | 1 | | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | 1 | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | | | | | | | | 1 | 2 |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Service Animals | | | | 1 | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | 1 | | | | | 2 |
| Property - Special Handling | 6 | 6 | 9 | 4 | 1 | 4 | 1 | 2 | 8 | 3 | 5 | 2 | 51 |
| Damaged Items - Carry-On | | 1 | 1 | | | | | 1 | | 1 | 1 | | 5 |
| Damaged Items - Checked | 2 | 1 | 3 | 1 | 1 | 3 | | | 4 | 1 | | 1 | 17 |
| Missing Items - Carry-On | 2 | | 1 | 2 | | | | | | | | | 5 |
| Missing Items - Checked | 2 | 4 | 4 | 1 | | 1 | 1 | 1 | 4 | 1 | 4 | 1 | 24 |
| Screening | 3 | 1 | 2 | 2 | 3 | 3 | 2 | 5 | 3 | 3 | 2 | 1 | 30 |
| Inconsistency | | | | | | | | | 1 | 1 | | | 2 |
| Lengthy Lines | | | | | | | | | 2 | | | | 2 |
| Procedures/Process | 2 | 1 | 2 | 1 | 3 | 3 | 2 | 5 | | 2 | 2 | 1 | 24 |
| Security Breach | 1 | | | 1 | | | | | | | | | 2 |
| 2019 | 29 | 20 | 15 | 17 | 4 | 23 | 17 | | | | | | 125 |
| Civil Rights | | 1 | | 2 | 1 | 1 | | | | | | | 5 |
| Hair Patdowns | | | | 1 | 1 | | | | | | | | 2 |
| Racial Profiling or Discrimination | | 1 | | | | 1 | | | | | | | 2 |
| Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Customer Service | 2 | 1 | | | | 3 | 1 | | | | | | 7 |
| TSO | 2 | 1 | | | | 3 | 1 | | | | | | 7 |
| Locks | 2 | 3 | 2 | | | 1 | 1 | | | | | | 9 |
| Missing or Damaged Lock | 2 | 3 | 2 | | | 1 | 1 | | | | | | 9 |
| Lost and Found | | | | | | 1 | | | | | | | 1 |
| Airport/TSA | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 12 | 5 | 7 | 8 | 2 | 8 | 5 | | | | | | 47 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 10 | 4 | 6 | 8 | | 8 | 2 | | | | | | 38 |
| Disarrayed Items--Carry-on or Checked | 2 | | 1 | | 2 | | 3 | | | | | | 8 |
| Patdown | 2 | 1 | | | | 2 | 1 | | | | | | 6 |
| Flyer | 2 | | | | | 2 | 1 | | | | | | 5 |
| Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | 1 | 1 | | | | | | 4 |
| Diapers/Garments/Dressings/Masks | | | | | 1 | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | 1 | | | | | | 1 |
| Service Animals | | | | 1 | | 1 | | | | | | | 2 |
| Property - Special Handling | 7 | 4 | 5 | 3 | | 3 | 4 | | | | | | 26 |
| Damaged Items - Carry-On | | 2 | 1 | | | | | | | | | | 3 |
| Damaged Items - Checked | 2 | 1 | 1 | | | 1 | 1 | | | | | | 6 |
| Missing Items - Carry-On | | | 1 | | | | 1 | | | | | | 2 |
| Missing Items - Checked | 5 | 1 | 2 | 3 | | 2 | 2 | | | | | | 15 |
| Screening | 4 | 5 | 1 | 3 | | 3 | 4 | | | | | | 20 |
| Inconsistency | 1 | 1 | | | | | 1 | | | | | | 3 |
| Procedures/Process | 3 | 3 | 1 | 3 | | 3 | 3 | | | | | | 16 |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ABR | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | | 1 | | 1 | 11 |
| 2016 | | | | 1 | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2017 | | 1 | | | | 1 | | | | | | 1 | 3 |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| TSO | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| 2018 | | | 1 | 1 | 1 | | 1 | 1 | | | | | 5 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | 1 | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | 1 | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Inconsistency | | | | | 1 | | | | | | | | 1 |
| 2019 | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ABY | 4 | 4 | | 4 | 10 | 5 | 11 | 5 | 2 | 7 | 5 | 4 | 61 |
| 2016 | | | | 2 | 2 | | 5 | | 1 | 1 | | 3 | 14 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | 2 | 2 | | 2 | | 1 | 1 | | 2 | 10 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | 2 | | 2 | | | 1 | | 2 | 9 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | | | | 1 | | | | | 1 | 2 |
| Flyer | | | | | | | 1 | | | | | 1 | 2 |
| 2017 | 2 | | | | 3 | 1 | | 1 | 1 | 4 | 3 | | 15 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | | | 2 | | | 1 | 1 | 2 | 3 | | 11 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | 2 | | | 1 | 1 | | 1 | | 6 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | 2 | 1 | | 4 |
| Screening | | | | | 1 | | | | | 1 | | | 2 |
| Procedures/Process | | | | | 1 | | | | | 1 | | | 2 |
| 2018 | 2 | 2 | | 2 | 2 | 3 | 3 | 4 | | 2 | 2 | 1 | 23 |
| Mishandling of Passenger Property | | 2 | | 2 | 2 | | 2 | 2 | | 1 | 1 | 1 | 13 |
| Damaged/Missing Items--Checked Baggage | | 1 | | 2 | 1 | | | 1 | | | 1 | 1 | 7 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | 1 | | 2 | 1 | | 1 | | | 6 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 2 | | | | | | 1 | 2 | | | 1 | | 6 |
| Damaged Items - Checked | 2 | | | | | | 1 | 1 | | | | | 4 |
| Missing Items - Checked | | | | | | | | 1 | | | 1 | | 2 |
| Screening | | | | | | 2 | | | | 1 | | | 3 |
| Procedures/Process | | | | | | 2 | | | | 1 | | | 3 |
| 2019 | | 2 | | | 3 | 1 | 3 | | | | | | 9 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | 2 | | 2 | | | | | | 5 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | 2 | | 1 | | | | | | 4 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Diabetes | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | 1 | | 1 | | | | | | 2 |
| Damaged Items - Checked | | | | | 1 | | | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|-----|-----|-----|-----|----------|-----|----------|----------|----------|----------|----------|----------|-----------|
| ACK | | | | | 2 | | 1 | 2 | 6 | 4 | 9 | 6 | 30 |
| 2016 | | | | | | | | 1 | 2 | 1 | | 2 | 6 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | 1 | 1 | | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | 1 | 1 | | 1 | 4 |
| 2017 | | | | | 1 | | 1 | | 2 | 1 | 3 | 2 | 10 |
| Customer Service | | | | | | | | | | | 2 | | 2 |
| TSO | | | | | | | | | | | 2 | | 2 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | 1 | 2 |
| Patdown | | | | | | | 1 | | | 1 | | | 2 |
| Children | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | 2 | | | 1 | 3 |
| Lengthy Lines | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | | | 2 | | | | 2 |
| 2018 | | | | | 1 | | | 1 | 2 | 2 | 6 | 2 | 14 |
| Customer Service | | | | | | | | | | | 3 | | 3 |
| TSO | | | | | | | | | | | 3 | | 3 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | 2 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 2 | 2 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | 1 | | 2 |
| Hearing Impairment | | | | | | | | | | 1 | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | 1 | 1 | 1 | 1 | | 4 |
| Inconsistency | | | | | | | | | | | 1 | | 1 |
| Procedures/Process | | | | | | | | 1 | 1 | 1 | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ACT | 2 | 4 | 7 | 6 | 4 | 8 | 3 | 2 | 4 | 3 | 5 | 3 | 51 |
| 2016 | | | | | 2 | 3 | | 1 | 1 | | 3 | 2 | 12 |
| Customer Service | | | | | | 1 | | | 1 | | | | 2 |
| TSO | | | | | | 1 | | | 1 | | | | 2 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 2 | 1 | | 1 | | | 2 | 2 | 8 |
| Damaged/Missing Items--Checked Baggage | | | | | 2 | 1 | | 1 | | | 2 | 2 | 8 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 1 | | 1 |
| 2017 | 1 | 2 | 3 | 1 | 2 | 1 | | | 2 | 2 | 1 | | 15 |
| Customer Service | | | 1 | 1 | | | | | | | | | 2 |
| TSO | | | 1 | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | 1 | 2 | | 2 | 1 | | | 1 | | | | 8 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | 1 | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | | 2 | | 1 | 1 | | | 1 | | | | 6 |
| Property - Special Handling | | | | | | | | | 1 | 2 | | | 3 |
| Damaged Items - Checked | | | | | | | | | 1 | 1 | | | 2 |
| Missing Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Screening | | 1 | | | | | | | | | 1 | | 2 |
| Procedures/Process | | 1 | | | | | | | | | 1 | | 2 |
| 2018 | 1 | | 2 | 3 | | 3 | 2 | 1 | 1 | 1 | 1 | 1 | 16 |
| Locks | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | 2 | | 2 | 1 | | 1 | | | 1 | 9 |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | 1 | | 1 | 1 | | 1 | | | 1 | 7 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | | | | | | 2 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | 1 | 1 | | | | | | 1 | | | 3 |
| Damaged Items - Checked | | | 1 | | | | | | | 1 | | | 2 |
| Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | 1 | | 2 |
| Procedures/Process | | | | | | | 1 | | | | 1 | | 2 |
| 2019 | | 2 | 2 | 2 | | 1 | 1 | | | | | | 8 |
| Customer Service | | 1 | 1 | | | | | | | | | | 2 |
| TSO | | 1 | 1 | | | | | | | | | | 2 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | | | | 1 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | | | | 1 | | | | | | 3 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| ACV | | 1 | | | 1 | 2 | 2 | 1 | 1 | 2 | | 1 | 11 |
| 2016 | | | | | 1 | 1 | | 1 | 1 | 1 | | 1 | 6 |
| Mishandling of Passenger Property | | | | | 1 | 1 | | 1 | | 1 | | 1 | 6 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | | 1 | | 1 | | 1 | 5 |
| 2017 | | | | | | 1 | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Respiratory and Inhaler Equipment | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| 2018 | | | | | | | 2 | | | | | | 2 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2019 | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Missing Items - Carry-On | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ACY | | 16 | 7 | 19 | 17 | 13 | 22 | 12 | 7 | 13 | 17 | 12 | 15 | 170 |
| 2016 | | | | | 3 | 4 | 13 | 3 | 3 | 5 | 3 | | 5 | 39 |
| Civil Rights | | | | | | | 1 | | 1 | | | | | 2 |
| Headwear | | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | | 1 | | 2 | 1 | 1 | 2 | | | 1 | 8 |
| TSO | | | | | 1 | | 2 | 1 | 1 | 2 | | | 1 | 8 |
| Lost and Found | | | | | | | | | | | 1 | | | 1 |
| Airport/TSA | | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | 2 | 2 | 3 | 2 | | 3 | 2 | | 3 | 17 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | 2 | | | 2 | 1 | | 1 | 7 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 2 | 1 | 2 | | 1 | 1 | | 2 | 10 |
| Patdown | | | | | | 1 | | | 1 | | | | | 2 |
| Flyer | | | | | | 1 | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 1 | | | | | | 1 | 3 |
| General | | | | | | | 1 | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | | | | | 1 | 1 |
| Service Animals | | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | | | 6 | | | | | | | 6 |
| Lengthy Lines | | | | | | | 3 | | | | | | | 3 |
| Procedures/Process | | | | | | | 3 | | | | | | | 3 |
| 2017 | | 5 | 3 | 5 | 2 | 3 | 3 | 1 | 2 | 3 | 11 | 9 | 7 | 54 |
| Civil Rights | | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | 1 | | | 1 |
| Customer Service | | 1 | | 1 | 2 | | | | | 2 | 4 | 2 | 2 | 14 |
| TSO | | 1 | | 1 | 2 | | | | | 2 | 4 | 2 | 2 | 14 |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | | 1 |
| Domestic | | | | 1 | | | | | | | | | | 1 |
| Locks | | | 1 | | | | | | | | 1 | | | 2 |
| Missing or Damaged Lock | | | 1 | | | | | | | | 1 | | | 2 |
| Lost and Found | | | | | | | | | | | | 2 | | 2 |
| Airport/TSA | | | | | | | | | | | | 2 | | 2 |
| Mishandling of Passenger Property | | 3 | 1 | 2 | | 1 | 3 | | 1 | | 1 | 2 | 1 | 15 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | 1 | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | 3 | 1 | 1 | | 1 | 2 | | 1 | | 1 | 1 | 1 | 12 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | | 1 |
| Patdown | | 1 | | 1 | | 1 | | | 1 | 1 | 1 | 1 | 1 | 8 |
| Flyer | | 1 | | 1 | | 1 | | | 1 | 1 | 1 | | | 6 |
| Flyer as Observer | | | | | | | | | | | | | 1 | 1 |
| General | | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 | 2 |
| Internal Medical Devices | | | | | | 1 | | | | | | | | 1 |
| Metal Implants (joint) | | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | 1 | | | 1 | | | 2 |
| Damaged Items - Checked | | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | 1 | | | | | | 1 |
| Screening | | | 1 | | | | | | | | 2 | 2 | 2 | 7 |
| Inconsistency | | | | | | | | | | | 1 | 1 | | 2 |
| Lengthy Lines | | | | | | | | | | | | 1 | | 1 |
| Procedures/Process | | | 1 | | | | | | | | 1 | | 2 | 4 |
| 2018 | | 5 | | 10 | 10 | 4 | 1 | 5 | 2 | 5 | 3 | 3 | 3 | 51 |
| Civil Rights | | 1 | | | 1 | | | | | | | | 1 | 3 |
| Hair Patdowns | | 1 | | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | | 1 | 1 |
| Customer Service | | 1 | | 2 | 3 | 4 | | 2 | 1 | | 1 | 2 | | 16 |
| TSO | | 1 | | 2 | 3 | 4 | | 2 | 1 | | 1 | 2 | | 16 |
| Lost and Found | | | | | | | | | 1 | | | | | 1 |
| Airport/TSA | | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | 1 | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 1 | | | | | | | 2 |
| Patdown | | 2 | | | 1 | | | 1 | | | | | 1 | 5 |
| Flyer | | 2 | | | 1 | | | 1 | | | | | 1 | 5 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | | | 1 | | 3 | 2 | | | 8 |
| Autism Spectrum | | | | | | | | | | | 1 | | | 1 |
| Cancer (general) Not Breast Cancer | | | | 1 | | | | | | | | | | 1 |
| Diabetes | | | | | | | | | | 1 | | | | 1 |
| Metal Implants (joint) | | | | | | | | | | 1 | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 1 | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | | | | | 1 | | | 2 |
| Property - Special Handling | | | | 1 | 3 | | | | | 1 | | | | 5 |
| Missing Items - Carry-On | | | | 1 | 1 | | | | | 1 | | | | 3 |
| Missing Items - Checked | | | | | 2 | | | | | | | | | 2 |
| Screening | | | | 6 | 1 | | | 1 | | 1 | | 1 | 1 | 11 |
| Crew Member or Airline Employee | | | | 1 | 1 | | | | | | | | | 2 |
| Inconsistency | | | | 2 | | | | | | | | | | 2 |
| Lengthy Lines | | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | | 2 | | | | 1 | | 1 | | 1 | 1 | 6 |
| 2019 | | 6 | 4 | 4 | 2 | 2 | 5 | 3 | | | | | | 26 |
| Civil Rights | | 1 | 2 | | 1 | | 1 | | | | | | | 5 |
| Racial Profiling or Discrimination | | 1 | | | | | 1 | | | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | 1 | | | | | | | | | 2 |
| Sexual Orientation - Not Transgender | | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 1 | 1 | 1 | | | 1 | | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| TSO | 1 | 1 | 1 | | | 1 | | | | | | | 4 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | 1 | | | | | 1 | | | | | | 3 |
| Flyer | 1 | 1 | | | | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | 1 | | | 2 | 1 | | | | | | 4 |
| Cancer (general) Not Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Diabetes | | | | | | 1 | | | | | | | 1 |
| Metal Implants (joint) | | | 1 | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | 1 | | | | | | | 2 |
| Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| Request for Assistance | | | | | 1 | | | | | | | | 1 |
| Other | | | | | 1 | | | | | | | | 1 |
| Screening | 1 | | 2 | 1 | | | 1 | | | | | | 5 |
| Inconsistency | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | 1 | | 1 | 1 | | | 1 | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|-----|-----|-----|-----|-----|-----|-----|----------|-----|----------|----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ADK | 2 | 2 | | | | | | | | 1 | | 1 | 6 |
| 2017 | | | | | | | | | | 1 | | | 1 |
| Locks | | | | | | | | | | 1 | | | 1 |
| General | | | | | | | | | | 1 | | | 1 |
| 2018 | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| 2019 | 2 | 2 | | | | | | | | | | | 4 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Missing Items - Checked | 1 | 1 | | | | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|-----|----------|----------|----------|-----|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ADQ | 4 | 1 | 2 | | 2 | 2 | 4 | | 1 | 2 | 1 | 4 | 23 |
| 2016 | | | | | | | 1 | | | 1 | 1 | 1 | 4 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | | 1 | 1 | 2 |
| Inconsistency | | | | | | | | | | | | 1 | 1 |
| Security Breach | | | | | | | | | | | 1 | | 1 |
| 2017 | | | 1 | | | | | | | 1 | | 3 | 5 |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Airport/TSA | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | 2 | 3 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 2 | 2 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Flyer | | | | | | | | | | | | 1 | 1 |
| 2018 | 3 | | 1 | | 1 | 1 | 3 | | 1 | | | | 10 |
| Mishandling of Passenger Property | 1 | | | | | | 3 | | 1 | | | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 2 | | 1 | | | | 3 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | 1 | | | | | | 2 |
| Property - Special Handling | 1 | | | | | 1 | | | | | | | 2 |
| Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| Screening | 1 | | 1 | | 1 | | | | | | | | 3 |
| Lengthy Lines | | | 1 | | 1 | | | | | | | | 2 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2019 | 1 | 1 | | | 1 | 1 | | | | | | | 4 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| AEX | 4 | 5 | 2 | 6 | 3 | 4 | 5 | 3 | 4 | | 3 | 1 | 40 |
| 2016 | | | | 1 | 1 | 2 | 1 | 2 | 1 | | | | 8 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | 1 |
| Locks | | | | | | 1 | | 1 | | | | | 2 |
| General | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | | | | | | | | 2 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | | 1 | | 1 | 1 | | | | 3 |
| Inconsistency | | | | | | | | 1 | | | | | 1 |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2017 | 1 | 2 | 1 | 3 | 1 | 2 | 2 | | 1 | | 2 | 1 | 16 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | 2 | 1 | | 1 | | | | 4 |
| TSO | | | | | | 2 | 1 | | 1 | | | | 4 |
| Mishandling of Passenger Property | 1 | 1 | 1 | 2 | 1 | | | | | | 1 | | 7 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 1 | 2 | 1 | | | | | | 1 | | 7 |
| Screening | | 1 | | 1 | | | 1 | | | | 1 | | 4 |
| Inconsistency | | | | | | | | | | | 1 | | 1 |
| Procedures/Process | | 1 | | 1 | | | 1 | | | | | | 3 |
| 2018 | 3 | 2 | 1 | | 1 | | 1 | 1 | 2 | | 1 | | 12 |
| Customer Service | 1 | 1 | | | | | | | | | | | 2 |
| TSO | 1 | 1 | | | | | | | | | | | 2 |
| Lost and Found | | | 1 | | | | | | | | | | 1 |
| Airport/TSA | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | 1 | | | | 3 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling | 1 | | | | 1 | | | | | | 1 | | 3 |
| Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | | | 1 | 1 | 1 | | | | 3 |
| Procedures/Process | | | | | | | 1 | 1 | 1 | | | | 3 |
| 2019 | | 1 | | 2 | | | 1 | | | | | | 4 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Perceived Religion | | | | 1 | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| TSO | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|----------|----------|----------|----------|----------|-----------|-----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| AGS | | 9 | 5 | 6 | 8 | 8 | 11 | 16 | 9 | 8 | 5 | 2 | 5 | 92 |
| 2016 | | | | | 1 | 4 | 1 | 4 | 5 | 3 | 2 | | 2 | 22 |
| Civil Rights | | | | | | | | 2 | | | | | | 2 |
| Transgender Screening | | | | | | | | 2 | | | | | | 2 |
| Customer Service | | | | | | | | | | 1 | | | | 1 |
| Others | | | | | | | | | | 1 | | | | 1 |
| Locks | | | | | | 1 | | | | | | | 1 | 2 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 | 2 |
| Mishandling of Passenger Property | | | | | 1 | 2 | 1 | 2 | 4 | 1 | 2 | | 1 | 14 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 2 | 1 | 2 | 3 | | 1 | | 1 | 11 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | 1 | | | 2 |
| Screening | | | | | | 1 | | | 1 | 1 | | | | 3 |
| Procedures/Process | | | | | | | | | 1 | 1 | | | | 2 |
| Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | | | | | | 1 |
| 2017 | | | 3 | | 2 | 1 | 1 | 2 | 3 | 4 | 2 | 2 | 2 | 22 |
| Civil Rights | | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | 2 | 4 | | 1 | | 8 |
| Others | | | | | | | | | | 1 | | 1 | | 2 |
| TSO | | | 1 | | | | | | 2 | 3 | | | | 6 |
| Lost and Found | | | | | | | | 1 | | | | | | 1 |
| Airport/TSA | | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | 2 | | 1 | 1 | | | | | 1 | | 1 | 6 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | 1 | 1 | | | | | | | | 3 |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 | 2 |
| Breast Cancer | | | | | | | | | 1 | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | 1 | | 2 |
| Missing Items - Carry-On | | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | 1 | | | | | | 1 | | | 2 |
| Procedures/Process | | | | | 1 | | | | | | 1 | | | 2 |
| 2018 | | 5 | 2 | 5 | 2 | | 4 | 6 | 1 | 1 | 1 | | 1 | 28 |
| Customer Service | | | | 2 | 1 | | 1 | 2 | | | 1 | | 1 | 8 |
| Others | | | | | 1 | | | | | | | | | 1 |
| TSO | | | | 2 | | | 1 | 2 | | | 1 | | 1 | 7 |
| Mishandling of Passenger Property | | 3 | | | | | | 2 | | | | | | 5 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 2 | | | | | | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | 2 | | | | 1 | 1 | | 1 | | | | 6 |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | | | 1 |
| Damaged Items - Checked | | | 2 | | | | 1 | | | | | | | 3 |
| Missing Items - Checked | | 1 | | | | | | | | 1 | | | | 2 |
| Screening | | | | 3 | 1 | | 2 | 1 | 1 | | | | | 8 |
| Inconsistency | | | | | | | | 1 | | | | | | 1 |
| Lengthy Lines | | | | 2 | | | 1 | | | | | | | 3 |
| Procedures/Process | | | | 1 | 1 | | 1 | | 1 | | | | | 4 |
| 2019 | | 4 | | 1 | 3 | 3 | 5 | 4 | | | | | | 20 |
| Customer Service | | 1 | | | 1 | 1 | 2 | | | | | | | 5 |
| TSO | | 1 | | | 1 | 1 | 2 | | | | | | | 5 |
| Locks | | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | | 1 |
| Lost and Found | | | | | | | | 1 | | | | | | 1 |
| Airport/TSA | | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | 1 | 2 | | 1 | | | | | | 5 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | 1 | 2 | | 1 | | | | | | 5 |
| Patdown | | 1 | | | | | | 1 | | | | | | 2 |
| Flyer | | 1 | | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | 1 | | | | | | | 3 |
| Damaged Items - Checked | | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | 1 | | | 1 | | | | | | | 2 |
| Screening | | 1 | | | | | 1 | | | | | | | 2 |
| Lengthy Lines | | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| AIA | | | | | | | | | 1 | | | | 1 |
| 2017 | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| AKN | | | | | | | | | 1 | 5 | 2 | | 8 |
| 2016 | | | | | | | | | | 1 | 2 | | 3 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | 2 | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | 1 | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| 2017 | | | | | | | | | | 2 | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| 2018 | | | | | | | | | 1 | 2 | | | 3 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | | | | 2 | | | 2 |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | | | 1 | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ALB | 46 | 39 | 52 | 34 | 34 | 32 | 49 | 39 | 35 | 37 | 61 | 31 | 489 |
| 2016 | | | | 6 | 12 | 11 | 16 | 22 | 14 | 14 | 25 | 13 | 133 |
| Civil Rights | | | | | | 1 | 2 | | | | | 1 | 4 |
| Racial Profiling or Discrimination | | | | | | 1 | 2 | | | | | 1 | 4 |
| Customer Service | | | | 1 | 2 | 4 | 5 | 12 | 5 | 2 | 1 | 2 | 34 |
| CSM | | | | | | | | | | | | 1 | 1 |
| Others | | | | | 1 | 3 | 4 | 10 | 3 | 2 | | 1 | 24 |
| TSO | | | | 1 | 1 | 1 | 1 | 2 | 2 | | 1 | | 9 |
| Locks | | | | | | | | 2 | 1 | | 4 | | 7 |
| General | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | 1 | 1 | | 4 | | 6 |
| Mishandling of Passenger Property | | | | 2 | 6 | 5 | 8 | 3 | 6 | 11 | 19 | 9 | 69 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | 1 | 1 | | 1 | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | 6 | 3 | 7 | 2 | 6 | 10 | 13 | 8 | 57 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | 5 | 1 | 7 |
| Patdown | | | | 3 | | | 1 | | | | | | 4 |
| Flyer | | | | 3 | | | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | 1 | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 |
| Touch Aversion (pain/trauma) | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | 3 | 1 | | 5 | 2 | | 1 | 1 | 13 |
| Lengthy Lines | | | | | | 1 | | 2 | | | | | 3 |
| Procedures/Process | | | | | 3 | | | 3 | 2 | | 1 | 1 | 10 |
| 2017 | 15 | 16 | 18 | 15 | 10 | 3 | 15 | 10 | 13 | 10 | 14 | 9 | 148 |
| Civil Rights | | 1 | 1 | | | 1 | 1 | | | | | 1 | 5 |
| Racial Profiling or Discrimination | | 1 | 1 | | | 1 | | | | | | 1 | 4 |
| Transgender Screening | | | | | | | 1 | | | | | | 1 |
| Customer Service | 1 | | 1 | 3 | | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 13 |
| Others | | | | 1 | | | | 1 | 1 | 1 | 1 | 1 | 6 |
| TSO | 1 | | 1 | 2 | | 1 | 1 | | | | | 1 | 7 |
| Locks | 2 | 1 | | 2 | | | 1 | | 2 | 1 | | | 9 |
| General | 1 | | | 1 | | | | | | | | | 2 |
| Missing or Damaged Lock | 1 | 1 | | 1 | | | 1 | | 2 | 1 | | | 7 |
| Mishandling of Passenger Property | 11 | 10 | 13 | 8 | 10 | 1 | 4 | 6 | 4 | 2 | 8 | 1 | 78 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | 1 | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 9 | 8 | 9 | 4 | 6 | 1 | 4 | 5 | 3 | 2 | 8 | | 59 |
| Disarrayed Items--Carry-on or Checked | 1 | 2 | 3 | 4 | 4 | | | 1 | 1 | | | 1 | 17 |
| Patdown | | 1 | | 1 | | | 1 | 3 | 1 | 2 | 1 | | 10 |
| Flyer | | 1 | | | | | 1 | 3 | 1 | 2 | 1 | | 9 |
| General | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | 1 | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 1 | 1 |
| Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Prohibited & Permitted Items | | | | | | | | | 1 | | | | 1 |
| Liquids/Gels/Aerosols | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | 4 | | 2 | 3 | 2 | 2 | 13 |
| Damaged Items - Checked | | | | | | | 1 | | 1 | | 1 | | 3 |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | 2 | | 1 | 3 | 1 | 2 | 9 |
| Request for Assistance | | | | | | | 1 | | | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | | | | 1 | | | | | | 1 |
| Screening | 1 | 3 | 3 | 1 | | | 2 | | 1 | 1 | 2 | 2 | 16 |
| Inconsistency | | | | | | | 2 | | 1 | | | 1 | 4 |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | 1 | 3 | 1 | 1 | | | | | | 1 | 2 | 1 | 10 |
| Security Breach | | | 1 | | | | | | | | | | 1 |
| 2018 | 18 | 9 | 15 | 4 | 5 | 10 | 7 | 7 | 8 | 13 | 22 | 9 | 127 |
| Civil Rights | | | | | | 1 | | | | | 3 | | 4 |
| Constitutional Rights | | | | | | 1 | | | | | | | 1 |
| National Origin | | | | | | | | | | | 1 | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 2 | | 2 |
| Customer Service | 2 | 2 | 3 | 3 | | 3 | | 1 | 1 | 2 | 2 | | 19 |
| Others | 1 | 1 | 2 | 2 | | 1 | | | 1 | 1 | 2 | | 11 |
| TSO | 1 | 1 | 1 | 1 | | 2 | | 1 | | 1 | | | 8 |
| Locks | | | 2 | | 1 | 1 | | | | 1 | | | 5 |
| Missing or Damaged Lock | | | 2 | | 1 | 1 | | | | 1 | | | 5 |
| Mishandling of Passenger Property | 8 | 6 | 6 | 1 | 1 | 2 | 5 | 3 | 5 | 4 | 6 | 5 | 52 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | 1 | 2 | | 4 |
| Damaged/Missing Items--Checked Baggage | 5 | 4 | 4 | 1 | 1 | 1 | 1 | 3 | 5 | 2 | 3 | 5 | 35 |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 3 | 1 | 2 | | | | 4 | | | 1 | 1 | | 12 |
| Patdown | 2 | | | | 2 | | | 2 | 1 | 2 | 4 | 2 | 15 |
| Flyer | 2 | | | | 1 | | | 2 | 1 | 1 | 4 | 2 | 13 |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Non-Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | | | | | 1 | | 1 | 1 | 2 | 3 | | 11 |
| Cancer (general) Not Breast Cancer | 2 | | | | | | | | | | | | 2 |
| General | | | | | | | | | | 1 | | | 1 |
| Metal Implants (joint) | | | | | | 1 | | | 1 | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 1 | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | | | 3 | | 3 |
| Service Animals | | | | | | | | 1 | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | 3 | | | 1 | 2 | | | 1 | 3 | 1 | 13 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Damaged Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Damaged Items - Checked | | | | | | | 1 | | | | 2 | 1 | 4 |
| Missing Items - Carry-On | | | 1 | | | | | | | | 1 | | 2 |
| Missing Items - Checked | 1 | | 2 | | | 1 | 1 | | | 1 | | | 6 |
| Request for Assistance | | | | | 1 | | | | | | | | 1 |
| Other | | | | | 1 | | | | | | | | 1 |
| Screening | 2 | | 1 | | | 1 | | | | 1 | 1 | 1 | 7 |
| Inconsistency | | | 1 | | | | | | | 1 | | | 2 |
| Procedures/Process | 2 | | | | | 1 | | | | | 1 | 1 | 5 |
| 2019 | 13 | 14 | 19 | 9 | 7 | 8 | 11 | | | | | | 81 |
| Customer Service | 2 | 1 | 2 | 1 | 3 | | 1 | | | | | | 10 |
| Others | | 1 | | | 1 | | 1 | | | | | | 3 |
| TSO | 2 | | 2 | 1 | 2 | | | | | | | | 7 |
| Locks | 2 | | | | | 1 | | | | | | | 3 |
| Missing or Damaged Lock | 2 | | | | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property | 5 | 6 | 8 | 3 | 3 | 1 | 2 | | | | | | 28 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | 2 | | | | | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | 4 | 4 | 6 | 3 | 3 | | 1 | | | | | | 21 |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | | | 1 | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Patdown | 1 | 1 | | 2 | | | 1 | | | | | | 5 |
| Flyer | 1 | 1 | | 2 | | | 1 | | | | | | 5 |
| Persons w/ Disabilities (PWD) | 2 | | | 1 | | 1 | | | | | | | 4 |
| Metal Implants (joint) | 2 | | | 1 | | | | | | | | | 3 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | 5 | 6 | 1 | | 1 | 3 | | | | | | 17 |
| Damaged Items - Carry-On | 1 | 1 | | 1 | | | | | | | | | 3 |
| Damaged Items - Checked | | 2 | 2 | | | | | | | | | | 4 |
| Missing Items - Checked | | 2 | 4 | | | 1 | 3 | | | | | | 10 |
| Screening | | 1 | 3 | 1 | 1 | 4 | 4 | | | | | | 14 |
| Inconsistency | | 1 | 1 | | | | | | | | | | 2 |
| Procedures/Process | | | 2 | 1 | 1 | 3 | 4 | | | | | | 11 |
| Security Breach | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|-----|----------|----------|----------|-----|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ALO | 2 | 1 | 4 | 2 | | 2 | 2 | 1 | | 5 | 2 | 1 | 22 |
| 2016 | | | | | | | 1 | 1 | | | 1 | | 3 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Internal Medical Devices | | | | | | | | 1 | | | | | 1 |
| 2017 | 2 | | 4 | 1 | | 2 | 1 | | | 1 | 1 | | 12 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 4 | 1 | | 1 | | | | 1 | | | 8 |
| Damaged/Missing Items--Checked Baggage | 1 | | 3 | 1 | | 1 | | | | | | | 6 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | 1 | | | 2 |
| Patdown | 1 | | | | | 1 | | | | | | | 2 |
| Flyer | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| 2018 | | | | 1 | | | | | | 4 | | 1 | 6 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | 1 | 2 |
| Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| Missing Items - Checked | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | | | 3 | | | 3 |
| Procedures/Process | | | | | | | | | | 2 | | | 2 |
| Security Breach | | | | | | | | | | 1 | | | 1 |
| 2019 | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| ALS | | | | | | 1 | | 2 | | 1 | | | 4 |
| 2016 | | | | | | | | 2 | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | | 2 | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 |
| 2018 | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| 2019 | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| ALW | 2 | 5 | 4 | 5 | 6 | 8 | 4 | 4 | 3 | 4 | 7 | 5 | 57 | |
| 2016 | | | | | 1 | 1 | 2 | 1 | 2 | 2 | 4 | 2 | 15 | |
| Civil Rights | | | | | | | | | | 1 | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | | | 1 | |
| Customer Service | | | | | | | | | | | | 1 | 1 | |
| TSO | | | | | | | | | | | | 1 | 1 | |
| Mishandling of Passenger Property | | | | | 1 | | 2 | 1 | 2 | | 1 | 1 | 8 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 1 | 1 | 1 | | 1 | 1 | 6 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | 1 | | | | 2 | |
| Patdown | | | | | | | | | | | 2 | | 2 | |
| Flyer | | | | | | | | | | | 2 | | 2 | |
| Screening | | | | | | 1 | | | | 1 | 1 | | 3 | |
| Lengthy Lines | | | | | | 1 | | | | | 1 | | 2 | |
| Procedures/Process | | | | | | | | | | 1 | | | 1 | |
| 2017 | | | | 1 | 2 | 1 | 1 | 1 | 1 | 1 | | 2 | 10 | |
| Customer Service | | | | | | | | | 1 | | | | 1 | |
| TSO | | | | | | | | | 1 | | | | 1 | |
| Locks | | | | | 1 | | | | | | | | 1 | |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 1 | | 1 | 1 | 1 | | | | 1 | 5 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | 1 | | | | | | 3 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 | |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 | |
| Alcohol and Tobacco | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 | |
| Missing Items - Checked | | | | | | | | | | | | 1 | 1 | |
| Screening | | | | | 1 | | | | | | | | 1 | |
| Procedures/Process | | | | | 1 | | | | | | | | 1 | |
| 2018 | 2 | 2 | 3 | 2 | 2 | 3 | | 2 | | 1 | 3 | 1 | 21 | |
| Mishandling of Passenger Property | 1 | | 2 | 1 | | 3 | | 1 | | | 1 | 1 | 10 | |
| Damaged/Missing Items--Checked Baggage | 1 | | 2 | 1 | | | | 1 | | | | 1 | 6 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 3 | | | | | 1 | | 4 | |
| Patdown | | 1 | | | | | | | | | | | 1 | |
| Flyer | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | | 1 | 1 | 1 | 2 | | | | | | 1 | | 6 | |
| Damaged Items - Carry-On | | | 1 | | | | | | | | | | 1 | |
| Damaged Items - Checked | | 1 | | | 1 | | | | | | | | 2 | |
| Missing Items - Checked | | | | 1 | 1 | | | | | | 1 | | 3 | |
| Screening | 1 | | | | | | | 1 | | 1 | 1 | | 4 | |
| Procedures/Process | 1 | | | | | | | 1 | | | 1 | | 3 | |
| Security Breach | | | | | | | | | | 1 | | | 1 | |
| 2019 | | 3 | 1 | 2 | 1 | 3 | 1 | | | | | | 11 | |
| Customer Service | | 1 | | | | 1 | | | | | | | 2 | |
| TSO | | 1 | | | | 1 | | | | | | | 2 | |
| Mishandling of Passenger Property | | 1 | | 2 | | | 1 | | | | | | 4 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | 1 | | 1 | | | | | | | | | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 | |
| Property - Special Handling | | 1 | | | 1 | 1 | | | | | | | 3 | |
| Missing Items - Checked | | 1 | | | 1 | 1 | | | | | | | 3 | |
| Screening | | | 1 | | | 1 | | | | | | | 2 | |
| Procedures/Process | | | 1 | | | 1 | | | | | | | 2 | |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|---|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| AMA | | 6 | 3 | 7 | 7 | 11 | 9 | 10 | 10 | 9 | 5 | 7 | 6 | 90 |
| 2016 | | | | | 2 | 5 | 3 | 2 | 3 | 3 | 1 | 2 | 3 | 24 |
| Customer Service | | | | | | 1 | | | | 1 | | | 1 | 3 |
| Others | | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | 1 | | | | 1 | | | | 2 |
| Identification (ID) Requirements | | | | | | | | | 1 | | | | | 1 |
| ID Matching Ticket and Boarding Pass Issues | | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | 2 | 3 | 2 | 1 | 1 | 1 | 1 | | 1 | 12 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 2 | 3 | 2 | 1 | 1 | 1 | | | | 10 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | | | | | | 1 | | | | | 1 |
| Flyer | | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | 1 | 1 | 1 | | 1 | | 2 | 1 | 7 |
| Inconsistency | | | | | | | | | | | | 1 | | 1 |
| Procedures/Process | | | | | | 1 | 1 | 1 | | | | | | 3 |
| Security Breach | | | | | | | | | | 1 | | 1 | 1 | 3 |
| 2017 | | 4 | | 2 | 4 | 2 | 3 | 3 | 3 | 2 | 3 | 2 | 1 | 29 |
| Customer Service | | | | 1 | 1 | | 1 | | | 1 | | | | 4 |
| TSO | | | | 1 | 1 | | 1 | | | 1 | | | | 4 |
| Human Capital | | | | | | | | | | | 1 | | | 1 |
| Current Employee | | | | | | | | | | | 1 | | | 1 |
| Locks | | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 3 | | | 1 | 2 | 1 | 1 | 1 | | 2 | 2 | 1 | 14 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 2 | | | 1 | 2 | 1 | 1 | 1 | | 1 | 2 | 1 | 12 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | | 1 |
| Patdown | | | | | 2 | | | 1 | | | | | | 3 |
| Flyer | | | | | 1 | | | 1 | | | | | | 2 |
| Flyer as Observer | | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | 1 | | | | 2 |
| Damaged Items - Checked | | | | | | | | | | 1 | | | | 1 |
| Missing Items - Carry-On | | | | | | | | | 1 | | | | | 1 |
| Screening | | 1 | | | | | 1 | 1 | 1 | | | | | 4 |
| Inconsistency | | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | 1 | | | | | 1 | | 1 | | | | | 3 |
| 2018 | | 1 | 1 | 4 | | 1 | 3 | 3 | 4 | 4 | 1 | 3 | 2 | 27 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | | 1 |
| Flyer | | | | | | | | | | 1 | | | | 1 |
| Civil Rights | | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | 2 | | 1 | 2 | | 2 | 1 | | | | 8 |
| Others | | | | 1 | | 1 | | | | 1 | | | | 3 |
| TSO | | | | 1 | | | 2 | | 2 | | | | | 5 |
| Mishandling of Passenger Property | | 1 | | | | | | 1 | | 1 | | 2 | | 5 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | 1 | | 1 | | 2 | | 5 |
| Patdown | | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | | 1 | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | 1 | 1 | | | | | | 2 |
| Missing Items - Checked | | | | | | | 1 | 1 | | | | | | 2 |
| Screening | | | | 2 | | | | 1 | 2 | 1 | | 1 | 1 | 8 |
| Procedures/Process | | | | 2 | | | | 1 | 2 | 1 | | | 1 | 7 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | 1 | | 1 |
| 2019 | | 1 | 2 | 1 | 1 | 3 | | 2 | | | | | | 10 |
| Civil Rights | | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | 1 | | 1 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | 1 | | 1 | | | | | | 3 |
| Patdown | | | | 1 | | | | 1 | | | | | | 2 |
| Flyer | | | | 1 | | | | 1 | | | | | | 2 |
| Property - Special Handling | | | 1 | | 1 | 1 | | | | | | | | 3 |
| Missing Items - Checked | | | 1 | | 1 | 1 | | | | | | | | 3 |
| Screening | | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ANC | 55 | 40 | 54 | 62 | 47 | 53 | 53 | 49 | 62 | 87 | 107 | 52 | 721 |
| 2016 | | | | 18 | 16 | 11 | 11 | 16 | 19 | 35 | 24 | 16 | 166 |
| Customer Service | | | | 5 | 4 | 2 | 1 | 2 | 3 | 4 | 2 | 3 | 26 |
| TSO | | | | 5 | 4 | 2 | 1 | 2 | 3 | 4 | 2 | 3 | 26 |
| Identification (ID) Requirements | | | | | | | | | 1 | | | | 1 |
| ID Matching Ticket and Boarding Pass Issues | | | | | | | | | 1 | | | | 1 |
| Locks | | | | | 2 | | 1 | | 1 | | 2 | | 6 |
| Missing or Damaged Lock | | | | | 2 | | 1 | | 1 | | 2 | | 6 |
| Mishandling of Passenger Property | | | | 12 | 3 | 7 | 9 | 9 | 9 | 22 | 17 | 11 | 99 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | 1 | 1 | 1 | 1 | 2 | | | 7 |
| Damaged/Missing Items--Checked Baggage | | | | 10 | 3 | 6 | 8 | 8 | 8 | 15 | 17 | 10 | 85 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | 5 | | 1 | 7 |
| Patdown | | | | 1 | 2 | 1 | | 1 | 1 | 1 | | 1 | 8 |
| Flyer | | | | 1 | 2 | 1 | | 1 | 1 | 1 | | 1 | 8 |
| Persons w/ Disabilities (PWD) | | | | | 2 | | | 2 | 2 | 3 | | | 9 |
| Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Internal Medical Devices | | | | | | | | | 1 | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | 1 | | | | 2 |
| Service Animals | | | | | 1 | | | | | 1 | | | 2 |
| Touch Aversion (pain/trauma) | | | | | | | | 1 | | 1 | | | 2 |
| Screening | | | | | 3 | 1 | | 2 | 2 | 5 | 3 | 1 | 17 |
| Inconsistency | | | | | 1 | 1 | | | | 1 | | | 3 |
| Lengthy Lines | | | | | 1 | | | 2 | 1 | | 1 | | 5 |
| Procedures/Process | | | | | 1 | | | | 1 | 4 | 2 | 1 | 9 |
| 2017 | 19 | 11 | 21 | 19 | 13 | 17 | 18 | 13 | 17 | 30 | 44 | 21 | 243 |
| Civil Rights | | | | 1 | | | | | 1 | | 1 | 1 | 4 |
| National Origin | | | | | | | | | | | | 1 | 1 |
| Racial Profiling or Discrimination | | | | 1 | | | | | 1 | | 1 | | 3 |
| Customer Service | 4 | 1 | 3 | 2 | 2 | 2 | 1 | 3 | 3 | 3 | 7 | 2 | 33 |
| CSM | 1 | | | | | | | | | | | | 1 |
| Others | | | | | | | | | 1 | | 1 | | 2 |
| TSO | 3 | 1 | 3 | 2 | 2 | 2 | 1 | 3 | 2 | 3 | 6 | 2 | 30 |
| Identification (ID) Requirements | | | | | | | | 1 | | | | | 1 |
| Domestic | | | | | | | | 1 | | | | | 1 |
| Locks | 3 | | 1 | 2 | 1 | | 1 | 1 | | 2 | 4 | 6 | 21 |
| General | 1 | | | | | | | | | | 2 | | 3 |
| Missing or Damaged Lock | 2 | | 1 | 2 | 1 | | 1 | 1 | | 2 | 2 | 6 | 18 |
| Mishandling of Passenger Property | 4 | 8 | 13 | 13 | 7 | 10 | 5 | 3 | 8 | 12 | 18 | 7 | 108 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | 1 | | | 1 | 1 | 2 | | 6 |
| Damaged/Missing Items--Checked Baggage | 4 | 4 | 12 | 12 | 7 | 7 | 5 | 3 | 7 | 8 | 12 | 5 | 86 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | 1 | | | 1 |
| Disarrayed Items--Carry-on or Checked | | 4 | 1 | | | 2 | | | | 2 | 4 | 2 | 15 |
| Notice of Violation/Civil Penalties | | | | | | | | | | 1 | | | 1 |
| General | | | | | | | | | | 1 | | | 1 |
| Patdown | | 1 | | | 1 | 1 | 2 | 1 | | | 1 | 1 | 8 |
| Flyer | | 1 | | | 1 | 1 | 2 | 1 | | | 1 | 1 | 8 |
| Persons w/ Disabilities (PWD) | 3 | | 2 | | | | 1 | | | 2 | 1 | | 9 |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 |
| Metal Implants (joint) | | | | | | | | | | 1 | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | | | 1 | | 1 |
| Touch Aversion (pain/trauma) | 3 | | 1 | | | | | | | | | | 4 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | 1 | | | 2 |
| Prohibited & Permitted Items | | | | | | 1 | | | | | | | 1 |
| Firearm/Ammunition | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | 3 | 3 | 2 | 2 | 9 | 3 | 22 |
| Damaged Items - Carry-On | | | | | | | | | | | 1 | | 1 |
| Damaged Items - Checked | | | | | | | 2 | 2 | 1 | | 2 | 1 | 8 |
| Missing Items - Carry-On | | | | | | | | | | | 1 | 1 | 2 |
| Missing Items - Checked | | | | | | | 1 | 1 | 1 | 2 | 5 | 1 | 11 |
| Screening | 5 | 1 | 2 | 1 | 2 | 3 | 5 | 1 | 3 | 8 | 3 | 1 | 35 |
| Children | | | | | | | | | | 1 | | | 1 |
| Inconsistency | | | | | | 1 | | | 2 | 2 | | 1 | 6 |
| Lengthy Lines | | | | | 1 | 1 | | | | 1 | 1 | | 4 |
| Procedures/Process | 5 | | 2 | 1 | 1 | 1 | 5 | 1 | 1 | 4 | 2 | | 23 |
| Security Breach | | 1 | | | | | | | | | | | 1 |
| 2018 | 18 | 19 | 20 | 13 | 8 | 10 | 15 | 20 | 26 | 22 | 39 | 15 | 225 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Customer Service | | 3 | 1 | 2 | | | 1 | | 5 | 4 | 6 | 2 | 24 |
| TSO | | 3 | 1 | 2 | | | 1 | | 5 | 4 | 6 | 2 | 24 |
| Locks | | 1 | | | 1 | | | | 3 | 2 | 1 | 1 | 9 |
| Missing or Damaged Lock | | 1 | | | 1 | | | | 3 | 2 | 1 | 1 | 9 |
| Lost and Found | | | | | | | | | | | | 1 | 1 |
| Airport/TSA | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | 7 | 6 | 9 | 6 | 4 | 2 | 6 | 5 | 5 | 10 | 19 | 7 | 86 |
| Damaged/Missing Items--Checked Baggage | 7 | 6 | 8 | 3 | 4 | 2 | 5 | 5 | 5 | 9 | 15 | 4 | 73 |
| Disarrayed Items--Carry-on or Checked | | | 1 | 3 | | | 1 | | | 1 | 4 | 3 | 13 |
| Patdown | | 1 | 2 | 1 | 1 | 2 | | 2 | 1 | 1 | 3 | 1 | 15 |
| Flyer | | 1 | 2 | 1 | 1 | 2 | | 2 | 1 | 1 | | 1 | 14 |
| Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | 2 | | 1 | 3 | | | 2 | | 9 |
| General | | | | | | | | 1 | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 |
| Metal Implants (joint) | | | | | | | | 1 | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 1 | | 1 |
| Ostomy/Ostomates | | | | | | | | 1 | | | | | 1 |
| Respiratory and Inhaler Equipment | | | | | | | | | | | 1 | | 1 |
| Service Animals | | | 1 | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | 1 | | | | | | | | 1 |
| Wounded Warrior | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 4 | 2 | 2 | 1 | | 3 | 4 | 6 | 5 | 2 | 4 | 3 | 36 |
| Damaged Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Damaged Items - Checked | 1 | 1 | 1 | 1 | | 1 | 2 | 3 | | 1 | 2 | | 13 |
| Missing Items - Carry-On | | | | | | 1 | | 1 | 1 | | 1 | | 4 |
| Missing Items - Checked | 3 | 1 | 1 | | | 1 | 2 | 2 | 4 | 1 | 1 | 2 | 18 |
| Request for Assistance | | | | | | | | | 1 | | | | 1 |
| Other | | | | | | | | | 1 | | | | 1 |
| Screening | 6 | 6 | 5 | 2 | | 3 | 3 | 4 | 6 | 3 | 4 | | 42 |
| Inconsistency | | | | | | | | 1 | | | 1 | | 2 |
| Lengthy Lines | 4 | | 1 | 1 | | 2 | 2 | 1 | 2 | | | | 13 |
| Procedures/Process | 2 | 6 | 4 | 1 | | 1 | 1 | 2 | 3 | 3 | 3 | | 26 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | | 1 |
| 2019 | 18 | 10 | 13 | 12 | 10 | 15 | 9 | | | | | | 87 |
| Civil Rights | 3 | | 2 | | 2 | | | | | | | | 7 |
| National Origin | 1 | | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | 1 | | | | | | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | 1 | | 2 | | | | | | | | 4 |
| Customer Service | 2 | | 1 | 1 | 1 | 1 | | | | | | | 6 |
| TSO | 2 | | 1 | 1 | 1 | 1 | | | | | | | 6 |
| Locks | 1 | | | | 1 | 2 | | | | | | | 4 |
| Missing or Damaged Lock | 1 | | | | 1 | 2 | | | | | | | 4 |
| Mishandling of Passenger Property | 4 | 5 | 3 | 6 | 3 | 4 | 2 | | | | | | 27 |
| Damaged/Missing Items--Checked Baggage | 4 | 4 | 3 | 6 | 2 | 4 | 2 | | | | | | 25 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | 1 | | | | | | | | 2 |
| Patdown | | 1 | 1 | 1 | | 3 | 1 | | | | | | 7 |
| Flyer | | 1 | 1 | | | 3 | 1 | | | | | | 6 |
| Flyer as Observer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | | 2 | | 1 | 2 | | | | | | | 7 |
| Diabetes | | | 1 | | | | | | | | | | 1 |
| General | 1 | | | | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | 1 | | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Visual Impairment | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 4 | 3 | 3 | 3 | 2 | 2 | 6 | | | | | | 23 |
| Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Damaged Items - Checked | 1 | | 2 | 1 | 2 | 1 | 3 | | | | | | 10 |
| Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | 2 | 3 | 1 | 1 | | 1 | 3 | | | | | | 11 |
| Screening | 2 | 1 | 1 | 1 | | 1 | | | | | | | 6 |
| Inconsistency | | | | 1 | | | | | | | | | 1 |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | | 1 | | | 1 | | | | | | | 3 |
| Shoe Screening | | 1 | | | | | | | | | | | 1 |

| Airport, Fiscal Year, Category | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--------------------------------|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| AOC | | | 1 | | | | | | | | | | | 1 |
| 2017 | | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| APN | 2 | 2 | | | 1 | 1 | | | | | 1 | 1 | 8 | |
| 2016 | | | | | 1 | | | | | | 1 | | 2 | |
| Mishandling of Passenger Property | | | | | 1 | | | | | | 1 | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | 1 | | 2 | |
| 2017 | 1 | 1 | | | | | | | | | | | 2 | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 | |
| Screening | | 1 | | | | | | | | | | | 1 | |
| Procedures/Process | | 1 | | | | | | | | | | | 1 | |
| 2018 | | | | | | 1 | | | | | | 1 | 2 | |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 | |
| Screening | | | | | | 1 | | | | | | | 1 | |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 | |
| 2019 | 1 | 1 | | | | | | | | | | | 2 | |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 | |
| Damaged Items - Checked | 1 | | | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|-----|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ART | 2 | 4 | 1 | 2 | 2 | 2 | 1 | 3 | | 3 | 5 | 2 | 27 |
| 2016 | | | | 1 | 1 | | | 1 | | 1 | 2 | | 6 |
| Mishandling of Passenger Property | | | | 1 | 1 | | | 1 | | 1 | 2 | | 6 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | | 1 | | | 2 | | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 |
| 2017 | 1 | | | | 1 | | 1 | 2 | | 1 | 1 | 2 | 9 |
| Customer Service | 1 | | | | 1 | | | | | | | 1 | 3 |
| TSO | 1 | | | | 1 | | | | | | | 1 | 3 |
| Locks | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | 1 | | 2 |
| Property - Special Handling | | | | | | | 1 | 1 | | | | | 2 |
| Missing Items - Checked | | | | | | | 1 | 1 | | | | | 2 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2018 | 1 | 1 | | | | | | | | 1 | 2 | | 5 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | 2 | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | 2 | | 3 |
| Property - Special Handling | | 1 | | | | | | | | 1 | | | 2 |
| Missing Items - Checked | | 1 | | | | | | | | 1 | | | 2 |
| 2019 | | 3 | 1 | 1 | | 2 | | | | | | | 7 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 2 | | 1 | | 1 | | | | | | | 4 |
| Missing Items - Checked | | 2 | | 1 | | 1 | | | | | | | 4 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Security Breach | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|-----------|-----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ASE | 2 | 2 | 5 | 5 | 10 | 11 | 3 | 1 | 4 | 2 | 5 | 4 | 54 |
| 2016 | | | | 1 | 5 | 6 | 2 | | 2 | 1 | 2 | 3 | 22 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | 1 | | 2 | | | | | | | 3 |
| Others | | | | 1 | | | | | | | | | 1 |
| TSO | | | | | | 2 | | | | | | | 2 |
| Locks | | | | | 1 | 1 | 1 | | | 1 | 1 | 1 | 6 |
| General | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | 1 | | | | 1 | 1 | 1 | 5 |
| Mishandling of Passenger Property | | | | | 3 | 2 | | | 1 | | 1 | 1 | 8 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 3 | 2 | | | | | 1 | 1 | 7 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Flyer | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | 1 | 1 | 1 | | | | | | 3 |
| Procedures/Process | | | | | 1 | 1 | 1 | | | | | | 3 |
| 2017 | | | 3 | 1 | 2 | 1 | | 1 | 1 | | 3 | 1 | 13 |
| Customer Service | | | 1 | | | 1 | | | | | 2 | | 4 |
| TSO | | | 1 | | | 1 | | | | | 2 | | 4 |
| Locks | | | | 1 | 1 | | | | | | | | 2 |
| Missing or Damaged Lock | | | | 1 | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | 1 | | 1 | | 3 |
| Missing Items - Checked | | | | | | | | 1 | 1 | | 1 | | 3 |
| Screening | | | 1 | | 1 | | | | | | | 1 | 3 |
| Procedures/Process | | | 1 | | 1 | | | | | | | 1 | 3 |
| 2018 | | 1 | 2 | 3 | 2 | 1 | 1 | | 1 | 1 | | | 12 |
| Customer Service | | | 1 | 1 | 1 | | | | | | | | 3 |
| Others | | | | | 1 | | | | | | | | 1 |
| TSO | | | 1 | 1 | | | | | | | | | 2 |
| Locks | | | | | | 1 | | | | 1 | | | 2 |
| Missing or Damaged Lock | | | | | | 1 | | | | 1 | | | 2 |
| Mishandling of Passenger Property | | 1 | 1 | | 1 | | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | | | | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| General | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| 2019 | 2 | 1 | | | 1 | 3 | | | | | | | 7 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | | | | 1 | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 2 | | | | | 1 | | | | | | | 3 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ATL | 575 | 578 | 568 | 750 | 644 | 803 | 756 | 698 | 573 | 595 | 590 | 476 | 7,606 |
| 2016 | | | | 192 | 174 | 234 | 235 | 258 | 179 | 199 | 188 | 174 | 1,833 |
| Civil Rights | | | | 3 | 3 | 7 | 5 | 8 | 3 | 6 | 4 | 3 | 42 |
| Civil Rights Violation (TSA Employee) | | | | | | | | | | 1 | | | 1 |
| Constitutional Rights | | | | | | | | | 1 | | | | 1 |
| General Complaint and Discrimination | | | | | 1 | | | | | | | | 1 |
| Headwear | | | | | | | 1 | | | | | | 1 |
| National Origin | | | | | | | | 1 | | 2 | | | 3 |
| Perceived Religion | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | | 2 | 2 | 6 | 2 | 6 | 1 | 3 | 3 | 2 | 27 |
| Screening of Religious Cultural and Ceremonial Items | | | | 1 | | | | | 1 | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | | | | 1 | 2 |
| Sexual Orientation - Not Transgender | | | | | | | | | | | 1 | | 1 |
| Transgender Screening | | | | | | | 1 | 1 | | | | | 2 |
| Customer Service | | | | 39 | 39 | 41 | 45 | 55 | 43 | 37 | 40 | 34 | 373 |
| CSM | | | | | | | | 1 | | 1 | | | 2 |
| Others | | | | 5 | 10 | 7 | 13 | 12 | 10 | 5 | 4 | 3 | 69 |
| TSO | | | | 34 | 29 | 34 | 32 | 42 | 33 | 31 | 36 | 31 | 302 |
| Identification (ID) Requirements | | | | 2 | 1 | 1 | | 1 | | | | 1 | 6 |
| Domestic | | | | 1 | 1 | 1 | | 1 | | | | 1 | 5 |
| ID Matching Ticket and Boarding Pass Issues | | | | 1 | | | | | | | | | 1 |
| Locks | | | | 6 | 8 | 11 | 12 | 5 | 5 | 10 | 11 | 6 | 74 |
| General | | | | | 1 | | | | 1 | | | | 2 |
| Missing or Damaged Lock | | | | 6 | 7 | 11 | 12 | 5 | 4 | 10 | 11 | 6 | 72 |
| Lost and Found | | | | 3 | 6 | 6 | 3 | 2 | 5 | 1 | 5 | 3 | 34 |
| Airport/TSA | | | | 3 | 6 | 6 | 3 | 2 | 5 | 1 | 5 | 3 | 34 |
| Mishandling of Passenger Property | | | | 105 | 72 | 101 | 100 | 113 | 107 | 117 | 107 | 103 | 925 |
| Damaged/Missing Items--Carry-on Luggage | | | | 19 | 20 | 25 | 21 | 18 | 22 | 19 | 19 | 15 | 178 |
| Damaged/Missing Items--Checked Baggage | | | | 84 | 51 | 72 | 77 | 85 | 79 | 91 | 86 | 83 | 708 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 2 | 1 | 1 | 1 | 5 |
| Disarrayed Items--Carry-on or Checked | | | | 2 | 1 | 4 | 2 | 10 | 4 | 6 | 1 | 4 | 34 |
| Patdown | | | | 1 | 4 | 2 | 4 | 5 | 1 | 6 | 4 | 5 | 32 |
| Children | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | 1 | 2 | 1 | 4 | 5 | 1 | 4 | 3 | 5 | 26 |
| Flyer as Observer | | | | | 2 | 1 | | | | 1 | 1 | | 5 |
| Persons w/ Disabilities (PWD) | | | | 3 | 4 | 4 | 4 | 4 | 2 | 3 | 3 | 3 | 30 |
| Breast Cancer | | | | | | | | | | | | 1 | 1 |
| Cancer (general) Not Breast Cancer | | | | | | | 2 | | | | | | 2 |
| Cognitive /Developmental /Mental Disability | | | | | 1 | 1 | | | | | | | 2 |
| Diabetes | | | | | | | | | | | 1 | 1 | 2 |
| General | | | | 1 | | 1 | | | | | | | 2 |
| Internal Medical Devices | | | | 1 | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | 2 | 1 | | 1 | | | | | 4 |
| Metal Implants (joint) | | | | | | | | 1 | 1 | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 2 | | | | 1 | | 3 |
| Ostomy/Ostomates | | | | | | | | | 1 | 1 | | | 2 |
| Visual Impairment | | | | | 1 | | | | | 2 | | | 3 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | 2 | | | 1 | 1 | 5 |
| Prohibited & Permitted Items | | | | | | | | | | 2 | | 1 | 3 |
| Beauty & Grooming Items | | | | | | | | | | | | 1 | 1 |
| Firearm/Ammunition | | | | | | | | | | 1 | | | 1 |
| Liquids/Gels/Aerosols | | | | | | | | | | 1 | | | 1 |
| Request for Assistance | | | | | | | | 1 | | 1 | | | 2 |
| Other | | | | | | | | 1 | | 1 | | | 2 |
| Screening | | | | 29 | 37 | 61 | 62 | 64 | 13 | 16 | 14 | 15 | 311 |
| Crew Member or Airline Employee | | | | 2 | | 1 | | 1 | | | 1 | | 5 |
| Gate Pass | | | | | | | | | | | 1 | | 1 |
| Inconsistency | | | | 2 | | 4 | 1 | 3 | 2 | 2 | | 1 | 15 |
| Lengthy Lines | | | | 17 | 31 | 42 | 42 | 46 | 4 | 4 | 1 | 2 | 189 |
| Military | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | 8 | 6 | 11 | 19 | 10 | 7 | 10 | 10 | 11 | 92 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | 1 | | | | | 1 |
| Security Breach | | | | | | 3 | | 2 | | | 1 | 1 | 7 |
| TSA Contact Information | | | | 1 | | | | | | | | | 1 |
| General | | | | 1 | | | | | | | | | 1 |
| 2017 | 188 | 192 | 213 | 231 | 170 | 211 | 179 | 209 | 190 | 221 | 207 | 171 | 2,382 |
| Advanced Imaging Technology (AIT) | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Civil Rights | 3 | 3 | 4 | 7 | 3 | 7 | 4 | 5 | 1 | 2 | 2 | 7 | 48 |
| Civil Rights Violation (TSA Employee) | | | | 1 | | | | | | | | | 1 |
| Constitutional Rights | | | | 1 | | | | | | | | | 1 |
| Hair Patdowns | | | | | | | 1 | 1 | | | | 1 | 3 |
| National Origin | | | | | | 1 | | 1 | | | | | 2 |
| Racial Profiling or Discrimination | 3 | 3 | 4 | 5 | 3 | 5 | 3 | 1 | 1 | 2 | 2 | 6 | 38 |
| Screening of Religious or Cultural Garments | | | | | | 1 | | | | | | | 1 |
| Transgender Screening | | | | | | | | 2 | | | | | 2 |
| Customer Service | 45 | 53 | 46 | 35 | 41 | 48 | 38 | 54 | 53 | 51 | 46 | 36 | 546 |
| CSM | | 1 | | 1 | | | | | | | | | 2 |
| Others | 6 | 10 | 7 | 5 | 6 | 3 | 5 | 9 | 4 | 3 | 3 | 7 | 68 |
| TSO | 39 | 42 | 39 | 29 | 35 | 45 | 33 | 45 | 49 | 48 | 43 | 29 | 476 |
| Human Capital | | | | | | | | | | | 1 | | 1 |
| Current Employee | | | | | | | | | | | 1 | | 1 |
| Identification (ID) Requirements | | 1 | 1 | 1 | | | | | | | | | 3 |
| Domestic | | 1 | 1 | 1 | | | | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Locks | 9 | 9 | 12 | 14 | 8 | 10 | 12 | 9 | 10 | 12 | 9 | 8 | 122 |
| General | 1 | 1 | 2 | 1 | 1 | | | | | 2 | | | 8 |
| Missing or Damaged Lock | 8 | 8 | 10 | 13 | 7 | 10 | 12 | 9 | 10 | 10 | 9 | 8 | 114 |
| Lost and Found | 3 | 1 | 2 | 4 | 3 | 8 | 3 | 1 | 1 | 4 | 2 | 3 | 35 |
| Airport/TSA | 3 | 1 | 2 | 4 | 3 | 8 | 3 | 1 | 1 | 4 | 2 | 3 | 35 |
| Mishandling of Passenger Property | 108 | 92 | 109 | 129 | 78 | 97 | 51 | 61 | 54 | 68 | 63 | 54 | 964 |
| Damaged/Missing Items--Carry-on Luggage | 13 | 24 | 22 | 28 | 15 | 26 | 9 | 4 | 7 | 3 | 5 | 2 | 158 |
| Damaged/Missing Items--Checked Baggage | 86 | 60 | 83 | 95 | 60 | 67 | 33 | 47 | 44 | 54 | 52 | 45 | 726 |
| Damaged/Missing Items--Unspecified Luggage | 1 | 1 | 1 | | | 1 | | | 1 | | 1 | | 6 |
| Disarrayed Items--Carry-on or Checked | 8 | 7 | 3 | 6 | 3 | 3 | 9 | 10 | 2 | 11 | 5 | 7 | 74 |
| Patdown | 2 | 4 | 3 | 10 | 9 | 4 | 6 | 5 | 6 | 3 | 7 | 2 | 61 |
| Children | | | | | | | | 1 | | | | | 1 |
| Flyer | 2 | 3 | 2 | 9 | 7 | 4 | 5 | 4 | 4 | 3 | 5 | 1 | 49 |
| Flyer as Observer | | | 1 | | 2 | | | | 1 | | | 1 | 5 |
| General | | | | | | | 1 | | | | 1 | | 2 |
| Non-Flyer | | 1 | | 1 | | | | | 1 | | 1 | | 4 |
| Persons w/ Disabilities (PWD) | 5 | 2 | 7 | 4 | 2 | 3 | 5 | 6 | 8 | 10 | 10 | 3 | 65 |
| Breast Cancer | | | 1 | | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | 1 | | | | | 2 |
| Diabetes | | | 1 | | | | | 1 | | | | | 2 |
| General | | 1 | | | | | 1 | | 1 | 1 | | | 4 |
| Hearing Impairment | | | | | | | 1 | | 1 | | | | 2 |
| Internal Medical Devices | | 1 | 1 | | | | | | | | 1 | 1 | 4 |
| Medical Devices - Attached to the Body | 1 | | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | 1 | 2 | | | | | 1 | | 1 | 1 | 6 |
| Metal Implants (joint) | | | | | | 1 | | | | 1 | 1 | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | | | 1 | 3 | | 3 | 2 | | 10 |
| Prosthesis/Amputees and Casts | | | | | 1 | | | | | | | | 1 |
| Respiratory and Inhaler Equipment | 1 | | | | | | | | | | | | 1 |
| Service Animals | 1 | | 1 | 1 | | | 1 | | 1 | 1 | | | 6 |
| Visual Impairment | | | | | | | | | | | 1 | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | 2 | | 1 | 2 | 1 | 1 | 4 | 4 | 4 | 1 | 21 |
| Prohibited & Permitted Items | | | 1 | 1 | 2 | | | | 2 | | 3 | | 9 |
| Alcohol and Tobacco | | | | | 1 | | | | 1 | | 3 | | 5 |
| Firearm/Ammunition | | | 1 | | | | | | | | | | 1 |
| Knives/Tools/Razors/Sharp Objects | | | | 1 | 1 | | | | | | | | 2 |
| Medication/Prescription/Medically Necessary Items | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | 28 | 37 | 33 | 39 | 37 | 32 | 206 |
| Damaged Items - Carry-On | | | | | | | 4 | 3 | 4 | 1 | 4 | 2 | 18 |
| Damaged Items - Checked | | | | | | | 7 | 7 | 8 | 13 | 3 | 10 | 48 |
| Missing Items - Carry-On | | | | | | | 6 | 11 | 9 | 11 | 11 | 8 | 56 |
| Missing Items - Checked | | | | | | | 11 | 16 | 12 | 14 | 19 | 12 | 84 |
| Request for Assistance | 1 | 1 | | | | | | | | | | | 2 |
| Other | 1 | 1 | | | | | | | | | | | 2 |
| Screening | 12 | 26 | 28 | 26 | 24 | 33 | 32 | 31 | 22 | 32 | 26 | 26 | 318 |
| Crew Member or Airline Employee | | | | | | | | 1 | | | | | 1 |
| Inconsistency | 1 | 2 | 1 | 2 | 1 | 1 | | 5 | | 4 | 2 | 1 | 20 |
| International Screening | | | 1 | | | | | | | | | | 1 |
| Lengthy Lines | 2 | 6 | 4 | 6 | 6 | 8 | 6 | 10 | 7 | 8 | 6 | 11 | 80 |
| Procedures/Process | 9 | 17 | 20 | 18 | 17 | 23 | 26 | 14 | 15 | 20 | 17 | 14 | 210 |
| Security Breach | | 1 | 2 | | | 1 | | 1 | | | | | 5 |
| Shoe Screening | | | | | | | | | | | 1 | | 1 |
| TSA Contact Information | | | | | | | | | | | 1 | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| 2018 | 230 | 239 | 193 | 204 | 186 | 200 | 201 | 231 | 204 | 175 | 195 | 131 | 2,389 |
| Civil Rights | 9 | 6 | 5 | 5 | 4 | 5 | 10 | 5 | 10 | 7 | 6 | 3 | 75 |
| Age | | | | | 1 | 1 | | 1 | 1 | | | | 4 |
| Constitutional Rights | | | | | | | | 1 | | | | | 1 |
| Hair Patdowns | | | | | | | | | 1 | | | | 1 |
| National Origin | | | | 1 | | | | 1 | | | 1 | | 3 |
| Perceived Religion | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | 7 | 4 | 4 | 4 | 1 | 3 | 9 | 2 | 7 | 7 | 3 | | 51 |
| Sex/Gender/Gender Identity- Not Transgender | 2 | | 1 | | | 1 | 1 | | | | | 3 | 8 |
| Sexual Orientation - Not Transgender | | 1 | | | 1 | | | | 1 | | 1 | | 4 |
| Transgender Screening | | 1 | | | | | | | | | 1 | | 2 |
| Customer Service | 54 | 70 | 49 | 57 | 53 | 53 | 45 | 59 | 49 | 41 | 45 | 28 | 603 |
| Others | 6 | 15 | 4 | 4 | 3 | 6 | 3 | 4 | 4 | 4 | 1 | | 54 |
| TSO | 48 | 55 | 45 | 53 | 50 | 47 | 42 | 55 | 45 | 37 | 44 | 28 | 549 |
| Identification (ID) Requirements | 1 | | | 2 | | | | | | | | | 3 |
| Domestic | 1 | | | 2 | | | | | | | | | 3 |
| Locks | 9 | 16 | 7 | 11 | 4 | 8 | 17 | 8 | 8 | 3 | 7 | 12 | 110 |
| Missing or Damaged Lock | 9 | 16 | 7 | 11 | 4 | 8 | 17 | 8 | 8 | 3 | 7 | 12 | 110 |
| Lost and Found | 8 | 9 | 1 | 2 | 3 | 3 | 3 | 1 | 4 | 2 | 3 | 3 | 42 |
| Airport/TSA | 8 | 9 | 1 | 2 | 3 | 3 | 3 | 1 | 4 | 2 | 3 | 3 | 42 |
| Mishandling of Passenger Property | 53 | 47 | 57 | 54 | 42 | 46 | 48 | 57 | 46 | 46 | 66 | 27 | 589 |
| Damaged/Missing Items--Carry-on Luggage | 6 | 6 | 12 | 5 | 2 | 1 | 4 | 4 | 2 | 4 | 4 | | 50 |
| Damaged/Missing Items--Checked Baggage | 45 | 34 | 41 | 45 | 35 | 37 | 39 | 50 | 35 | 41 | 57 | 25 | 484 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | 2 | 1 | 2 | | 1 | | 7 |
| Disarrayed Items--Carry-on or Checked | 2 | 7 | 4 | 3 | 5 | 8 | 3 | 2 | 7 | 1 | 4 | 2 | 48 |
| Patdown | 5 | 5 | 3 | 5 | 4 | 4 | 5 | 7 | 7 | 4 | 6 | 1 | 56 |
| Flyer | 4 | 5 | 3 | 4 | 4 | 4 | 4 | 7 | 7 | 4 | 6 | | 52 |
| Flyer as Observer | 1 | | | 1 | | | | | | | | 1 | 3 |
| Non-Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | 3 | 5 | 5 | 15 | 8 | 6 | 7 | 8 | 7 | 7 | 3 | 78 |
| Breast Cancer | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|-----|-----|-----|-----|-----|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Cancer (general) Not Breast Cancer | 1 | | | | 1 | | | 1 | | | | | 3 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | | | 1 | 1 |
| Diabetes | | 2 | | 1 | 2 | 1 | 1 | | | | | | 7 |
| Diapers/Garments/Dressings/Masks | | | | | 2 | | | | | | | | 2 |
| General | | | | | | 1 | 1 | | 1 | | 1 | | 4 |
| Internal Medical Devices | | | | | | | | | | 1 | | | 1 |
| Medical Devices - Attached to the Body | | | | | | | | | 1 | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | 2 | 1 | 1 | 1 | | 2 | 2 | 2 | 3 | | 14 |
| Metal Implants (joint) | | | | | | | | 1 | | | 1 | 1 | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | 2 | 2 | 3 | 1 | 1 | 1 | 3 | 1 | | | 15 |
| Prosthesis/Amputees and Casts | | | | | 1 | | | 1 | | | | | 2 |
| Respiratory and Inhaler Equipment | | | | | | | | | | | 1 | | 1 |
| Service Animals | | | | | 1 | 1 | | | | | | | 2 |
| Touch Aversion (pain/trauma) | 1 | | | | 2 | 1 | | | | | | | 4 |
| Visual Impairment | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | 1 | 1 | 1 | 2 | 1 | 2 | 1 | 1 | 3 | 1 | 1 | 16 |
| Property - Special Handling | 34 | 36 | 33 | 31 | 27 | 27 | 33 | 37 | 33 | 36 | 33 | 39 | 399 |
| Damaged Items - Carry-On | 1 | | 3 | 6 | 2 | 4 | 3 | 3 | 3 | 5 | 4 | 1 | 35 |
| Damaged Items - Checked | 14 | 10 | 7 | 7 | 3 | 7 | 5 | 9 | 11 | 6 | 8 | 8 | 95 |
| Missing Items - Carry-On | 6 | 9 | 7 | 6 | 7 | 10 | 7 | 6 | 9 | 10 | 6 | 13 | 96 |
| Missing Items - Checked | 13 | 17 | 16 | 12 | 15 | 6 | 18 | 19 | 10 | 15 | 15 | 17 | 173 |
| Request for Assistance | | | | | 2 | | 1 | | 1 | | 2 | | 6 |
| Other | | | | | 1 | | 1 | | 1 | | 2 | | 5 |
| Wounded Warrior (MSIJSOC) | | | | | 1 | | | | | | | | 1 |
| Screening | 53 | 47 | 33 | 32 | 32 | 46 | 33 | 50 | 38 | 29 | 20 | 15 | 428 |
| Inconsistency | 2 | 4 | 2 | | 1 | 2 | 1 | 3 | 1 | 2 | 3 | 2 | 23 |
| Lengthy Lines | 17 | 22 | 15 | 15 | 20 | 19 | 17 | 15 | 8 | 10 | 4 | | 162 |
| Procedures/Process | 34 | 21 | 15 | 17 | 11 | 25 | 15 | 30 | 29 | 15 | 12 | 13 | 237 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | 2 | | | | | 3 |
| Security Breach | | | | | | | | | | 2 | 1 | | 3 |
| 2019 | 157 | 147 | 162 | 123 | 114 | 158 | 141 | | | | | | 1,002 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| General | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 9 | 6 | 4 | 3 | 2 | 2 | 6 | | | | | | 32 |
| Age | 1 | | 1 | | | | | | | | | | 2 |
| National Origin | 1 | | 1 | | 1 | | | | | | | | 3 |
| Perceived Religion | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | 3 | 6 | 1 | 3 | 1 | 1 | 5 | | | | | | 20 |
| Sex/Gender/Gender Identity- Not Transgender | 4 | | 1 | | | 1 | | | | | | | 6 |
| Customer Service | 40 | 37 | 25 | 25 | 26 | 42 | 43 | | | | | | 238 |
| Others | 2 | | | | 1 | 2 | 2 | | | | | | 7 |
| TSO | 38 | 37 | 25 | 25 | 25 | 40 | 41 | | | | | | 231 |
| Locks | 10 | 9 | 11 | 8 | 8 | 13 | 6 | | | | | | 65 |
| General | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 9 | 9 | 11 | 8 | 8 | 13 | 6 | | | | | | 64 |
| Lost and Found | 2 | | | | 3 | 2 | 4 | | | | | | 11 |
| Airport/TSA | 2 | | | | 3 | 2 | 4 | | | | | | 11 |
| Mishandling of Passenger Property | 31 | 31 | 37 | 34 | 25 | 35 | 28 | | | | | | 221 |
| Damaged/Missing Items--Carry-on Luggage | 5 | | 3 | 4 | | 2 | 4 | | | | | | 18 |
| Damaged/Missing Items--Checked Baggage | 22 | 29 | 29 | 27 | 21 | 29 | 20 | | | | | | 177 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | 1 | | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | 4 | 2 | 5 | 2 | 3 | 4 | 4 | | | | | | 24 |
| Patdown | 1 | 2 | 2 | 1 | 3 | 4 | 1 | | | | | | 14 |
| Flyer | 1 | 2 | 2 | 1 | 2 | 4 | | | | | | | 12 |
| Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Non-Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 6 | 13 | 7 | 6 | 8 | 5 | | | | | | 48 |
| Assistive Technology | | 1 | | | | | | | | | | | 1 |
| Autism Spectrum | | | | 1 | | | 1 | | | | | | 2 |
| Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Diabetes | | 1 | 2 | | | | 1 | | | | | | 4 |
| General | | | | | 1 | | | | | | | | 1 |
| Hearing Impairment | | | 1 | 1 | 1 | | 1 | | | | | | 4 |
| Internal Medical Devices | 1 | | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | 4 | 1 | 1 | 2 | | | | | | | 8 |
| Metal Implants (joint) | | | 2 | 2 | 1 | 1 | | | | | | | 6 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | 4 | 1 | | 2 | 2 | | | | | | 10 |
| Service Animals | 1 | 2 | | 1 | | | | | | | | | 4 |
| Touch Aversion (pain/trauma) | | | | | 1 | 1 | | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | 1 | 1 | | | 1 | | | | | | | | 3 |
| Property - Special Handling | 41 | 32 | 48 | 33 | 24 | 33 | 31 | | | | | | 242 |
| Damaged Items - Carry-On | 3 | 5 | 2 | 3 | 3 | 3 | 4 | | | | | | 23 |
| Damaged Items - Checked | 11 | 6 | 11 | 8 | 8 | 6 | 6 | | | | | | 56 |
| Missing Items - Carry-On | 7 | 6 | 10 | 5 | 4 | 11 | 5 | | | | | | 48 |
| Missing Items - Checked | 20 | 15 | 25 | 17 | 9 | 13 | 16 | | | | | | 115 |
| Screening | 19 | 24 | 22 | 12 | 17 | 19 | 17 | | | | | | 130 |
| Inconsistency | 4 | 3 | 2 | 1 | 1 | 2 | | | | | | | 13 |
| Lengthy Lines | 6 | 6 | 2 | 1 | 3 | 3 | 5 | | | | | | 26 |
| Procedures/Process | 7 | 13 | 18 | 9 | 12 | 12 | 11 | | | | | | 82 |
| Retrieving Abandoned/Confiscated Items | 2 | | | 1 | | 1 | | | | | | | 4 |
| Security Breach | | 2 | | | 1 | 1 | 1 | | | | | | 5 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|-----|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ATW | 5 | 5 | 5 | 6 | 8 | 5 | 3 | | 3 | 3 | 4 | 3 | 50 |
| 2016 | | | | 1 | 5 | 1 | 1 | | 2 | | 1 | 2 | 13 |
| Mishandling of Passenger Property | | | | 1 | 4 | 1 | 1 | | 1 | | 1 | 2 | 11 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 2 | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 2 | 1 | 1 | | 1 | | 1 | 1 | 8 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Diabetes | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2017 | | 1 | | 3 | 1 | 2 | | | | 1 | | 1 | 9 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | | 2 | | | | 1 | | | 5 |
| Damaged/Missing Items--Checked Baggage | | 1 | | 1 | | 2 | | | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Service Animals | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2018 | 1 | 3 | 3 | 1 | | 2 | | | 1 | 2 | 3 | | 16 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | 1 | | | | | 1 | | 2 |
| TSO | | | | | | 1 | | | | | 1 | | 2 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 2 | 1 | | | | | | 1 | 1 | 1 | | 6 |
| Damaged/Missing Items--Checked Baggage | | 2 | 1 | | | | | | | 1 | 1 | | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | 2 | | | | | | | | 1 | | 4 |
| Missing Items - Carry-On | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | 1 | 2 | | | | | | | | | | 3 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2019 | 4 | 1 | 2 | 1 | 2 | | 2 | | | | | | 12 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | | | 1 | | 1 | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | 1 | | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | 1 | | | | | | 2 |
| Property - Special Handling | | 1 | 1 | | 1 | | 1 | | | | | | 4 |
| Missing Items - Carry-On | | | | | 1 | | | | | | | | 1 |
| Missing Items - Checked | | 1 | 1 | | | | 1 | | | | | | 3 |
| Screening | 1 | | 1 | 1 | | | | | | | | | 3 |
| Inconsistency | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | 1 | | | | | | | | | 2 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| ATY | 1 | 2 | 1 | 1 | | | | | 2 | 2 | | 1 | 10 |
| 2017 | 1 | | | 1 | | | | | 1 | | | 1 | 4 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Identification (ID) Requirements | | | | | | | | | | | | 1 | 1 |
| Domestic | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Inconsistency | | | | 1 | | | | | | | | | 1 |
| 2018 | | | 1 | | | | | | 1 | 2 | | | 4 |
| Mishandling of Passenger Property | | | 1 | | | | | | 1 | 1 | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | 1 | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2019 | | 2 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| AUG | | | | | | | 1 | | | 1 | 1 | | 3 |
| 2017 | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| 2018 | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| 2019 | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| AUS | 109 | 122 | 120 | 106 | 110 | 145 | 171 | 141 | 137 | 137 | 116 | 101 | 1,515 |
| 2016 | | | | 26 | 27 | 35 | 41 | 38 | 42 | 35 | 36 | 41 | 321 |
| Civil Rights | | | | | | | | 1 | | 3 | | 4 | 8 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | 3 | 5 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | | | 1 |
| Transgender Screening | | | | | | | | | | 1 | | 1 | 2 |
| Customer Service | | | | 4 | 5 | 10 | 5 | 10 | 10 | 4 | 12 | 2 | 62 |
| CSM | | | | 1 | | | | | | | | | 1 |
| Others | | | | | | | | 1 | | | 1 | | 2 |
| TSO | | | | 3 | 5 | 10 | 5 | 9 | 10 | 4 | 11 | 2 | 59 |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 |
| Domestic | | | | | | 1 | | | | | | | 1 |
| Locks | | | | 1 | 2 | 2 | 1 | 2 | | 3 | 2 | 2 | 15 |
| Missing or Damaged Lock | | | | 1 | 2 | 2 | 1 | 2 | | 3 | 2 | 2 | 15 |
| Mishandling of Passenger Property | | | | 17 | 12 | 17 | 21 | 14 | 22 | 13 | 15 | 20 | 151 |
| Damaged/Missing Items--Carry-on Luggage | | | | 2 | | 2 | 3 | 2 | 2 | | | 3 | 14 |
| Damaged/Missing Items--Checked Baggage | | | | 15 | 11 | 13 | 16 | 10 | 18 | 13 | 15 | 13 | 124 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | 2 | 1 | 2 | 2 | | | 4 | 12 |
| Patdown | | | | | | | 1 | 1 | 3 | 4 | 2 | 3 | 14 |
| Flyer | | | | | | | 1 | 1 | 3 | 4 | 2 | 3 | 14 |
| Persons w/ Disabilities (PWD) | | | | 3 | 2 | 2 | 1 | 1 | 1 | 3 | 2 | 1 | 16 |
| Diabetes | | | | | | | | | 1 | | | | 1 |
| General | | | | | | 1 | 1 | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | | | | | 1 |
| Metal Implants (joint) | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | 1 | 1 | | | | | | | 3 |
| Ostomy/Ostomates | | | | | | | | | | | 1 | | 1 |
| Prosthesis/Amputees and Casts | | | | 1 | | | | | | 1 | | | 2 |
| Respiratory and Inhaler Equipment | | | | | 1 | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | 1 | 1 | 1 | 3 |
| Request for Assistance | | | | | | | | | | 1 | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | | | | | | | 1 | | | 1 |
| Screening | | | | 1 | 6 | 3 | 12 | 9 | 6 | 4 | 3 | 9 | 53 |
| Inconsistency | | | | | | | 2 | 2 | 1 | 2 | | 2 | 9 |
| Lengthy Lines | | | | | 4 | 1 | 7 | 3 | 1 | | 1 | 2 | 19 |
| Procedures/Process | | | | 1 | 1 | 2 | 3 | 3 | 4 | 2 | 2 | 5 | 23 |
| Security Breach | | | | | 1 | | | 1 | | | | | 2 |
| 2017 | 32 | 52 | 40 | 31 | 25 | 28 | 41 | 51 | 48 | 41 | 39 | 35 | 463 |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | | 1 |
| Flyer | | | | | | | | 1 | | | | | 1 |
| Civil Rights | 1 | 1 | | | | | | 1 | 1 | 3 | 4 | 3 | 14 |
| Constitutional Rights | | | | | | | | | | | 1 | | 1 |
| Hair Patdowns | | | | | | | | | | 1 | | | 1 |
| National Origin | | | | | | | | | | | 1 | | 1 |
| Racial Profiling or Discrimination | 1 | 1 | | | | | | 1 | 1 | 2 | 2 | 1 | 9 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | 1 | 1 |
| Transgender Screening | | | | | | | | | | | | 1 | 1 |
| Customer Service | 10 | 13 | 8 | 5 | 6 | 7 | 10 | 10 | 7 | 8 | 8 | 8 | 100 |
| CSM | | | | | 1 | | | | | | | | 1 |
| Others | | | | 1 | | | | | 2 | | | | 3 |
| TSO | 10 | 13 | 8 | 4 | 5 | 7 | 10 | 10 | 5 | 8 | 8 | 8 | 96 |
| Identification (ID) Requirements | | 1 | | | | | | | | | 1 | | 2 |
| Domestic | | 1 | | | | | | | | | 1 | | 2 |
| Locks | 2 | 3 | | 2 | | | 2 | 1 | 3 | 1 | 1 | 2 | 17 |
| General | | | | | | | | | 1 | | | 1 | 2 |
| Missing or Damaged Lock | 2 | 3 | | 2 | | | 2 | 1 | 2 | 1 | 1 | 1 | 15 |
| Lost and Found | | | 1 | | | 1 | | | | | | | 2 |
| Airport/TSA | | | 1 | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | 12 | 21 | 13 | 15 | 15 | 14 | 12 | 17 | 15 | 15 | 13 | 9 | 171 |
| Damaged/Missing Items--Carry-on Luggage | | 3 | 1 | 1 | 2 | 1 | | | 1 | 1 | 2 | | 12 |
| Damaged/Missing Items--Checked Baggage | 11 | 15 | 11 | 14 | 11 | 11 | 11 | 11 | 10 | 11 | 9 | 9 | 134 |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | 1 | | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | 1 | 2 | 1 | | 1 | 2 | 1 | 6 | 4 | 3 | 2 | | 23 |
| Patdown | 1 | 2 | 9 | 4 | 1 | 3 | 4 | 2 | 3 | 3 | 3 | 2 | 37 |
| Flyer | 1 | 2 | 9 | 4 | 1 | 3 | 3 | 1 | 2 | 3 | 3 | 1 | 33 |
| Flyer as Observer | | | | | | | 1 | | 1 | | | | 2 |
| Non-Flyer | | | | | | | | 1 | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | 1 | 3 | 3 | 2 | 1 | 1 | 3 | 5 | 2 | 1 | 1 | 5 | 28 |
| Autism Spectrum | | | | | 1 | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | 1 | 1 | | | | | 1 | | | | 1 | 4 |
| Diabetes | | | | | | | 1 | | 1 | | | 1 | 3 |
| General | | | | | | | | 1 | | | | 1 | 2 |
| Hearing Impairment | | | | | | 1 | | | | | | | 1 |
| Internal Medical Devices | | 1 | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | | | | 1 | | 1 | 3 |
| Metal Implants (joint) | | | 1 | 1 | | | | 1 | | | 1 | | 4 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | 1 | 1 | | | | 3 |
| Prosthesis/Amputees and Casts | 1 | | 1 | | | | | | | | | | 2 |
| Service Animals | | | | 1 | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | | | | 1 | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | 1 | 1 | | | | | 2 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Breast Milk/Baby Formula/Breast Pump | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Property - Special Handling | | | | | | | 8 | 10 | 13 | 6 | 3 | 6 | 46 |
| Damaged Items - Carry-On | | | | | | | | 1 | 1 | 1 | 1 | 1 | 5 |
| Damaged Items - Checked | | | | | | | | 4 | 3 | 1 | 2 | 1 | 11 |
| Missing Items - Carry-On | | | | | | | 1 | 2 | 2 | 1 | | | 6 |
| Missing Items - Checked | | | | | | | 7 | 3 | 7 | 3 | | 4 | 24 |
| Screening | 5 | 8 | 5 | 3 | 2 | 2 | 2 | 4 | 4 | 4 | 5 | | 44 |
| Crew Member or Airline Employee | | | | | | | | | | 1 | | | 1 |
| Inconsistency | | 1 | | | | | | 1 | | | 1 | | 3 |
| Lengthy Lines | | 1 | 1 | 1 | | | | 1 | | | | | 4 |
| Procedures/Process | 2 | 6 | 4 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 4 | | 33 |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | | | | | | | | 1 |
| Security Breach | 2 | | | | | | | | | | | | 2 |
| 2018 | 38 | 37 | 44 | 23 | 30 | 47 | 52 | 52 | 47 | 61 | 41 | 25 | 497 |
| Civil Rights | 2 | | | 1 | | 1 | 2 | | 2 | 4 | 3 | 4 | 19 |
| Age | | | | | | | | | 1 | | | | 1 |
| Constitutional Rights | | | | | | | | | | | | 1 | 1 |
| Hair Patdowns | 1 | | | | | 1 | 1 | | | | | | 3 |
| Perceived Religion | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | 3 | 2 | 1 | 7 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | 1 | 2 | 4 |
| Sexual Orientation - Not Transgender | 1 | | | | | | | | | | | | 1 |
| Transgender Screening | | | | | | | | | 1 | | | | 1 |
| Customer Service | 5 | 11 | 6 | 2 | 8 | 10 | 8 | 9 | 11 | 13 | 6 | 3 | 92 |
| Others | | 1 | 1 | | | | | | | 2 | | | 4 |
| TSO | 5 | 10 | 5 | 2 | 8 | 10 | 8 | 9 | 11 | 11 | 6 | 3 | 88 |
| Identification (ID) Requirements | | | 1 | | | | | | | | | | 1 |
| Domestic | | | 1 | | | | | | | | | | 1 |
| Locks | 1 | 2 | 3 | 1 | 2 | 3 | 1 | 3 | 1 | 1 | 1 | 3 | 22 |
| General | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | 1 | 2 | 3 | 1 | 1 | 3 | 1 | 3 | 1 | 1 | 1 | 3 | 21 |
| Lost and Found | | 2 | | | | | | | 1 | | | | 3 |
| Airport/TSA | | 2 | | | | | | | 1 | | | | 3 |
| Mishandling of Passenger Property | 12 | 11 | 15 | 7 | 7 | 15 | 13 | 13 | 13 | 14 | 8 | 6 | 134 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | 1 | | | | 3 | 4 | 2 | 1 | | | 12 |
| Damaged/Missing Items--Checked Baggage | 8 | 10 | 12 | 7 | 6 | 14 | 8 | 8 | 8 | 9 | 7 | 5 | 102 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | 1 | | | 2 |
| Disarrayed Items--Carry-on or Checked | 3 | 1 | 2 | | 1 | 1 | 1 | 1 | 3 | 3 | 1 | 1 | 18 |
| Patdown | 5 | 2 | 3 | | | | 5 | 3 | 1 | 4 | 3 | 1 | 27 |
| Flyer | 5 | 2 | 2 | | | | 5 | 3 | 1 | 4 | | 1 | 25 |
| Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | 4 | 3 | 3 | 2 | 4 | 7 | 4 | 6 | | 34 |
| Autism Spectrum | | | | | | | | | 1 | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Diabetes | | | | | | | 1 | | | | | | 1 |
| Diapers/Garments/Dressings/Masks | | | | | | | | 1 | | | | | 1 |
| General | | | | | | | | | 1 | 1 | | | 2 |
| Medical Devices - Attached to the Body | | | | | | | | | | | 1 | | 1 |
| Medically Necessary Medication and Medical | 1 | | | 1 | | | | 1 | 1 | 1 | 1 | | 6 |
| Metal Implants (joint) | | | | | | | | | 2 | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 2 | | | 1 | 2 | 1 | 3 | | 9 |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | 1 | 1 | | | 1 | | | | | 3 |
| Wheelchair/ Scooter/ Segway | | | | 1 | | 1 | 1 | | | 1 | 1 | | 5 |
| Wounded Warrior | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 8 | 5 | 9 | 3 | 5 | 8 | 5 | 9 | 3 | 11 | 5 | 4 | 75 |
| Damaged Items - Carry-On | 1 | | 1 | 1 | | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 11 |
| Damaged Items - Checked | 3 | 2 | 2 | | 3 | 3 | 1 | 3 | | 1 | 3 | 1 | 22 |
| Missing Items - Carry-On | 1 | | 1 | 1 | 2 | 1 | 2 | 2 | 1 | 1 | 1 | | 13 |
| Missing Items - Checked | 3 | 3 | 5 | 1 | | 3 | 1 | 3 | 1 | 7 | | 2 | 29 |
| Screening | 4 | 4 | 7 | 5 | 5 | 7 | 16 | 11 | 8 | 10 | 9 | 4 | 90 |
| Inconsistency | 1 | | | | | | 1 | | 2 | | | | 4 |
| Lengthy Lines | | 1 | | | 2 | | 6 | 3 | 1 | 4 | 1 | 1 | 19 |
| Procedures/Process | 3 | 3 | 7 | 4 | 3 | 7 | 9 | 8 | 4 | 6 | 6 | 2 | 62 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | 1 | | | | 2 |
| Security Breach | | | | | | | | | | | 2 | 1 | 3 |
| 2019 | 39 | 33 | 36 | 26 | 28 | 35 | 37 | | | | | | 234 |
| Civil Rights | 1 | 1 | | 1 | 1 | | | | | | | | 5 |
| Hair Patdowns | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | 1 | | | | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | | | 1 |
| Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Customer Service | 5 | 8 | 4 | 4 | 9 | 7 | 7 | | | | | | 44 |
| TSO | 5 | 8 | 4 | 4 | 9 | 7 | 7 | | | | | | 44 |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 |
| Domestic | | | | | 1 | | | | | | | | 1 |
| Locks | | 1 | 1 | 3 | | 2 | 2 | | | | | | 9 |
| Missing or Damaged Lock | | 1 | 1 | 3 | | 2 | 2 | | | | | | 9 |
| Mishandling of Passenger Property | 9 | 4 | 12 | 7 | 3 | 8 | 12 | | | | | | 55 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | 1 | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 6 | 2 | 9 | 4 | 2 | 6 | 11 | | | | | | 40 |
| Disarrayed Items--Carry-on or Checked | 3 | 2 | 3 | 2 | 1 | 1 | 1 | | | | | | 13 |
| Patdown | 2 | 2 | | 1 | 1 | 4 | 2 | | | | | | 12 |
| Flyer | 2 | 2 | | 1 | 1 | 4 | 2 | | | | | | 12 |
| Persons w/ Disabilities (PWD) | 4 | 2 | 5 | 2 | | 2 | 3 | | | | | | 18 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Diabetes | | | | | | | 1 | | | | | | 1 |
| General | | 1 | | 1 | | | | | | | | | 2 |
| Internal Medical Devices | 2 | | | | | | | | | | | | 2 |
| Medically Necessary Medication and Medical | 1 | 1 | 1 | | | | | | | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter | 1 | | 2 | 1 | | | | | | | | | 4 |
| Service Animals | | | 1 | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | 2 | 2 | | | | | | 5 |
| Property - Special Handling | 9 | 10 | 7 | 5 | 7 | 6 | 7 | | | | | | 51 |
| Damaged Items - Carry-On | 2 | 2 | | | 1 | | 1 | | | | | | 6 |
| Damaged Items - Checked | 2 | 3 | 2 | 1 | 3 | 4 | 2 | | | | | | 17 |
| Missing Items - Carry-On | | 2 | 3 | 1 | | | 1 | | | | | | 7 |
| Missing Items - Checked | 5 | 3 | 2 | 3 | 3 | 2 | 3 | | | | | | 21 |
| Screening | 9 | 5 | 6 | 3 | 6 | 6 | 4 | | | | | | 39 |
| Inconsistency | 3 | | | | | 1 | | | | | | | 4 |
| Lengthy Lines | 3 | | | | 1 | | | | | | | | 4 |
| Procedures/Process | 3 | 5 | 6 | 3 | 5 | 4 | 3 | | | | | | 29 |
| Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | | | | | 1 |
| Security Breach | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| AVL | 20 | 12 | 14 | 5 | 9 | 22 | 7 | 12 | 14 | 14 | 7 | 11 | 147 | |
| 2016 | | | | | 2 | 5 | 1 | 3 | 3 | 3 | 2 | 5 | 24 | |
| Civil Rights | | | | | 1 | 1 | 1 | | | | | 1 | 4 | |
| Racial Profiling or Discrimination | | | | | 1 | 1 | 1 | | | | | 1 | 4 | |
| Customer Service | | | | | | 1 | | 2 | 2 | | 1 | | 6 | |
| Others | | | | | | 1 | | | | | | | 1 | |
| TSO | | | | | | | | 2 | 2 | | 1 | | 5 | |
| Locks | | | | | | | | | 1 | | | 1 | 2 | |
| Missing or Damaged Lock | | | | | | | | | 1 | | | 1 | 2 | |
| Mishandling of Passenger Property | | | | | 1 | 2 | | 1 | | 1 | | 3 | 8 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 2 | | 1 | | 1 | | 2 | 7 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 | |
| Patdown | | | | | | 1 | | | | 1 | | | 2 | |
| Flyer | | | | | | 1 | | | | 1 | | | 2 | |
| Screening | | | | | | | | | | 1 | | | 2 | |
| Procedures/Process | | | | | | | | | | | 1 | | 1 | |
| Security Breach | | | | | | | | | | 1 | | | 1 | |
| 2017 | 4 | 6 | 3 | 1 | 1 | 7 | 3 | 3 | 5 | 2 | 3 | 4 | 42 | |
| Civil Rights | 1 | | | | | | 1 | 1 | | | 1 | | 4 | |
| Racial Profiling or Discrimination | | | | | | | 1 | 1 | | | 1 | | 3 | |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | | | | | | | 1 | |
| Customer Service | | 2 | 1 | 1 | | 1 | | | 2 | 1 | 1 | | 9 | |
| TSO | | 2 | 1 | 1 | | 1 | | | 2 | 1 | 1 | | 9 | |
| Mishandling of Passenger Property | 3 | 2 | | | | 2 | | | 1 | | 1 | | 9 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 3 | 1 | | | | 2 | | | 1 | | 1 | | 8 | |
| Patdown | | | | | | 1 | | | | | | | 1 | |
| Flyer | | | | | | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | 1 | | | | | | | 2 | |
| Cancer (general) Not Breast Cancer | | | | | | 1 | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | 2 | 1 | | | 1 | 5 | |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Damaged Items - Checked | | | | | | | | | 1 | | | | 1 | |
| Missing Items - Checked | | | | | | | 1 | 1 | | | | 1 | 3 | |
| Screening | | 1 | 2 | | 1 | 2 | 1 | | 1 | 1 | | 3 | 12 | |
| Inconsistency | | | 1 | | | | | | 1 | 1 | | | 3 | |
| Procedures/Process | | 1 | 1 | | 1 | 2 | 1 | | | | | 3 | 9 | |
| 2018 | 11 | 2 | 7 | 2 | 3 | 5 | 2 | 6 | 6 | 9 | 2 | 2 | 57 | |
| Civil Rights | 1 | | | 1 | | | | | | | | | 2 | |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 | |
| Customer Service | 2 | | 3 | | | | | 1 | 1 | | | 1 | 8 | |
| Others | | | 1 | | | | | | | | | | 1 | |
| TSO | 2 | | 2 | | | | | 1 | 1 | | | 1 | 7 | |
| Locks | 1 | | | | | | | 1 | | | | | 2 | |
| Missing or Damaged Lock | 1 | | | | | | | 1 | | | | | 2 | |
| Mishandling of Passenger Property | 1 | | 1 | 1 | 1 | | 1 | 2 | 2 | 3 | | | 12 | |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | 1 | 1 | | 1 | 1 | 1 | 2 | | | 8 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | 1 | 1 | | | 3 | |
| Notice of Violation/Civil Penalties | | | | | | | 1 | | | | | | 1 | |
| General | | | | | | | 1 | | | | | | 1 | |
| Patdown | 1 | | | | 2 | 1 | | 1 | 1 | | 1 | | 7 | |
| Flyer | 1 | | | | 2 | 1 | | 1 | 1 | | 1 | | 7 | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 | |
| Hearing Impairment | | | 1 | | | | | | | | | | 1 | |
| Property - Special Handling | 1 | | 1 | | | 1 | | | 2 | 1 | 1 | | 7 | |
| Damaged Items - Checked | 1 | | 1 | | | | | | | | | | 2 | |
| Missing Items - Carry-On | | | | | | 1 | | | | 1 | | | 2 | |
| Missing Items - Checked | | | | | | | | | 2 | | 1 | | 3 | |
| Screening | 4 | 2 | 1 | | | 3 | | 1 | | 5 | | 1 | 17 | |
| Inconsistency | 1 | | 1 | | | | | | | 1 | | | 3 | |
| Lengthy Lines | 1 | 1 | | | | 1 | | | | 1 | | | 4 | |
| Procedures/Process | 1 | 1 | | | | 2 | | 1 | | 3 | | 1 | 9 | |
| Security Breach | 1 | | | | | | | | | | | | 1 | |
| 2019 | 5 | 4 | 4 | 2 | 3 | 5 | 1 | | | | | | 24 | |
| Civil Rights | | | | | 1 | | | | | | | | 1 | |
| Transgender Screening | | | | | 1 | | | | | | | | 1 | |
| Customer Service | 2 | 1 | 2 | | | 1 | 1 | | | | | | 7 | |
| TSO | 2 | 1 | 2 | | | 1 | 1 | | | | | | 7 | |
| Locks | | | | | 1 | | | | | | | | 1 | |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 | |
| Mishandling of Passenger Property | | 1 | 2 | 1 | | | | | | | | | 4 | |
| Damaged/Missing Items--Checked Baggage | | | 2 | 1 | | | | | | | | | 3 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | 3 | 2 | | 1 | | 3 | | | | | | | 9 | |
| Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 | |
| Damaged Items - Checked | | | | | | 1 | | | | | | | 1 | |
| Missing Items - Carry-On | | 1 | | 1 | | | | | | | | | 2 | |
| Missing Items - Checked | 2 | 1 | | | | 2 | | | | | | | 5 | |
| Screening | | | | | 1 | | | | | | | | 1 | |
| Procedures/Process | | | | | 1 | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|-----------|----------|----------|-----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| AVP | 9 | 8 | 8 | 7 | 6 | 8 | 10 | 5 | 2 | 14 | 8 | 7 | 92 |
| 2016 | | | | | 2 | 1 | 2 | 1 | 1 | 7 | 1 | 2 | 17 |
| Animals | | | | | | | | | | 1 | | | 1 |
| Carry-On | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | | 1 | | | | | 1 | 2 |
| TSO | | | | | | | 1 | | | | | 1 | 2 |
| Locks | | | | | | | | 1 | | | | 1 | 2 |
| Missing or Damaged Lock | | | | | | | | 1 | | | | 1 | 2 |
| Mishandling of Passenger Property | | | | | 1 | | 1 | | 1 | 5 | | | 8 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 1 | | 1 | 4 | | | 7 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | 1 | 1 | | | | | | | 2 |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2017 | 2 | 4 | 4 | 4 | | | 3 | 3 | 1 | 1 | 2 | 2 | 26 |
| Customer Service | | 1 | | 1 | | | 2 | 1 | 1 | | 1 | | 7 |
| Others | | | | | | | 2 | 1 | | | 1 | | 4 |
| TSO | | 1 | | 1 | | | | | 1 | | | | 3 |
| Locks | | | | 1 | | | | 1 | | | | | 2 |
| General | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 3 | 2 | 2 | | | 1 | 1 | | | 1 | 1 | 13 |
| Damaged/Missing Items--Checked Baggage | 2 | 3 | 2 | 2 | | | 1 | 1 | | | 1 | | 12 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Patdown | | | 1 | | | | | | | 1 | | | 2 |
| Flyer | | | 1 | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Diabetes | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Missing Items - Checked | | | | | | | | | | | | 1 | 1 |
| 2018 | 5 | 3 | 2 | | 3 | 2 | 4 | 1 | | 6 | 5 | 3 | 34 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 |
| Customer Service | 1 | | | | 1 | 1 | 1 | | | | | 1 | 5 |
| Others | | | | | | | | | | | | 1 | 1 |
| TSO | 1 | | | | 1 | 1 | 1 | | | | | | 4 |
| Locks | | 1 | | | | | | 1 | | | 2 | | 4 |
| Missing or Damaged Lock | | 1 | | | | | | 1 | | | 2 | | 4 |
| Lost and Found | | | | | | | 1 | | | | | | 1 |
| Airport/TSA | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | 1 | | 1 | | | 2 | 1 | | 6 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | 1 | | 1 | | | 2 | 1 | | 6 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 1 | 1 | | | | | | | 1 | | 1 | 6 |
| Diabetes | | | | | | | | | | | | 1 | 1 |
| Internal Medical Devices | 2 | | | | | | | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | 1 | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | 1 | | | | | | 1 | | 2 |
| Missing Items - Carry-On | | | | | 1 | | | | | | | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | 1 | 1 | 1 | | | 1 | 1 | | | 1 | 1 | 1 | 8 |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | 1 | 1 | 1 | | | | 1 | | | 1 | 1 | 1 | 7 |
| 2019 | 2 | 1 | 2 | 3 | 1 | 5 | 1 | | | | | | 15 |
| Customer Service | 1 | | | | 1 | | 1 | | | | | | 3 |
| Others | | | | | | | 1 | | | | | | 1 |
| TSO | 1 | | | | 1 | | | | | | | | 2 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | 2 | | 3 | | | | | | | 7 |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | 2 | | 2 | | | | | | | 6 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Missing Items - Checked | | | | 1 | | | | | | | | | 1 |
| Screening | | 1 | 1 | | | 1 | | | | | | | 3 |
| Inconsistency | | 1 | | | | | | | | | | | 1 |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| AZO | 4 | 3 | 4 | 3 | 2 | 3 | 2 | | 1 | 3 | 3 | | 28 |
| 2016 | | | | | 1 | | | | 1 | | 2 | | 4 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| 2017 | 2 | 1 | | | | 3 | 1 | | | | | | 7 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| National Origin | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | 1 | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | 1 | | | | | | 2 |
| Diabetes | | | | | | | 1 | | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | 2 | | | | | | | 2 |
| Procedures/Process | | | | | | 2 | | | | | | | 2 |
| 2018 | 1 | 1 | 3 | 3 | 1 | | 1 | | | 3 | 1 | | 14 |
| Customer Service | 1 | | 1 | | | | | | | | | | 2 |
| TSO | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | | 2 | 1 | | 1 | | | 2 | | | 7 |
| Damaged/Missing Items--Checked Baggage | | 1 | | 2 | 1 | | 1 | | | 1 | | | 6 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | 2 | 1 | | | | | | 1 | | | 4 |
| Procedures/Process | | | 2 | 1 | | | | | | | | | 3 |
| Security Breach | | | | | | | | | | 1 | | | 1 |
| 2019 | 1 | 1 | 1 | | | | | | | | | | 3 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| BBG | | | | | | | | | | | 1 | | 3 | |
| 2017 | | | | | | | | | | | 1 | | 1 | |
| Customer Service | | | | | | | | | | | 1 | | 1 | |
| TSO | | | | | | | | | | | 1 | | 1 | |
| 2018 | | | | | | | | | | | 1 | | 2 | |
| Patdown | | | | | | | | | | | 1 | | 1 | |
| Flyer | | | | | | | | | | | 1 | | 1 | |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 | |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| BDL | 67 | 59 | 56 | 73 | 51 | 70 | 81 | 54 | 54 | 58 | 53 | 65 | 741 |
| 2016 | | | | 20 | 16 | 28 | 29 | 21 | 13 | 22 | 17 | 25 | 191 |
| Civil Rights | | | | 1 | 2 | | 1 | 1 | | | 1 | 1 | 7 |
| National Origin | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | 2 | | 1 | | | | 1 | 1 | 6 |
| Customer Service | | | | 4 | | 1 | 8 | 3 | 2 | 1 | 1 | 3 | 23 |
| CSM | | | | | | | | | 1 | | | | 1 |
| Others | | | | | | | 2 | 1 | 1 | | | | 4 |
| TSO | | | | 4 | | 1 | 6 | 2 | | 1 | 1 | 3 | 18 |
| Locks | | | | | | 4 | 2 | 2 | 1 | 1 | 2 | 4 | 16 |
| General | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | 4 | 2 | 2 | 1 | 1 | 2 | 3 | 15 |
| Mishandling of Passenger Property | | | | 12 | 11 | 15 | 10 | 10 | 6 | 14 | 11 | 13 | 102 |
| Damaged/Missing Items--Carry-on Luggage | | | | 3 | 2 | 2 | 2 | 3 | 1 | | 1 | 1 | 15 |
| Damaged/Missing Items--Checked Baggage | | | | 9 | 9 | 12 | 8 | 6 | 5 | 13 | 9 | 11 | 82 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | 1 | | 1 | 1 | 1 | 5 |
| Patdown | | | | 1 | | 3 | | | 1 | 2 | 1 | | 8 |
| Flyer | | | | 1 | | 2 | | | 1 | 2 | 1 | | 7 |
| Non-Flyer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | 2 | 1 | 4 | 2 | 2 | | | 12 |
| Diapers/Garments/Dressings/Masks | | | | | | | 1 | | | | | | 1 |
| General | | | | | | | | | | 1 | | | 1 |
| Hearing Impairment | | | | | | | | | 1 | | | | 1 |
| Internal Medical Devices | | | | | | | | | | 1 | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | 1 | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | | | | 1 |
| Ostomy/Ostomates | | | | | | 1 | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 |
| Visual Impairment | | | | | | 1 | | 1 | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 1 |
| Screening | | | | 2 | 2 | 3 | 6 | 1 | 1 | 2 | 1 | 4 | 22 |
| Inconsistency | | | | | 1 | | | | | | | | 1 |
| Lengthy Lines | | | | | 1 | | 3 | | | | | 1 | 5 |
| Procedures/Process | | | | 1 | | 3 | 3 | | 1 | 2 | 1 | 1 | 12 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |
| Security Breach | | | | | | | | 1 | | | | 2 | 3 |
| TSA Contact Information | | | | | | | 1 | | | | | | 1 |
| General | | | | | | | 1 | | | | | | 1 |
| 2017 | 27 | 21 | 15 | 16 | 14 | 14 | 20 | 19 | 16 | 16 | 13 | 20 | 211 |
| Civil Rights | 1 | 1 | | | | 1 | | | | | | | 3 |
| Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| Transgender Screening | 1 | | | | | 1 | | | | | | | 2 |
| Customer Service | 4 | 1 | 3 | 2 | 3 | 1 | 2 | 4 | 5 | 3 | 3 | 5 | 36 |
| Others | | | | | | | | | 1 | 1 | 1 | | 3 |
| TSO | 4 | 1 | 3 | 2 | 3 | 1 | 2 | 4 | 4 | 2 | 2 | 5 | 33 |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 |
| Domestic | | | | | 1 | | | | | | | | 1 |
| Locks | 2 | | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | | 2 | 14 |
| General | | | | | | | | | 1 | | | | 1 |
| Missing or Damaged Lock | 2 | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | | 2 | 13 |
| Lost and Found | | | | | | | | | 1 | | | | 1 |
| Airport/TSA | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | 16 | 14 | 7 | 8 | 8 | 10 | 6 | 6 | 3 | 5 | 2 | 5 | 90 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | 1 | 1 | 2 | | 1 | | 1 | | 1 | 8 |
| Damaged/Missing Items--Checked Baggage | 15 | 10 | 5 | 6 | 5 | 7 | 5 | 5 | 3 | 4 | 2 | 4 | 71 |
| Disarrayed Items--Carry-on or Checked | 1 | 3 | 2 | 1 | 2 | 1 | 1 | | | | | | 11 |
| Patdown | | 1 | 1 | 2 | | | 1 | 3 | | | 3 | 1 | 12 |
| Flyer | | 1 | 1 | 2 | | | | 3 | | | 3 | 1 | 11 |
| Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 2 | | 2 | 1 | 1 | 1 | | 2 | 1 | 1 | 1 | 12 |
| Diabetes | | | | | | | | | | | 1 | | 1 |
| Diapers/Garments/Dressings/Masks | | 1 | | | | | | | | | | | 1 |
| General | | | | | 1 | 1 | | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | 2 | | | | | 1 | | | | 4 |
| Touch Aversion (pain/trauma) | | | | | | | | | | | | 1 | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | 1 | | | 2 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Food/Beverages | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 6 | 3 | 2 | 3 | 3 | 3 | 20 |
| Damaged Items - Carry-On | | | | | | | 2 | | | 1 | | 1 | 4 |
| Damaged Items - Checked | | | | | | | 1 | | 1 | 2 | 2 | 1 | 7 |
| Missing Items - Carry-On | | | | | | | | 1 | | | | 1 | 2 |
| Missing Items - Checked | | | | | | | 3 | 2 | 1 | | 1 | | 7 |
| Request for Assistance | 1 | | | | | | | | | | | | 1 |
| Wounded Warrior (MSJSOC) | 1 | | | | | | | | | | | | 1 |
| Screening | 3 | 2 | 2 | 1 | | | 3 | 2 | 1 | 2 | 1 | 3 | 20 |
| Inconsistency | 1 | | 1 | | | | | 1 | | | 1 | 1 | 5 |
| Lengthy Lines | 1 | | | | | | 1 | | | | | | 2 |
| Procedures/Process | | 2 | 1 | 1 | | | 1 | 1 | 1 | 2 | | 2 | 11 |
| Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | 1 |
| Security Breach | 1 | | | | | | | | | | | | 1 |
| 2018 | 26 | 15 | 19 | 19 | 9 | 16 | 13 | 14 | 25 | 20 | 23 | 20 | 219 |
| Civil Rights | | 2 | | | | | | | | | | | 2 |
| Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Transgender Screening | | 1 | | | | | | | | | | | 1 |
| Customer Service | 3 | 1 | 2 | 4 | 3 | 4 | 2 | 2 | 4 | 5 | 2 | 2 | 34 |
| Others | | | | 1 | 1 | 1 | | | | 2 | | 1 | 6 |
| TSO | 3 | 1 | 2 | 3 | 2 | 3 | 2 | 2 | 4 | 3 | 2 | 1 | 28 |
| Locks | | | 1 | 2 | | 1 | | 1 | | | 1 | 1 | 7 |
| Missing or Damaged Lock | | | 1 | 2 | | 1 | | 1 | | | 1 | 1 | 7 |
| Lost and Found | | | 1 | | | | | | | | | | 1 |
| Airport/TSA | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 6 | 5 | 6 | 5 | 2 | 1 | 4 | 3 | 6 | 7 | 4 | 8 | 57 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | 1 | | 1 | 2 | 5 |
| Damaged/Missing Items--Checked Baggage | 3 | 5 | 4 | 4 | 2 | 1 | 3 | 3 | 4 | 4 | 2 | 3 | 38 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | 3 | | 1 | 1 | | | 1 | | 1 | 3 | | 3 | 13 |
| Patdown | 3 | 1 | | 2 | | 2 | | 4 | 1 | 3 | | | 16 |
| Flyer | 2 | | | 2 | | 2 | | 4 | 1 | 3 | | | 14 |
| Flyer as Observer | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | 2 | | | 3 | 3 | 1 | 3 | 1 | 3 | | 17 |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 |
| Diabetes | | | | | | 1 | | | | | 1 | | 2 |
| Hearing Impairment | | | | | | | | | | | 1 | | 1 |
| Internal Medical Devices | 1 | | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | 2 | | | 1 | 1 | | 4 |
| Metal Implants (joint) | | | | | | | | 1 | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | 2 | | | | | | | 3 |
| Ostomy/Ostomates | | | | | | | | | 1 | | | | 1 |
| Service Animals | | | 1 | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | 1 | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | 7 | 3 | 3 | 3 | 4 | 3 | 2 | 2 | 3 | 3 | 8 | 6 | 47 |
| Damaged Items - Carry-On | | | | 1 | | 1 | | | | | | | 2 |
| Damaged Items - Checked | 2 | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 3 | 15 |
| Missing Items - Carry-On | | 1 | | 1 | 2 | | | | 2 | 1 | 1 | 2 | 10 |
| Missing Items - Checked | 5 | 1 | 3 | | 1 | 1 | 1 | 1 | | 1 | 5 | 1 | 20 |
| Request for Assistance | | | 1 | | | | | | 1 | | | | 2 |
| Other | | | 1 | | | | | | 1 | | | | 2 |
| Screening | 6 | 3 | 3 | 3 | | 2 | 2 | 1 | 7 | 1 | 5 | 3 | 36 |
| Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 |
| Inconsistency | 1 | 1 | | | | 1 | | | | | 2 | 1 | 6 |
| Lengthy Lines | 4 | | | | | | | | 2 | | 1 | | 7 |
| Procedures/Process | 1 | 1 | 3 | 2 | | 1 | 2 | 1 | 5 | | 1 | 2 | 19 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | 1 | | 2 |
| Security Breach | | | | | | | | | | 1 | | | 1 |
| 2019 | 14 | 23 | 22 | 18 | 12 | 12 | 19 | | | | | | 120 |
| Civil Rights | | | 2 | | | 1 | 1 | | | | | | 4 |
| Constitutional Rights | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 2 | | | | | | | | | | 2 |
| Screening of Religious or Cultural Garments | | | | | | | 1 | | | | | | 1 |
| Customer Service | 6 | 6 | 7 | 5 | 5 | 1 | 6 | | | | | | 36 |
| Others | | 1 | 2 | | | | | | | | | | 3 |
| TSO | 6 | 5 | 5 | 5 | 5 | 1 | 6 | | | | | | 33 |
| Locks | | 2 | 1 | | 1 | 1 | 2 | | | | | | 7 |
| Missing or Damaged Lock | | 2 | 1 | | 1 | 1 | 2 | | | | | | 7 |
| Mishandling of Passenger Property | 5 | 3 | 6 | 3 | 2 | 2 | 3 | | | | | | 24 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | 2 | | | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 3 | 2 | 5 | 1 | 2 | 1 | 2 | | | | | | 16 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | | | | 1 | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 1 | 1 | | 1 | 2 | | | | | | 8 |
| Cognitive /Developmental /Mental Disability | | 1 | | | | | | | | | | | 1 |
| Diabetes | | 1 | | | | | 1 | | | | | | 2 |
| Internal Medical Devices | | | | 1 | | | | | | | | | 1 |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | 1 | | | | | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 2 | 7 | 4 | 3 | 4 | 3 | 3 | | | | | | 26 |
| Damaged Items - Checked | | 3 | | 1 | | 1 | 1 | | | | | | 6 |
| Missing Items - Carry-On | 1 | 2 | 1 | 1 | 2 | | 1 | | | | | | 8 |
| Missing Items - Checked | 1 | 2 | 3 | 1 | 2 | 2 | 1 | | | | | | 12 |
| Screening | | 3 | 1 | 6 | | 3 | 2 | | | | | | 15 |
| Lengthy Lines | | 1 | | 1 | | | | | | | | | 2 |
| Procedures/Process | | 2 | 1 | 5 | | 3 | 2 | | | | | | 13 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| BET | | | | 2 | | 2 | | 1 | 2 | | | 1 | 8 |
| 2017 | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| 2018 | | | | | | 1 | | 1 | 2 | | | | 4 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | 1 | | | | 2 |
| Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2019 | | | | 2 | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | 1 | | | | | | | 2 |
| Damaged Items - Checked | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | | | 1 | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|----------|-----|----------|
| BFD | 1 | | | | | | | | | | 1 | | 2 |
| 2017 | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| 2018 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| BFF | | | 1 | | | 2 | | | | | 2 | 1 | 6 | |
| 2017 | | | 1 | | | | | | | | | | 1 | |
| Screening | | | 1 | | | | | | | | | | 1 | |
| Procedures/Process | | | 1 | | | | | | | | | | 1 | |
| 2018 | | | | | | 1 | | | | | 2 | 1 | 4 | |
| Mishandling of Passenger Property | | | | | | 1 | | | | | 2 | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | 1 | | 2 | |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 | |
| Missing Items - Checked | | | | | | | | | | | | 1 | 1 | |
| 2019 | | | | | | 1 | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| BFL | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 2 | 4 | 2 | 1 | 2 | 26 |
| 2016 | | | | 1 | | 1 | 2 | | 2 | 2 | | 1 | 9 |
| Civil Rights | | | | | | | 1 | | 1 | | | | 2 |
| Headwear | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Locks | | | | | | 1 | | | | 1 | | | 2 |
| Missing or Damaged Lock | | | | | | 1 | | | | 1 | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | 1 | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2017 | | | | | 1 | | | | 1 | | | | 2 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Inconsistency | | | | | 1 | | | | | | | | 1 |
| 2018 | | | | | | 1 | 1 | 2 | 1 | | 1 | 1 | 7 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | 1 | 2 |
| Property - Special Handling | | | | | | | | 1 | 1 | | | | 2 |
| Damaged Items - Checked | | | | | | | | 1 | | | | | 1 |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | 1 | | 1 | | | 1 | | 3 |
| Procedures/Process | | | | | | 1 | | 1 | | | 1 | | 3 |
| 2019 | 2 | 2 | 2 | 1 | 1 | | | | | | | | 8 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| National Origin | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | 1 | 1 | | | | | | | | | 3 |
| Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | 1 | | | | | | | | | | 2 |
| Screening | 1 | | 1 | | | | | | | | | | 2 |
| Procedures/Process | 1 | | 1 | | | | | | | | | | 2 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| BGM | 1 | | | 1 | 4 | 4 | 2 | 1 | | 2 | 1 | | 16 |
| 2016 | | | | 1 | 1 | 1 | | 1 | | | | | 4 |
| Mishandling of Passenger Property | | | | 1 | 1 | 1 | | | | | | | 3 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2017 | 1 | | | | 1 | 2 | | | | 1 | 1 | | 6 |
| Customer Service | | | | | 1 | | | | | | 1 | | 2 |
| TSO | | | | | 1 | | | | | | 1 | | 2 |
| Mishandling of Passenger Property | 1 | | | | | 1 | | | | 1 | | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | 1 | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| 2018 | | | | | | | 1 | | | 1 | | | 2 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| 2019 | | | | | 2 | 1 | 1 | | | | | | 4 |
| Mishandling of Passenger Property | | | | | | 1 | 1 | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | 2 | | | | | | | | 2 |
| Procedures/Process | | | | | 2 | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| BGR | 7 | 5 | 2 | 1 | 4 | 3 | 4 | 2 | 9 | 9 | 11 | 9 | 66 | |
| 2016 | | | | | 1 | 2 | 1 | | 3 | | | 2 | 9 | |
| Customer Service | | | | | | | | | | | | 1 | 1 | |
| TSO | | | | | | | | | | | | 1 | 1 | |
| Locks | | | | | | | 1 | | | | | | 1 | |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | 1 | 1 | | | 1 | | | 1 | 4 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | | | 1 | | | 1 | 4 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 | |
| Service Animals | | | | | | 1 | | | | | | | 1 | |
| Screening | | | | | | | | | 2 | | | | 2 | |
| Inconsistency | | | | | | | | | 1 | | | | 1 | |
| Security Breach | | | | | | | | | 1 | | | | 1 | |
| 2017 | 2 | | 1 | | | 1 | 1 | | 3 | 5 | 6 | 7 | 26 | |
| Customer Service | 1 | | | | | 1 | | | | | 1 | 4 | 7 | |
| Others | | | | | | | | | | | | 1 | 1 | |
| TSO | 1 | | | | | 1 | | | | | 1 | 3 | 6 | |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | | 3 | 2 | 1 | 8 | |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | | | | | | | 3 | 2 | | 7 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 | |
| Patdown | | | | | | | 1 | | 3 | 1 | 1 | | 6 | |
| Flyer | | | | | | | | | 2 | 1 | 1 | | 4 | |
| Flyer as Observer | | | | | | | | | 1 | | | | 1 | |
| Non-Flyer | | | | | | | 1 | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 | |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 | |
| Screening | | | | | | | | | | | 2 | 2 | 4 | |
| Lengthy Lines | | | | | | | | | | | 1 | 1 | 2 | |
| Procedures/Process | | | | | | | | | | | 1 | 1 | 2 | |
| 2018 | 2 | 3 | 1 | 1 | 2 | | | 2 | 3 | 4 | 5 | | 23 | |
| Civil Rights | | | | | 1 | | | | | | | | 1 | |
| Constitutional Rights | | | | | 1 | | | | | | | | 1 | |
| Customer Service | 1 | | | | | | | | | | | | 1 | |
| TSO | 1 | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | 1 | 1 | 1 | 1 | | | 1 | 2 | 2 | 1 | | 10 | |
| Damaged/Missing Items--Checked Baggage | | 1 | | 1 | 1 | | | 1 | 2 | 2 | 1 | | 9 | |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 | |
| Patdown | | | | | | | | | | 1 | | | 1 | |
| Flyer | | | | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 | |
| General | | | | | | | | | | | 1 | | 1 | |
| Property - Special Handling | | 1 | | | | | | 1 | 1 | | 2 | | 5 | |
| Damaged Items - Carry-On | | | | | | | | | | | 1 | | 1 | |
| Damaged Items - Checked | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | | 1 | | | | | | | 1 | | 1 | | 3 | |
| Screening | 1 | 1 | | | | | | | | 1 | 1 | | 4 | |
| Crew Member or Airline Employee | 1 | | | | | | | | | | | | 1 | |
| Procedures/Process | | 1 | | | | | | | | 1 | 1 | | 3 | |
| 2019 | 3 | 2 | | | 1 | | 2 | | | | | | 8 | |
| Customer Service | | 1 | | | | | | | | | | | 1 | |
| TSO | | 1 | | | | | | | | | | | 1 | |
| Locks | | | | | | | 1 | | | | | | 1 | |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | 1 | | | 1 | | | | | | | | 3 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | 1 | | | 1 | | | | | | | | 2 | |
| Property - Special Handling | 1 | | | | | | 1 | | | | | | 2 | |
| Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Checked | 1 | | | | | | | | | | | | 1 | |
| Screening | 1 | | | | | | | | | | | | 1 | |
| Procedures/Process | 1 | | | | | | | | | | | | 1 | |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| BHB | | | | | | | | 1 | | | | | 1 |
| 2018 | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| BHM | 35 | 28 | 28 | 30 | 23 | 27 | 29 | 28 | 26 | 27 | 27 | 21 | 329 | |
| 2016 | | | | 11 | 5 | 8 | 5 | 14 | 7 | 7 | 7 | 10 | 74 | |
| Civil Rights | | | | | 1 | | | 1 | | 1 | | 1 | 4 | |
| General Complaint and Discrimination | | | | | 1 | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | 1 | | 1 | | 1 | 3 | |
| Customer Service | | | | 2 | | 4 | 1 | 4 | 2 | 2 | | 2 | 17 | |
| Others | | | | | | 1 | | 3 | | 2 | | | 6 | |
| TSO | | | | 2 | | 3 | 1 | 1 | 2 | | | 2 | 11 | |
| Locks | | | | | | | 1 | 1 | | 1 | 1 | | 4 | |
| Missing or Damaged Lock | | | | | | | 1 | 1 | | 1 | 1 | | 4 | |
| Mishandling of Passenger Property | | | | 6 | 3 | 4 | 3 | 5 | 4 | 3 | 2 | 4 | 34 | |
| Damaged/Missing Items--Checked Baggage | | | | 6 | 3 | 2 | 2 | 4 | 3 | 3 | 2 | 3 | 28 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 2 | | 1 | 1 | | | 1 | 5 | |
| Patdown | | | | 2 | 1 | | | 1 | | | 2 | | 6 | |
| Flyer | | | | 1 | 1 | | | 1 | | | 2 | | 5 | |
| General | | | | 1 | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 | |
| Medical Devices - Attached to the Body | | | | | | | | 1 | | | | | 1 | |
| Screening | | | | 1 | | | | 1 | 1 | | 2 | 3 | 8 | |
| Inconsistency | | | | 1 | | | | | | | | 1 | 2 | |
| Lengthy Lines | | | | | | | | 1 | | | | 1 | 2 | |
| Procedures/Process | | | | | | | | | 1 | | | 1 | 3 | |
| Security Breach | | | | | | | | | | | 1 | | 1 | |
| 2017 | 9 | 14 | 10 | 10 | 8 | 7 | 9 | 6 | 8 | 13 | 13 | 8 | 115 | |
| Civil Rights | 1 | | | | | | | | | | | 1 | 2 | |
| Perceived Religion | 1 | | | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 | |
| Customer Service | 2 | 7 | 3 | 2 | 1 | | 2 | 1 | 3 | 2 | 3 | 3 | 29 | |
| Others | | | | | | | | | | 1 | 1 | | 2 | |
| TSO | 2 | 7 | 3 | 2 | 1 | | 2 | 1 | 3 | 1 | 2 | 3 | 27 | |
| Locks | 1 | | | | | 1 | | | | 1 | | 1 | 4 | |
| Missing or Damaged Lock | 1 | | | | | 1 | | | | 1 | | 1 | 4 | |
| Mishandling of Passenger Property | 4 | 6 | 5 | 7 | 5 | 6 | 1 | 1 | 3 | 7 | 5 | 2 | 52 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | 2 | 1 | 1 | 1 | 1 | | | | | | | 7 | |
| Damaged/Missing Items--Checked Baggage | 3 | 3 | 4 | 6 | 4 | 4 | 1 | 1 | 3 | 6 | 4 | 2 | 41 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | 1 | | | | 1 | 1 | | 4 | |
| Patdown | | | 1 | | | | 2 | 1 | | | | | 4 | |
| Flyer | | | 1 | | | | 2 | 1 | | | | | 4 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | 1 | | 1 | | | 3 | |
| Breast Cancer | | | | | | | | | | 1 | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | 1 | | 2 | 4 | | 8 | |
| Damaged Items - Carry-On | | | | | | | | | | | 1 | | 1 | |
| Damaged Items - Checked | | | | | | | | | | | 3 | | 3 | |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | | | | | | | 1 | | | 2 | | | 3 | |
| Screening | 1 | 1 | 1 | 1 | 2 | | 2 | 1 | 2 | | 1 | 1 | 13 | |
| Inconsistency | | 1 | | | | | | 1 | | | | | 2 | |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 | |
| Procedures/Process | | | 1 | 1 | 2 | | 2 | | 2 | | 1 | 1 | 10 | |
| 2018 | 12 | 10 | 10 | 3 | 5 | 4 | 7 | 8 | 11 | 7 | 7 | 3 | 87 | |
| Civil Rights | | | 1 | | | | | 1 | | | | | 2 | |
| Racial Profiling or Discrimination | | | 1 | | | | | 1 | | | | | 2 | |
| Customer Service | 6 | 2 | 2 | | 2 | 2 | 2 | 1 | 2 | 2 | 2 | 1 | 24 | |
| Others | | | | | | 1 | | | | 1 | | | 2 | |
| TSO | 6 | 2 | 2 | | 2 | 1 | 2 | 1 | 2 | 1 | 2 | 1 | 22 | |
| Locks | | | | 1 | | | | | 1 | 1 | | | 3 | |
| Missing or Damaged Lock | | | | 1 | | | | | 1 | 1 | | | 3 | |
| Mishandling of Passenger Property | | 2 | 4 | 1 | 1 | 1 | 2 | 3 | 3 | | 3 | 1 | 21 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | 1 | | 2 | |
| Damaged/Missing Items--Checked Baggage | | 2 | 4 | 1 | | 1 | 2 | 3 | 2 | | 1 | 1 | 17 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | 1 | | 2 | |
| Patdown | | | 1 | | | | | 1 | 1 | | 1 | | 4 | |
| Flyer | | | 1 | | | | | 1 | 1 | | 1 | | 4 | |
| Persons w/ Disabilities (PWD) | 3 | | | | | | 1 | | 1 | 1 | | | 6 | |
| Breast Cancer | 1 | | | | | | | | | | | | 1 | |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 | |
| Diabetes | 1 | | | | | | | | | | | | 1 | |
| Metal Implants (joint) | | | | | | | | | 1 | | | | 1 | |
| Touch Aversion (pain/trauma) | 1 | | | | | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | 2 | 4 | 1 | 1 | 1 | | 1 | 2 | 2 | 2 | 1 | 1 | 18 | |
| Damaged Items - Carry-On | | 1 | | 1 | | | | | | | | | 2 | |
| Damaged Items - Checked | 1 | 1 | | | 1 | | 1 | | | | | | 4 | |
| Missing Items - Carry-On | | 1 | | | | | | | | | | | 1 | |
| Missing Items - Checked | 1 | 1 | 1 | | | | | 2 | 2 | 2 | 1 | 1 | 11 | |
| Screening | 1 | 2 | 1 | | 1 | 1 | 1 | | 1 | 1 | | | 9 | |
| Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 | |
| Inconsistency | | 1 | | | 1 | 1 | | | | | | | 3 | |
| Lengthy Lines | | | | | | | | | 1 | | | | 1 | |
| Procedures/Process | 1 | | | | | | 1 | | | 1 | | | 3 | |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 | |
| 2019 | 14 | 4 | 8 | 6 | 5 | 8 | 8 | | | | | | 53 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Civil Rights | | 1 | | | 1 | | | | | | | | 2 |
| Hair Patdowns | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Customer Service | 3 | 1 | 2 | | 1 | 2 | 1 | | | | | | 10 |
| TSO | 3 | 1 | 2 | | 1 | 2 | 1 | | | | | | 10 |
| Locks | | | 3 | 1 | 1 | 1 | | | | | | | 6 |
| Missing or Damaged Lock | | | 3 | 1 | 1 | 1 | | | | | | | 6 |
| Mishandling of Passenger Property | 1 | 1 | 1 | 1 | | 1 | 3 | | | | | | 8 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 2 | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | 1 | 1 | | | 1 | | | | | | 5 |
| Patdown | 1 | | | 1 | | 1 | | | | | | | 3 |
| Flyer | 1 | | | 1 | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | 1 | | | | | | | 3 |
| Diabetes | | 1 | | | | | | | | | | | 1 |
| General | | | | | | 1 | | | | | | | 1 |
| Respiratory and Inhaler Equipment | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 8 | | 1 | 3 | 1 | 1 | 2 | | | | | | 16 |
| Damaged Items - Checked | 5 | | 1 | | 1 | | 2 | | | | | | 9 |
| Missing Items - Carry-On | 2 | | | 1 | | 1 | | | | | | | 4 |
| Missing Items - Checked | 1 | | | 2 | | | | | | | | | 3 |
| Screening | | | 1 | | 1 | 1 | 2 | | | | | | 5 |
| Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | 1 | | | 1 | 2 | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|---|----------|----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| BIL | | 6 | 6 | 6 | 16 | 5 | 9 | 6 | 8 | 9 | 8 | 9 | 7 | 95 |
| 2016 | | | | | 6 | 2 | 5 | 1 | 4 | 3 | 1 | 2 | 2 | 26 |
| Customer Service | | | | | 1 | | | | 1 | | | 1 | | 3 |
| Others | | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | 1 | | | | | | | 1 | | 2 |
| Locks | | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | 5 | 2 | 4 | | 1 | 1 | 1 | 1 | 2 | 17 |
| Damaged/Missing Items--Checked Baggage | | | | | 5 | 2 | 4 | | 1 | 1 | 1 | 1 | 2 | 17 |
| Patdown | | | | | | | | 1 | | | | | | 1 |
| Children | | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | | | 1 | 2 | | | | 3 |
| Lengthy Lines | | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | | | 2 | | | | 2 |
| 2017 | | 2 | 2 | 1 | 3 | 2 | 1 | 1 | 2 | 2 | 3 | 4 | 3 | 26 |
| Customer Service | | | | | | 1 | 1 | 1 | | | | | 1 | 4 |
| Others | | | | | | 1 | | | | | | | 1 | 2 |
| TSO | | | | | | | 1 | 1 | | | | | | 2 |
| Locks | 1 | | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 2 | | 3 | 1 | | | | 1 | 1 | 3 | 1 | 12 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 2 | | 3 | 1 | | | | | | 2 | 1 | 9 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | 1 | | 2 |
| Patdown | | | | 1 | | | | | 1 | | 1 | | 1 | 4 |
| Flyer | | | 1 | | | | | | 1 | | | | 1 | 3 |
| General | | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | 1 | | 1 | | 3 |
| Missing Items - Checked | | | | | | | | | 1 | 1 | | 1 | | 3 |
| Screening | 1 | | | | | | | | | | 1 | | | 2 |
| Procedures/Process | | | | | | | | | | | 1 | | | 1 |
| Security Breach | 1 | | | | | | | | | | | | | 1 |
| 2018 | | 3 | 2 | 2 | 4 | 1 | 1 | | 2 | 4 | 4 | 3 | 2 | 28 |
| Civil Rights | | | | | | | | | | | 1 | 1 | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | | 1 |
| Transgender Screening | | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | 1 | | | | | | | 2 | 1 | | | 4 |
| Others | | | 1 | | | | | | | | 1 | | | 2 |
| TSO | | | | | | | | | | 2 | | | | 2 |
| Locks | | | | | | 1 | | | 1 | | | | | 2 |
| General | | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 2 | | | | | 1 | 1 | | 1 | 2 | 7 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | 1 | | | 1 | 1 | 4 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | 1 | | | 1 | 3 |
| Patdown | | | | | | | 1 | | | | 1 | | | 2 |
| Flyer | | | | | | | 1 | | | | 1 | | | 2 |
| Property - Special Handling | 1 | | 2 | 1 | | | | | | | 1 | 1 | | 6 |
| Damaged Items - Checked | | | 1 | 1 | | | | | | | | | | 2 |
| Missing Items - Carry-On | | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | 1 | | 1 | | | | | | | | | 1 | | 3 |
| Screening | 2 | 1 | | 1 | | | | | | 1 | | | | 5 |
| Procedures/Process | 1 | 1 | | 1 | | | | | | 1 | | | | 4 |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | | | | | | | | | 1 |
| 2019 | | 1 | 2 | 3 | 3 | | 2 | 4 | | | | | | 15 |
| Customer Service | | | 1 | | | | | 1 | | | | | | 2 |
| Others | | | | | | | | 1 | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | | 1 | 1 | | | | | | 4 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | 1 | 1 | | | | | | 3 |
| Patdown | | | | 1 | | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | 1 | | | | | | | | | 2 |
| General | | | | | 1 | | | | | | | | | 1 |
| Metal Implants (joint) | | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | 1 | 1 | | 1 | | | | | | | 4 |
| Damaged Items - Checked | | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | 1 | | | 1 | | | 1 | | | | | | | 3 |
| Screening | | | | | | | | 2 | | | | | | 2 |
| Procedures/Process | | | | | | | | 2 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| BIS | 5 | 10 | 10 | 3 | 5 | 5 | 4 | 4 | 9 | 7 | 8 | 7 | 77 |
| 2016 | | | | 1 | 1 | 1 | 2 | | 2 | 1 | 1 | 3 | 12 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 |
| Customer Service | | | | | | | | | | | | 2 | 2 |
| Others | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | | 1 | 1 |
| Lost and Found | | | | | | | 1 | | | | | | 1 |
| Airport/TSA | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | 1 | 1 | | 1 | 1 | 1 | 1 | 8 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | 1 | 1 | | 1 | 1 | 1 | 1 | 8 |
| 2017 | 3 | 5 | | | 1 | 3 | | 2 | 5 | 4 | 3 | 3 | 29 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | | | | 1 | | | | | 1 | | 4 |
| Others | | 1 | | | | | | | | | | | 1 |
| TSO | 1 | | | | | 1 | | | | | 1 | | 3 |
| Locks | | 1 | | | | | | 1 | | | 1 | | 3 |
| Missing or Damaged Lock | | 1 | | | | | | 1 | | | 1 | | 3 |
| Mishandling of Passenger Property | 1 | | | | 1 | | | | 2 | 1 | 1 | | 6 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | 2 | | 1 | | 5 |
| Patdown | | | | | | | | 1 | 1 | 2 | | | 4 |
| Flyer | | | | | | | | 1 | 1 | 2 | | | 4 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | 1 | | | 1 | 3 |
| Breast Cancer | | 1 | | | | | | | | | | | 1 |
| Diabetes | | | | | | | | | 1 | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | | 1 | 1 |
| Screening | 1 | 1 | | | | 2 | | | 1 | 1 | | 2 | 8 |
| Inconsistency | | 1 | | | | 1 | | | | | | | 2 |
| Procedures/Process | 1 | | | | | 1 | | | 1 | 1 | | 2 | 6 |
| 2018 | 2 | 3 | 7 | 2 | 2 | | 1 | 2 | 2 | 2 | 4 | 1 | 28 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Hair Patdowns | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | 2 | | 1 | | 1 | 1 | | 1 | 2 | | 8 |
| Others | | | 1 | | | | | | | | 2 | | 3 |
| TSO | | | 1 | | 1 | | 1 | 1 | | 1 | | | 5 |
| Mishandling of Passenger Property | 1 | | 1 | 2 | | | | 1 | | 1 | | | 6 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | 1 | | 1 | | | 3 |
| Disarrayed Items--Carry-on or Checked | 1 | | | 2 | | | | | | | | | 3 |
| Patdown | | 2 | | | | | | | | | | | 2 |
| Flyer | | 2 | | | | | | | | | | | 2 |
| Property - Special Handling | 1 | | 2 | | | | | | 1 | | | | 4 |
| Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | 1 | | 2 | | | | | | | | | | 3 |
| Screening | | 1 | 2 | | | | | | 1 | | 2 | 1 | 7 |
| Crew Member or Airline Employee | | | | | | | | | | | | 1 | 1 |
| Inconsistency | | | | | | | | | | | 1 | | 1 |
| Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | | 2 | | | | | | 1 | | 1 | | 4 |
| 2019 | | 2 | 3 | | 1 | 1 | 1 | | | | | | 8 |
| Customer Service | | 1 | 1 | | | | | | | | | | 2 |
| TSO | | 1 | 1 | | | | | | | | | | 2 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | 1 | 2 | | 1 | 1 | | | | | | | 5 |
| Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | 1 | 1 | | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| BJI | 2 | 1 | 4 | 3 | 1 | 5 | 2 | 3 | 5 | 1 | 5 | 2 | 34 |
| 2016 | | | | 1 | | 2 | | | | 1 | | | 4 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | 1 | | | | 1 | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | | | | 1 | | | 3 |
| 2017 | | | 2 | 1 | | 3 | 1 | 2 | 4 | | 1 | 2 | 16 |
| Mishandling of Passenger Property | | | 2 | | | 3 | 1 | 1 | 3 | | 1 | 2 | 13 |
| Damaged/Missing Items--Checked Baggage | | | 2 | | | 2 | 1 | 1 | 2 | | 1 | 2 | 11 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | 1 | | | | 2 |
| Property - Special Handling | | | | | | | | 1 | 1 | | | | 2 |
| Missing Items - Checked | | | | | | | | 1 | 1 | | | | 2 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2018 | 1 | | 1 | 1 | | | 1 | 1 | 1 | | 4 | | 10 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | 1 | | 1 | | 2 | | 5 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | 1 | | 1 | | 3 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | 1 | | 2 |
| Property - Special Handling | | | | | | | | 1 | | | 1 | | 2 |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | 1 | | | | | | | | 1 | | 2 |
| Procedures/Process | | | 1 | | | | | | | | 1 | | 2 |
| 2019 | 1 | 1 | 1 | | 1 | | | | | | | | 4 |
| Locks | 1 | 1 | | | | | | | | | | | 2 |
| Missing or Damaged Lock | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | | 1 | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|----------|----------|
| BKW | | | | | | | | | | | | 2 | 2 |
| 2016 | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| 2018 | | | | | | | | | | | | 1 | 1 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | 1 | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| BLI | 8 | 6 | 6 | 10 | 7 | 15 | 11 | 9 | 5 | 12 | 8 | 7 | 104 | |
| 2016 | | | | 1 | 2 | 5 | 2 | 2 | 1 | 2 | 3 | 4 | 22 | |
| Civil Rights | | | | | | | | | | | | 1 | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 | |
| Customer Service | | | | | | 2 | | | 1 | | | | 3 | |
| TSO | | | | | | 2 | | | 1 | | | | 3 | |
| Locks | | | | | | | 1 | | | | | 1 | 2 | |
| Missing or Damaged Lock | | | | | | | 1 | | | | | 1 | 2 | |
| Mishandling of Passenger Property | | | | 1 | 2 | 3 | 1 | 2 | | 1 | 3 | 1 | 14 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 2 | 2 | 1 | 2 | | | 3 | 1 | 12 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 | |
| Patdown | | | | | | | | | | 1 | | | 1 | |
| Flyer | | | | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 | |
| Medical Devices - Attached to the Body | | | | | | | | | | | | 1 | 1 | |
| 2017 | 3 | 1 | 3 | 3 | | 4 | 2 | 3 | 1 | 9 | 3 | | 32 | |
| Customer Service | 1 | | | 1 | | | | 1 | 1 | 4 | | | 8 | |
| TSO | 1 | | | 1 | | | | 1 | 1 | 4 | | | 8 | |
| Lost and Found | | | | | | | | | | 1 | | | 1 | |
| Airport/TSA | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | 2 | 1 | 2 | 1 | | 3 | 1 | | | 2 | 1 | | 13 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | 2 | 1 | | 3 | | | | 1 | 1 | | 11 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 | |
| Patdown | | | | | | | | | | | 1 | | 1 | |
| Flyer | | | | | | | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 | |
| Hearing Impairment | | | | | | | | | | | 1 | | 1 | |
| Property - Special Handling | | | | | | | | 2 | | 1 | | | 3 | |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | | | | | | | | 1 | | 1 | | | 2 | |
| Screening | | | 1 | 1 | | 1 | 1 | | | 1 | | | 5 | |
| Inconsistency | | | 1 | | | | | | | | | | 1 | |
| Procedures/Process | | | | 1 | | 1 | 1 | | | 1 | | | 4 | |
| 2018 | 3 | 2 | 2 | 3 | 2 | 5 | 3 | 4 | 3 | 1 | 2 | 3 | 33 | |
| Civil Rights | | | | | | | 1 | | | 1 | | | 2 | |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 | |
| Customer Service | 2 | 1 | | | 1 | 1 | | 1 | 1 | | | 1 | 8 | |
| Others | | | | | | | | | 1 | | | | 1 | |
| TSO | 2 | 1 | | | 1 | 1 | | 1 | | | | 1 | 7 | |
| Locks | | | | 1 | 1 | | | | | | 1 | | 3 | |
| Missing or Damaged Lock | | | | 1 | 1 | | | | | | 1 | | 3 | |
| Mishandling of Passenger Property | | | | | | 1 | 1 | | 1 | | 1 | | 4 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | 1 | | | | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 | |
| Patdown | | | 1 | | | | | | 1 | | | 1 | 3 | |
| Flyer | | | 1 | | | | | | 1 | | | 1 | 3 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | 2 | | | | | 3 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | | | | | 1 | |
| Metal Implants (joint) | | 1 | | | | | | | | | | | 1 | |
| Respiratory and Inhaler Equipment | | | | | | | | 1 | | | | | 1 | |
| Property - Special Handling | | | 1 | 1 | | 1 | | | | | | | 3 | |
| Missing Items - Carry-On | | | 1 | 1 | | 1 | | | | | | | 3 | |
| Screening | 1 | | | 1 | | 2 | 1 | 1 | | | | 1 | 7 | |
| Lengthy Lines | | | | 1 | | | | | | | | | 1 | |
| Procedures/Process | 1 | | | | | 2 | 1 | 1 | | | | 1 | 6 | |
| 2019 | 2 | 3 | 1 | 3 | 3 | 1 | 4 | | | | | | 17 | |
| Customer Service | | | | | 2 | | | | | | | | 2 | |
| TSO | | | | | 2 | | | | | | | | 2 | |
| Mishandling of Passenger Property | | 1 | | 2 | | | 1 | | | | | | 4 | |
| Damaged/Missing Items--Checked Baggage | | 1 | | 2 | | | 1 | | | | | | 4 | |
| Patdown | | | | | | | 2 | | | | | | 2 | |
| Flyer | | | | | | | 2 | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | 1 | | | | | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | 1 | | | | | | 2 | |
| Property - Special Handling | 2 | 1 | | | 1 | 1 | | | | | | | 5 | |
| Damaged Items - Carry-On | | | | | 1 | | | | | | | | 1 | |
| Damaged Items - Checked | 1 | | | | | 1 | | | | | | | 2 | |
| Missing Items - Checked | 1 | 1 | | | | | | | | | | | 2 | |
| Screening | | 1 | | 1 | | | | | | | | | 2 | |
| Inconsistency | | 1 | | | | | | | | | | | 1 | |
| Procedures/Process | | | | 1 | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|-----------|----------|----------|-----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| BLV | 2 | 4 | 1 | 8 | 3 | 5 | 10 | 2 | 5 | 11 | 3 | 3 | 57 |
| 2016 | | | | | 2 | | | | | | 3 | 1 | 6 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | | | 1 | | 1 |
| Locks | | | | | 1 | | | | | | 2 | | 3 |
| Missing or Damaged Lock | | | | | 1 | | | | | | 2 | | 3 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | 1 | 2 |
| 2017 | 1 | 2 | | 5 | | | 4 | 2 | 4 | 7 | | 1 | 26 |
| Customer Service | 1 | | | | | | 2 | | | 2 | | | 5 |
| Others | | | | | | | 1 | | | 1 | | | 2 |
| TSO | 1 | | | | | | 1 | | | 1 | | | 3 |
| Locks | | | | 1 | | | | 1 | 1 | | | | 3 |
| Missing or Damaged Lock | | | | 1 | | | | 1 | 1 | | | | 3 |
| Mishandling of Passenger Property | | 2 | | 3 | | | 1 | 1 | 2 | 3 | | 1 | 13 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | 2 | | 3 | | | 1 | 1 | 2 | 2 | | | 11 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Inconsistency | | | | | | | | | | 2 | | | 3 |
| Procedures/Process | | | | 1 | | | | | | 1 | | | 1 |
| 2018 | | 1 | 1 | 1 | | 5 | 2 | | 1 | 4 | | 1 | 16 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | | | 2 | 1 | | | 1 | | | 4 |
| Others | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | 1 | | | 1 | | | 3 |
| Mishandling of Passenger Property | | | | 1 | | 1 | | | | | | 1 | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Patdown | | 1 | | | | 1 | | | | | | | 2 |
| Flyer | | 1 | | | | 1 | | | | | | | 2 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Screening | | | 1 | | | 1 | | | | 3 | | | 5 |
| Inconsistency | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | | 1 | | | 1 | | | | 2 | | | 4 |
| 2019 | 1 | 1 | | 2 | 1 | | 4 | | | | | | 9 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | | 1 | | 1 | 1 | | 1 | | | | | | 4 |
| TSO | | 1 | | 1 | 1 | | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Diabetes | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | | 2 | | | | | | 2 |
| Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| BMI | 2 | 2 | 7 | 2 | 4 | 2 | 6 | 1 | 3 | 1 | | 4 | 34 |
| 2016 | | | | | 2 | | 2 | | | | | | 4 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Others | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| 2017 | | 1 | 2 | 1 | 1 | 1 | 3 | | 2 | | | 2 | 13 |
| Customer Service | | | | | | | 3 | | | | | 1 | 4 |
| TSO | | | | | | | 3 | | | | | 1 | 4 |
| Mishandling of Passenger Property | | | 1 | | 1 | 1 | | | | | | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | 1 | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 2 | | | | 2 |
| Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | 1 | | 1 | | | | | | | | | 2 |
| Procedures/Process | | 1 | | 1 | | | | | | | | | 2 |
| 2018 | | 1 | 2 | 1 | 1 | 1 | | 1 | 1 | 1 | | 2 | 11 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 1 | 1 | | | 1 | | | | | | | 3 |
| Others | | 1 | | | | | | | | | | | 1 |
| TSO | | | 1 | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | 1 | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Diabetes | | | | | | | | | | | | 1 | 1 |
| Screening | | | | 1 | 1 | | | 1 | 1 | | | | 4 |
| Procedures/Process | | | | | 1 | | | 1 | 1 | | | | 3 |
| Security Breach | | | | 1 | | | | | | | | | 1 |
| 2019 | 2 | | 3 | | | | 1 | | | | | | 6 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Diabetes | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | 1 | | 2 | | | | | | | | | | 3 |
| Procedures/Process | 1 | | 2 | | | | | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| BNA | 91 | 79 | 91 | 62 | 82 | 113 | 107 | 102 | 82 | 83 | 93 | 78 | 1,063 | |
| 2016 | | | | 9 | 13 | 42 | 30 | 25 | 28 | 30 | 29 | 21 | 227 | |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | | 1 | |
| Flyer | | | | | | | | 1 | | | | | 1 | |
| Civil Rights | | | | | | 1 | | 1 | 1 | | 1 | | 4 | |
| Racial Profiling or Discrimination | | | | | | 1 | | 1 | | | 1 | | 3 | |
| Screening of Religious or Cultural Garments | | | | | | | | | 1 | | | | 1 | |
| Customer Service | | | | 2 | 1 | 8 | 5 | 5 | 6 | 10 | 1 | 4 | 42 | |
| Others | | | | | | 1 | 1 | | | 2 | | | 4 | |
| TSO | | | | 2 | 1 | 7 | 4 | 5 | 6 | 8 | 1 | 4 | 38 | |
| Identification (ID) Requirements | | | | | | | | | 1 | 1 | | | 2 | |
| Domestic | | | | | | | | | 1 | 1 | | | 2 | |
| Locks | | | | | 1 | | 4 | 1 | 1 | 1 | 3 | 2 | 13 | |
| Missing or Damaged Lock | | | | | 1 | | 4 | 1 | 1 | 1 | 3 | 2 | 13 | |
| Lost and Found | | | | | | | | | | | 1 | | 1 | |
| Airport/TSA | | | | | | | | | | | 1 | | 1 | |
| Mishandling of Passenger Property | | | | 5 | 11 | 14 | 15 | 8 | 17 | 13 | 19 | 13 | 115 | |
| Damaged/Missing Items Private Screening Contractor | | | | | 1 | | | | | | 1 | | 2 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | 2 | 1 | 2 | 1 | 2 | 2 | 1 | | 12 | |
| Damaged/Missing Items--Checked Baggage | | | | 4 | 8 | 12 | 11 | 6 | 11 | 11 | 17 | 13 | 93 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | 2 | 1 | 3 | | | | 7 | |
| Patdown | | | | | | | | | | 2 | | | 2 | |
| Flyer | | | | | | | | | | 2 | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | 2 | 2 | 1 | 6 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 2 | 1 | 3 | |
| Prosthesis/Amputees and Casts | | | | | | | | | | 1 | | | 1 | |
| Service Animals | | | | | | | | | | 1 | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 | |
| Screening | | | | 1 | | 19 | 6 | 9 | 2 | 1 | 2 | 1 | 41 | |
| Inconsistency | | | | | | | 1 | | 1 | | | | 2 | |
| Lengthy Lines | | | | 1 | | 16 | 3 | 7 | 1 | | | | 28 | |
| Procedures/Process | | | | | | 3 | 2 | 2 | | 1 | 2 | 1 | 11 | |
| 2017 | 26 | 27 | 35 | 19 | 24 | 21 | 22 | 35 | 33 | 26 | 29 | 29 | 326 | |
| Civil Rights | 1 | | 1 | | 1 | | | | | | 1 | | 4 | |
| Racial Profiling or Discrimination | 1 | | | | 1 | | | | | | 1 | | 3 | |
| Sexual Orientation - Not Transgender | | | 1 | | | | | | | | | | 1 | |
| Customer Service | 3 | 2 | 6 | 5 | | 1 | 2 | 4 | 4 | 5 | 6 | | 38 | |
| Others | | | 1 | | | | | | 1 | | | | 2 | |
| TSO | 3 | 2 | 5 | 5 | | 1 | 2 | 4 | 3 | 5 | 6 | | 36 | |
| Identification (ID) Requirements | | | | | | | | | | | | 1 | 1 | |
| ID Matching Ticket and Boarding Pass Issues | | | | | | | | | | | | 1 | 1 | |
| Locks | 3 | 5 | 1 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 2 | 4 | 26 | |
| General | | 1 | | | | | | 1 | | | | 1 | 3 | |
| Missing or Damaged Lock | 3 | 4 | 1 | 1 | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 3 | 23 | |
| Lost and Found | | | | | 1 | | 1 | | 1 | 1 | | | 4 | |
| Airport/TSA | | | | | 1 | | 1 | | 1 | 1 | | | 4 | |
| Mishandling of Passenger Property | 12 | 16 | 23 | 11 | 16 | 14 | 10 | 17 | 10 | 8 | 12 | 8 | 157 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | 2 | 5 | 3 | 1 | | | | | | | 12 | |
| Damaged/Missing Items--Checked Baggage | 10 | 15 | 19 | 6 | 12 | 13 | 7 | 14 | 8 | 5 | 8 | 6 | 123 | |
| Damaged/Missing Items--Unspecified Luggage | 1 | | 1 | | | | | | | | | | 2 | |
| Disarrayed Items--Carry-on or Checked | | 1 | 1 | | 1 | | 3 | 3 | 2 | 3 | 4 | 2 | 20 | |
| Patdown | 4 | 2 | 1 | 1 | 3 | 3 | 2 | | 2 | | 2 | 4 | 24 | |
| Flyer | 2 | 1 | 1 | 1 | 3 | 1 | 2 | | 2 | | 2 | 4 | 19 | |
| Flyer as Observer | 1 | 1 | | | | 1 | | | | | | | 3 | |
| Non-Flyer | 1 | | | | | 1 | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | 1 | | 1 | | | 3 | 2 | | | 1 | 8 | |
| Diabetes | | | | | | | | 1 | | | | | 1 | |
| General | | | 1 | | | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | 1 | | | | 2 | |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | 1 | 2 | |
| Visual Impairment | | | | | | | | | 1 | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 1 | |
| Property - Special Handling | | | | | | | 4 | 7 | 11 | 5 | 2 | 5 | 34 | |
| Damaged Items - Carry-On | | | | | | | | | | | 1 | | 1 | |
| Damaged Items - Checked | | | | | | | | 3 | 6 | 1 | | 2 | 12 | |
| Missing Items - Carry-On | | | | | | | | 1 | | 1 | | | 2 | |
| Missing Items - Checked | | | | | | | 4 | 3 | 5 | 3 | 1 | 3 | 19 | |
| Request for Assistance | | | | | | | | | | 1 | 2 | | 3 | |
| Other | | | | | | | | | | 1 | 2 | | 3 | |
| Screening | 3 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 4 | 2 | 6 | 27 | |
| Inconsistency | | 2 | 1 | | | | | | | | | 2 | 5 | |
| Lengthy Lines | | | | | | | | | | | | 1 | 1 | |
| Procedures/Process | 2 | | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 3 | 1 | 2 | 17 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | 1 | 1 | | 2 | |
| Security Breach | 1 | | | | | | | | | | | 1 | 2 | |
| 2018 | 31 | 17 | 22 | 15 | 18 | 26 | 24 | 42 | 21 | 27 | 35 | 28 | 306 | |
| Civil Rights | 1 | | 1 | | | | 1 | 1 | | | | | 4 | |
| Hair Patdowns | | | 1 | | | | | | | | | | 1 | |
| Perceived Religion | | | | | | | | 1 | | | | | 1 | |
| Racial Profiling or Discrimination | 1 | | | | | | 1 | | | | | | 2 | |
| Customer Service | 2 | 2 | 3 | 2 | | 2 | 3 | 7 | 2 | 4 | 5 | 3 | 35 | |
| TSO | 2 | 2 | 3 | 2 | | 2 | 3 | 7 | 2 | 4 | 5 | 3 | 35 | |
| Identification (ID) Requirements | | | | | | | | 1 | | | | | 1 | |
| Domestic | | | | | | | | 1 | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Locks | 1 | 3 | 1 | 1 | 2 | 3 | | 2 | 2 | 3 | 3 | 3 | 24 |
| Missing or Damaged Lock | 1 | 3 | 1 | 1 | 2 | 3 | | 2 | 2 | 3 | 3 | 3 | 24 |
| Lost and Found | | | | | | | | 2 | 1 | | | | 3 |
| Airport/TSA | | | | | | | | 2 | 1 | | | | 3 |
| Mishandling of Passenger Property | 15 | 3 | 9 | 3 | 6 | 4 | 8 | 9 | 10 | 11 | 9 | 11 | 98 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | 1 | 1 | | 2 | 5 |
| Damaged/Missing Items--Checked Baggage | 12 | 3 | 7 | 2 | 5 | 4 | 5 | 8 | 9 | 10 | 7 | 8 | 80 |
| Disarrayed Items--Carry-on or Checked | 3 | | 2 | 1 | 1 | | 3 | | | | 2 | 1 | 13 |
| Patdown | 2 | | | 2 | 4 | 2 | 1 | 4 | 1 | 1 | | 2 | 19 |
| Flyer | 1 | | | 1 | 4 | 2 | 1 | 2 | 1 | 1 | | 1 | 14 |
| Flyer as Observer | 1 | | | | | | | 2 | | | | 1 | 4 |
| Non-Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 2 | 2 | | 1 | 3 | 1 | 2 | 1 | 2 | 3 | 2 | 19 |
| Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | 1 | | | 1 | 1 | 3 |
| General | | 1 | | | 1 | 1 | | | | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | 1 | 1 | 1 | 1 | 1 | | | 6 |
| Prosthesis/Amputees and Casts | | 1 | | | | | | | | 1 | | | 2 |
| Service Animals | | | | | | | | | | | 1 | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | 1 | 1 | 2 |
| Wounded Warrior | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 5 | 6 | 4 | 5 | 4 | 8 | 7 | 6 | 3 | 3 | 10 | 5 | 66 |
| Damaged Items - Carry-On | 1 | 1 | 1 | 1 | | 1 | | 1 | | 1 | 2 | 1 | 10 |
| Damaged Items - Checked | 2 | 3 | 1 | 1 | 3 | | 3 | 2 | | 1 | 3 | | 19 |
| Missing Items - Carry-On | | | 1 | | | 2 | 1 | | | | 1 | 1 | 6 |
| Missing Items - Checked | 2 | 2 | 1 | 3 | 1 | 5 | 3 | 3 | 3 | 1 | 4 | 3 | 31 |
| Request for Assistance | | 1 | | | | | | | | | | | 1 |
| Other | | 1 | | | | | | | | | | | 1 |
| Screening | 5 | | 2 | 2 | 1 | 4 | 3 | 8 | 1 | 3 | 5 | 2 | 36 |
| Inconsistency | | | | 1 | | 1 | 1 | 1 | | | | | 4 |
| Lengthy Lines | 1 | | 1 | | | | 1 | | | 1 | | 1 | 5 |
| Procedures/Process | 4 | | 1 | 1 | 1 | 3 | 1 | 7 | 1 | 2 | 5 | | 26 |
| Security Breach | | | | | | | | | | | | 1 | 1 |
| 2019 | 34 | 35 | 34 | 19 | 27 | 24 | 31 | | | | | | 204 |
| Civil Rights | 1 | 4 | 2 | | 1 | | 1 | | | | | | 9 |
| Constitutional Rights | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 3 | 1 | | | | | | | | | | 4 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | 1 | 1 | | | | | | | | | | 3 |
| Transgender Screening | | | | | | | 1 | | | | | | 1 |
| Customer Service | 7 | 3 | 5 | 3 | 7 | 4 | 2 | | | | | | 31 |
| TSO | 7 | 3 | 5 | 3 | 7 | 4 | 2 | | | | | | 31 |
| Identification (ID) Requirements | 1 | | | | | | | | | | | | 1 |
| Domestic | 1 | | | | | | | | | | | | 1 |
| Locks | 2 | 4 | 2 | 1 | 4 | 4 | 1 | | | | | | 18 |
| Missing or Damaged Lock | 2 | 4 | 2 | 1 | 4 | 4 | 1 | | | | | | 18 |
| Lost and Found | | 1 | | | | | | | | | | | 1 |
| Airport/TSA | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 9 | 8 | 6 | 6 | 4 | 7 | 9 | | | | | | 49 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | | | 1 | 1 | | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | 6 | 6 | 5 | 6 | 2 | 4 | 7 | | | | | | 36 |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | 1 | | 1 | 2 | 2 | | | | | | 9 |
| Patdown | 1 | | 1 | | 2 | 3 | 5 | | | | | | 12 |
| Flyer | 1 | | 1 | | 2 | 3 | 5 | | | | | | 12 |
| Persons w/ Disabilities (PWD) | | 4 | 1 | | 1 | 1 | 1 | | | | | | 8 |
| Breast Cancer | | 1 | | | | | 1 | | | | | | 2 |
| Diabetes | | | 1 | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | | 1 |
| Service Animals | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 3 | | | | | | | | | | | 3 |
| Property - Special Handling | 8 | 10 | 14 | 6 | 7 | 5 | 6 | | | | | | 56 |
| Damaged Items - Carry-On | 1 | 1 | 3 | 3 | 2 | 1 | | | | | | | 11 |
| Damaged Items - Checked | 4 | 4 | 3 | | 4 | 3 | 3 | | | | | | 21 |
| Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | 3 | 5 | 7 | 3 | 1 | 1 | 3 | | | | | | 23 |
| Screening | 5 | 1 | 3 | 3 | 1 | | 6 | | | | | | 19 |
| Inconsistency | 1 | | 1 | | | | | | | | | | 2 |
| Lengthy Lines | 1 | | | | | | 3 | | | | | | 4 |
| Procedures/Process | 3 | 1 | 2 | 1 | 1 | | 3 | | | | | | 11 |
| Security Breach | | | | 2 | | | | | | | | | 2 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--------------------------------|---|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| BOI | | 24 | 29 | 34 | 53 | 37 | 35 | 28 | 24 | 27 | 38 | 31 | 23 | 383 |
| 2016 | | | | | 11 | 11 | 9 | 5 | 14 | 4 | 13 | 14 | 8 | 89 |
| | Civil Rights | | | | 2 | | | | | | | | | 2 |
| | Racial Profiling or Discrimination | | | | 2 | | | | | | | | | 2 |
| | Customer Service | | | | | | 1 | 1 | 3 | 1 | | 1 | 2 | 9 |
| | TSO | | | | | | 1 | 1 | 3 | 1 | | 1 | 2 | 9 |
| | Locks | | | | | 1 | | | | | | | 1 | 2 |
| | Missing or Damaged Lock | | | | | 1 | | | | | | | 1 | 2 |
| | Lost and Found | | | | | 1 | | | | | | | | 1 |
| | Airport/TSA | | | | | 1 | | | | | | | | 1 |
| | Mishandling of Passenger Property | | | | 6 | 8 | 5 | 3 | 8 | 3 | 9 | 12 | 4 | 58 |
| | Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | 2 | | 2 | | | 5 |
| | Damaged/Missing Items--Checked Baggage | | | | 6 | 8 | 4 | 3 | 5 | 3 | 7 | 11 | 4 | 51 |
| | Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | 1 | | 2 |
| | Patdown | | | | 2 | | | | 2 | | 1 | | 1 | 6 |
| | Flyer | | | | 2 | | | | 2 | | 1 | | | 5 |
| | Flyer as Observer | | | | | | | | | | | | 1 | 1 |
| | Persons w/ Disabilities (PWD) | | | | 1 | | | 1 | | | | | | 2 |
| | Prosthesis/Amputees and Casts | | | | 1 | | | | | | | | | 1 |
| | Wheelchair/ Scooter/ Segway | | | | | | | 1 | | | | | | 1 |
| | Screening | | | | | 1 | 3 | | 1 | | 3 | 1 | | 9 |
| | Lengthy Lines | | | | | | 1 | | | | 1 | | | 2 |
| | Procedures/Process | | | | | 1 | 2 | | 1 | | 2 | 1 | | 7 |
| 2017 | | 5 | 11 | 9 | 14 | 15 | 9 | 13 | 4 | 16 | 18 | 8 | 10 | 132 |
| | Civil Rights | | | 1 | | 1 | | | | | | | 1 | 3 |
| | Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| | Sexual Orientation - Not Transgender | | | 1 | | | | | | | | | | 1 |
| | Transgender Screening | | | | | | | | | | | | 1 | 1 |
| | Customer Service | 1 | 3 | | 4 | 2 | 1 | 3 | 1 | 1 | 2 | | 1 | 19 |
| | Others | | | | | | | 2 | | | 1 | | | 3 |
| | TSO | 1 | 3 | | 4 | 2 | 1 | 1 | 1 | 1 | 1 | | 1 | 16 |
| | Locks | | | | | | | 1 | 1 | 1 | | 1 | | 4 |
| | Missing or Damaged Lock | | | | | | | 1 | 1 | 1 | | 1 | | 4 |
| | Mishandling of Passenger Property | 3 | 4 | 4 | 10 | 10 | 6 | 5 | | 8 | 9 | 3 | 4 | 66 |
| | Damaged/Missing Items--Carry-on Luggage | | | 1 | | 1 | 1 | | | | | | | 3 |
| | Damaged/Missing Items--Checked Baggage | 3 | 2 | 3 | 10 | 9 | 5 | 5 | | 6 | 7 | 3 | 3 | 56 |
| | Disarrayed Items--Carry-on or Checked | | 2 | | | | | | | 2 | 2 | | 1 | 7 |
| | Patdown | | 2 | 3 | | 1 | 2 | 2 | | 2 | 1 | | | 13 |
| | Flyer | | 2 | 3 | | 1 | 2 | 2 | | 1 | 1 | | | 12 |
| | Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | | | | | | | 2 | | | | 2 |
| | Diabetes | | | | | | | | | 1 | | | | 1 |
| | Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | 1 | | | | 1 |
| | Property - Special Handling | | | | | | | | 1 | 2 | 6 | 4 | 1 | 14 |
| | Damaged Items - Checked | | | | | | | | | 1 | 4 | 2 | 1 | 8 |
| | Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 |
| | Missing Items - Checked | | | | | | | | | 1 | 2 | 2 | | 5 |
| | Screening | 1 | 2 | 1 | | 1 | | 2 | 1 | | | | 3 | 11 |
| | Inconsistency | | | | | | | 1 | | | | | | 1 |
| | Procedures/Process | 1 | 2 | 1 | | 1 | | 1 | 1 | | | | 1 | 8 |
| | Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | 1 | 1 |
| | Security Breach | | | | | | | | | | | | 1 | 1 |
| 2018 | | 7 | 12 | 6 | 15 | 6 | 3 | 6 | 6 | 7 | 7 | 9 | 5 | 89 |
| | Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | 1 |
| | Flyer | | 1 | | | | | | | | | | | 1 |
| | Civil Rights | | | | 2 | | | | | | | | | 2 |
| | Hair Patdowns | | | | 1 | | | | | | | | | 1 |
| | Sexual Orientation - Not Transgender | | | | 1 | | | | | | | | | 1 |
| | Customer Service | 1 | | 1 | 2 | | 1 | 3 | | 3 | 2 | 2 | | 15 |
| | Others | | | | | | | 1 | | | | | | 1 |
| | TSO | 1 | | 1 | 2 | | 1 | 2 | | 3 | 2 | 2 | | 14 |
| | Locks | 1 | | | | | | | | 1 | | 2 | | 4 |
| | Missing or Damaged Lock | 1 | | | | | | | | 1 | | 2 | | 4 |
| | Mishandling of Passenger Property | 2 | 6 | 3 | 5 | 2 | 1 | 1 | 2 | 1 | 3 | 3 | 1 | 30 |
| | Damaged/Missing Items--Carry-on Luggage | | | 2 | | | | | | | | 1 | | 3 |
| | Damaged/Missing Items--Checked Baggage | 2 | 5 | 1 | 4 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 1 | 22 |
| | Disarrayed Items--Carry-on or Checked | | 1 | | 1 | 1 | | | 1 | | 1 | | | 5 |
| | Patdown | | | | | 1 | | | 1 | | | 1 | | 3 |
| | Flyer | | | | | 1 | | | 1 | | | 1 | | 3 |
| | Persons w/ Disabilities (PWD) | | | | 1 | | | | 1 | | | 1 | 1 | 4 |
| | Autism Spectrum | | | | | | | | | | | 1 | | 1 |
| | Hearing Impairment | | | | | | | | | | | | 1 | 1 |
| | Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | | | | | | | 1 |
| | Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 1 |
| | Property - Special Handling | 2 | 2 | 2 | 3 | 1 | | 2 | 2 | 2 | 1 | | 2 | 19 |
| | Damaged Items - Checked | 1 | | 1 | 2 | | | 1 | 1 | | | | 1 | 7 |
| | Missing Items - Carry-On | | 1 | 1 | 1 | | | | 1 | | | | | 4 |
| | Missing Items - Checked | 1 | 1 | | | 1 | | 1 | | 2 | 1 | | 1 | 8 |
| | Screening | 1 | 3 | | 2 | 2 | 1 | | | | 1 | | 1 | 11 |
| | Inconsistency | | | | | | 1 | | | | | | | 1 |
| | Procedures/Process | 1 | 3 | | 1 | 1 | | | | | 1 | | 1 | 8 |
| | Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |
| | Security Breach | | | | | 1 | | | | | | | | 1 |
| 2019 | | 12 | 6 | 19 | 13 | 5 | 14 | 4 | | | | | | 73 |
| | Civil Rights | 1 | | | 1 | | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | 2 | | 2 | | | | | | | 4 |
| TSO | | | | 2 | | 2 | | | | | | | 4 |
| Locks | | 1 | | | 1 | 1 | | | | | | | 3 |
| Missing or Damaged Lock | | 1 | | | 1 | 1 | | | | | | | 3 |
| Mishandling of Passenger Property | 3 | 1 | 6 | 3 | 2 | 1 | 3 | | | | | | 19 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 3 | 1 | 5 | 2 | 1 | 1 | 1 | | | | | | 14 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 1 | | 1 | | | | | | 3 |
| Patdown | | | 2 | 1 | | 1 | | | | | | | 4 |
| Flyer | | | 1 | 1 | | 1 | | | | | | | 3 |
| Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | | 3 | 1 | 1 | 1 | | | | | | | 9 |
| Breast Cancer | | | 1 | | | | | | | | | | 1 |
| General | 1 | | | | | | | | | | | | 1 |
| Internal Medical Devices | | | | | | 1 | | | | | | | 1 |
| Medical Devices - Attached to the Body | 1 | | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | 1 | | | | | | | | | | 1 |
| Metal Implants (joint) | | | | 1 | 1 | | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 5 | 3 | 7 | 3 | 1 | 6 | 1 | | | | | | 26 |
| Damaged Items - Checked | | 1 | 2 | | | 1 | 1 | | | | | | 5 |
| Missing Items - Carry-On | | 1 | | | 1 | 2 | | | | | | | 4 |
| Missing Items - Checked | 5 | 1 | 5 | 3 | | 3 | | | | | | | 17 |
| Screening | | 1 | 1 | 2 | | 2 | | | | | | | 6 |
| Procedures/Process | | 1 | 1 | 2 | | 2 | | | | | | | 6 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| BOS | 418 | 319 | 322 | 324 | 303 | 359 | 385 | 333 | 365 | 353 | 397 | 325 | 4,203 |
| 2016 | | | | 72 | 66 | 115 | 108 | 110 | 99 | 106 | 130 | 116 | 922 |
| Advanced Imaging Technology (AIT) | | | | | | | 1 | 1 | | | | | 2 |
| Flyer | | | | | | | 1 | 1 | | | | | 2 |
| Civil Rights | | | | 4 | 3 | 4 | | 4 | 2 | 3 | 4 | 9 | 33 |
| General Complaint and Discrimination | | | | | 1 | | | | | | | | 1 |
| National Origin | | | | | | | | 1 | | 1 | | | 2 |
| Perceived Religion | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | 4 | 2 | 4 | | 2 | 1 | | 2 | 8 | 23 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | 1 | 1 | 1 | 4 |
| Sexual Orientation - Not Transgender | | | | | | | | | 1 | | | | 1 |
| Transgender Screening | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | 5 | 8 | 20 | 22 | 25 | 18 | 20 | 17 | 16 | 151 |
| CSM | | | | | | | | 1 | | | | | 1 |
| Others | | | | 1 | | 4 | 3 | 5 | 3 | | 1 | 1 | 18 |
| TSO | | | | 4 | 8 | 16 | 19 | 19 | 15 | 20 | 16 | 15 | 132 |
| Identification (ID) Requirements | | | | | | | 1 | 1 | | 1 | | 1 | 4 |
| Domestic | | | | | | | | 1 | | 1 | | 1 | 3 |
| ID Matching Ticket and Boarding Pass Issues | | | | | | | 1 | | | | | | 1 |
| Locks | | | | 4 | 4 | 9 | 8 | 4 | 3 | 4 | 8 | 8 | 52 |
| General | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | 4 | 4 | 8 | 8 | 4 | 3 | 4 | 8 | 8 | 51 |
| Lost and Found | | | | | 3 | 8 | 2 | 2 | 5 | 3 | 5 | 3 | 31 |
| Airport/TSA | | | | | 3 | 8 | 2 | 2 | 5 | 3 | 5 | 3 | 31 |
| Mishandling of Passenger Property | | | | 48 | 38 | 58 | 54 | 50 | 51 | 55 | 75 | 65 | 494 |
| Damaged/Missing Items--Carry-on Luggage | | | | 3 | 8 | 6 | 6 | 8 | 5 | 4 | 7 | 3 | 50 |
| Damaged/Missing Items--Checked Baggage | | | | 43 | 25 | 47 | 44 | 37 | 42 | 47 | 60 | 60 | 405 |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | 2 | 2 | | | 5 |
| Disarrayed Items--Carry-on or Checked | | | | 2 | 4 | 5 | 4 | 5 | 2 | 2 | 8 | 2 | 34 |
| Patdown | | | | 5 | 3 | 7 | 5 | 9 | 7 | 5 | 5 | 4 | 50 |
| Flyer | | | | 5 | 3 | 7 | 5 | 9 | 6 | 5 | 5 | 4 | 49 |
| Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 3 | 2 | 4 | 5 | 2 | 1 | 2 | 1 | 21 |
| Autism Spectrum | | | | | | | | 1 | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | | | | 1 | 1 | | | | 2 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | 1 | | | | | | | 2 |
| Diabetes | | | | | | | 1 | | | | 1 | | 2 |
| General | | | | | 1 | | | | | | | 1 | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | 2 | | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | 1 | 1 | 1 | | 4 |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | 1 | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | 2 | 1 | | | | | 3 |
| Request for Assistance | | | | | | | | | 1 | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | | | | | | 1 | | | | 1 |
| Screening | | | | 4 | 4 | 7 | 11 | 9 | 9 | 12 | 14 | 9 | 79 |
| Children | | | | | | | | | 1 | | | | 1 |
| Crew Member or Airline Employee | | | | | | 1 | 1 | 1 | | | | | 3 |
| Inconsistency | | | | | | 1 | 1 | 3 | 1 | | | | 6 |
| Lengthy Lines | | | | 2 | 2 | 1 | 4 | 4 | 1 | 2 | 2 | | 18 |
| Procedures/Process | | | | 1 | 2 | 3 | 5 | 1 | 4 | 9 | 11 | 6 | 42 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | 1 | | 1 | | 3 |
| Security Breach | | | | | | 1 | | | 1 | 1 | | 3 | 6 |
| SIDA (Security Identification Display Area) | | | | | | | | | | 1 | | | 1 |
| General | | | | | | | | | | 1 | | | 1 |
| TSA Contact Information | | | | 1 | | | | | 1 | 1 | | | 3 |
| General | | | | 1 | | | | | 1 | 1 | | | 3 |
| 2017 | 129 | 120 | 113 | 94 | 84 | 89 | 75 | 109 | 138 | 128 | 131 | 104 | 1,314 |
| Civil Rights | 6 | 6 | 2 | 4 | 3 | 1 | 5 | 5 | 4 | 5 | 5 | 5 | 51 |
| Constitutional Rights | | | | | | | | | | | | 1 | 1 |
| Hair Patdowns | | | | | | | 1 | | | | | | 1 |
| National Origin | | 1 | | | 1 | | | | | | | | 2 |
| Perceived Religion | | | | 1 | | | 1 | | | | | | 2 |
| Racial Profiling or Discrimination | 4 | 3 | 2 | | 1 | 1 | 2 | 3 | 3 | 4 | 4 | 3 | 30 |
| Screening of Religious Cultural and Ceremoni | 1 | | | | | | | | | | | | 1 |
| Screening of Religious or Cultural Garments | | | | | | | 1 | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | 2 | 1 | | | 1 | 1 | | 1 | | 7 |
| Transgender Screening | 1 | 1 | | 1 | | | | 1 | | 1 | | 1 | 6 |
| Customer Service | 18 | 22 | 18 | 20 | 17 | 19 | 14 | 28 | 31 | 26 | 29 | 23 | 265 |
| CSM | | | 1 | 1 | 1 | 1 | | | | | | | 4 |
| Others | | 3 | 2 | 2 | | 2 | | 3 | 2 | 2 | 2 | 2 | 22 |
| TSO | 18 | 19 | 15 | 17 | 16 | 16 | 12 | 25 | 29 | 24 | 27 | 21 | 239 |
| Identification (ID) Requirements | 1 | | 1 | | | | | | | 2 | | | 4 |
| Domestic | 1 | | 1 | | | | | | | 2 | | | 4 |
| Locks | 11 | 7 | 6 | 4 | 4 | 3 | 5 | 3 | 4 | 5 | 6 | 6 | 64 |
| General | | 1 | 1 | | | | | | 1 | | | | 3 |
| Missing or Damaged Lock | 11 | 6 | 5 | 4 | 4 | 3 | 5 | 3 | 3 | 5 | 6 | 6 | 61 |
| Lost and Found | 3 | 5 | 8 | 3 | 5 | 1 | | 1 | 4 | 6 | 6 | 1 | 43 |
| Airport/TSA | 3 | 5 | 8 | 3 | 5 | 1 | | 1 | 4 | 6 | 6 | 1 | 43 |
| Mishandling of Passenger Property | 70 | 60 | 53 | 45 | 36 | 43 | 18 | 23 | 45 | 37 | 42 | 29 | 501 |
| Damaged/Missing Items--Carry-on Luggage | 9 | 8 | 4 | 5 | 3 | 5 | 1 | 2 | 4 | 1 | 3 | | 45 |
| Damaged/Missing Items--Checked Baggage | 53 | 47 | 46 | 35 | 31 | 35 | 14 | 19 | 33 | 29 | 32 | 22 | 396 |
| Damaged/Missing Items--Unspecified Luggag | 1 | 1 | | | | | 1 | 1 | | | 1 | | 5 |
| Disarrayed Items--Carry-on or Checked | 7 | 4 | 3 | 5 | 2 | 3 | 2 | 1 | 8 | 7 | 6 | 7 | 55 |
| Patdown | 3 | 1 | 6 | 2 | 4 | 10 | 7 | 7 | 5 | 7 | 8 | 2 | 62 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|------------|------------|------------|-----------|-----------|-----------|------------|------------|------------|------------|------------|------------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Flyer | 3 | 1 | 5 | 2 | 4 | 9 | 7 | 7 | 5 | 7 | 8 | 2 | 60 |
| Flyer as Observer | | | 1 | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 3 | 4 | 5 | | | 3 | 3 | 6 | 5 | 9 | 2 | 4 | 44 |
| Breast Cancer | | 1 | | | | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | | | | | | | | 1 | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | 1 | | | | | 1 |
| Diabetes | | | | | | | | | 1 | 3 | 1 | 1 | 6 |
| General | | | | | | | 1 | | 1 | | | | 2 |
| Hearing Impairment | | | | | | | | 1 | | | | | 1 |
| Internal Medical Devices | | | | | | | | 1 | | | | | 1 |
| Medically Necessary Medication and Medical | 2 | | 2 | | | | | | 1 | 1 | | | 6 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | | | 1 | 3 | | 2 | 7 |
| Ostomy/Ostomates | | 1 | | | | | 1 | | | 1 | | | 3 |
| Prosthesis/Amputees and Casts | 1 | | | | | | | 1 | 1 | | | | 3 |
| Touch Aversion (pain/trauma) | | 1 | 2 | | | | 1 | | | | | | 4 |
| Visual Impairment | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 1 | | | | 2 | | 2 | | 1 | 1 | | 7 |
| Prohibited & Permitted Items | | | 1 | | 1 | | | 1 | 2 | 2 | 1 | | 8 |
| Beauty & Grooming Items | | | | | | | | | | | 1 | | 1 |
| Electronic Devices | | | 1 | | | | | | | | | | 1 |
| Firearm/Ammunition | | | | | | | | | 1 | 1 | | | 2 |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | | 1 | | | | 1 |
| Liquids/Gels/Aerosols | | | | | | | | | | 1 | | | 1 |
| Medication/Prescription/Medically Necessary Items | | | | | | | | 1 | | | | | 1 |
| Sporting Goods | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 14 | 26 | 18 | 20 | 23 | 15 | 116 |
| Damaged Items - Carry-On | | | | | | | | | 4 | 1 | 1 | | 6 |
| Damaged Items - Checked | | | | | | | 2 | 6 | 2 | 6 | 3 | 4 | 23 |
| Missing Items - Carry-On | | | | | | | 3 | 5 | 1 | 1 | 4 | 2 | 16 |
| Missing Items - Checked | | | | | | | 9 | 15 | 11 | 12 | 15 | 9 | 71 |
| Request for Assistance | 1 | 1 | | | | 1 | 1 | | 2 | 1 | | 1 | 8 |
| Other | | | | | | 1 | 1 | | 2 | 1 | | 1 | 6 |
| Wounded Warrior (MSIJSOC) | 1 | 1 | | | | | | | | | | | 2 |
| Screening | 13 | 14 | 13 | 16 | 14 | 8 | 8 | 9 | 18 | 8 | 9 | 18 | 148 |
| Crew Member or Airline Employee | | | | | | | | | | | | 1 | 1 |
| Inconsistency | 1 | 2 | 1 | 3 | 1 | 2 | 2 | | 1 | 2 | 1 | | 16 |
| International Screening | | | 1 | | | | | | | | | | 1 |
| Lengthy Lines | 3 | 1 | 2 | 2 | 2 | 1 | | 2 | 2 | | 1 | 4 | 20 |
| Procedures/Process | 9 | 9 | 8 | 11 | 10 | 5 | 6 | 4 | 13 | 6 | 7 | 13 | 101 |
| Security Breach | | 2 | 1 | | 1 | | | 3 | 2 | | | | 9 |
| 2018 | 154 | 106 | 105 | 89 | 89 | 71 | 126 | 114 | 128 | 119 | 136 | 105 | 1,342 |
| Advanced Imaging Technology (AIT) | 1 | | 1 | | | | | | | 1 | | | 3 |
| Flyer | 1 | | 1 | | | | | | | | | | 2 |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Civil Rights | 7 | 3 | 5 | 2 | 2 | 3 | 9 | 6 | 5 | 6 | 3 | 4 | 55 |
| Age | | 2 | | | | 1 | 1 | | | | | | 4 |
| Constitutional Rights | | | 1 | | 1 | | | | | | 1 | 1 | 4 |
| Hair Patdowns | 1 | | | | | | | | 1 | | | | 2 |
| Headwear | | | | | | | | | 1 | 1 | | | 2 |
| National Origin | 1 | | | | | | | 1 | 1 | | | | 3 |
| Perceived Religion | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 3 | | | 1 | 1 | 1 | 3 | 2 | 1 | 4 | | 3 | 19 |
| Screening of Religious Cultural and Ceremonial Items | | | | | | 1 | | | | | | | 1 |
| Screening of Religious or Cultural Garments | | | | | | | | 1 | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 2 | 1 | 2 | 1 | | | 1 | 1 | | 1 | 2 | | 11 |
| Sexual Orientation - Not Transgender | | | | | | | 4 | | | | | | 4 |
| Transgender Screening | | | 1 | | | | | 1 | 1 | | | | 3 |
| Customer Service | 21 | 28 | 14 | 13 | 20 | 16 | 30 | 16 | 27 | 30 | 24 | 12 | 251 |
| Others | 2 | 5 | 2 | | 3 | 1 | 1 | 2 | 2 | 1 | 1 | 1 | 21 |
| TSO | 19 | 23 | 12 | 13 | 17 | 15 | 29 | 14 | 25 | 29 | 23 | 11 | 230 |
| Identification (ID) Requirements | | | | 1 | | | | | 1 | | | | 2 |
| Domestic | | | | | | | | | 1 | | | | 1 |
| Minors Domestic | | | | 1 | | | | | | | | | 1 |
| Locks | 16 | 4 | 5 | 2 | 4 | 4 | 6 | 8 | 4 | 6 | 4 | 7 | 70 |
| General | 3 | | | | | | 1 | 1 | 1 | | 1 | | 7 |
| Missing or Damaged Lock | 13 | 4 | 5 | 2 | 4 | 4 | 5 | 7 | 3 | 6 | 3 | 7 | 63 |
| Lost and Found | 12 | 10 | 7 | 4 | 3 | 1 | 7 | 6 | 3 | 3 | 13 | 6 | 75 |
| Airport/TSA | 12 | 10 | 7 | 4 | 3 | 1 | 7 | 6 | 3 | 3 | 13 | 6 | 75 |
| Mishandling of Passenger Property | 43 | 25 | 32 | 31 | 24 | 11 | 28 | 29 | 33 | 26 | 43 | 35 | 360 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | 1 | 1 | 2 | 2 | 4 | 5 | 2 | 3 | 2 | 1 | 25 |
| Damaged/Missing Items--Checked Baggage | 32 | 22 | 28 | 26 | 17 | 5 | 24 | 22 | 27 | 20 | 34 | 30 | 287 |
| Damaged/Missing Items--Unspecified Luggag | 1 | 1 | | 2 | | 2 | | | 1 | | | | 7 |
| Disarrayed Items--Carry-on or Checked | 9 | 1 | 3 | 2 | 5 | 2 | | 2 | 3 | 3 | 7 | 4 | 41 |
| Patdown | 6 | 5 | 8 | 1 | 6 | 5 | 4 | 7 | 5 | 2 | 6 | 2 | 57 |
| Flyer | 5 | 4 | 8 | 1 | 6 | 5 | 4 | 7 | 5 | 1 | 4 | 2 | 52 |
| Flyer as Observer | 1 | | | | | | | | | 1 | 1 | | 3 |
| Non-Flyer | | 1 | | | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | 3 | 3 | 4 | 6 | 3 | 5 | 8 | 5 | 9 | 10 | 5 | 3 | 64 |
| Autism Spectrum | | | | | 1 | | | | | 1 | | | 2 |
| Breast Cancer | | | | | | | | | | | 1 | | 1 |
| Cancer (general) Not Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Diabetes | 1 | | | 1 | | 1 | 2 | | 1 | 1 | | | 7 |
| General | 1 | | 1 | 2 | | | | 1 | | 2 | | | 7 |
| Hearing Impairment | | | | | 1 | | | | | | | | 1 |
| Internal Medical Devices | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Medical Devices - Attached to the Body | | | | | | | | 1 | 1 | 1 | | 1 | 4 |
| Medically Necessary Medication and Medical Supplies | | | 1 | | | | | 1 | 2 | | | | 4 |
| Metal Implants (joint) | | | | 1 | | | | 1 | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | 2 | | | | | 1 | 1 | | 4 | 2 | | 10 |
| Ostomy/Ostomates | | | 1 | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | 1 | 2 |
| Respiratory and Inhaler Equipment | | | | | | 1 | | | | | | | 1 |
| Service Animals | | | | | | 1 | 2 | | | 1 | 1 | | 5 |
| Touch Aversion (pain/trauma) | | | | 1 | | | 1 | | 1 | | | | 3 |
| Visual Impairment | | 1 | | | | | 1 | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | 1 | | | 1 | | 1 | 1 | | 4 | | | 1 | 10 |
| Property - Special Handling | 28 | 16 | 17 | 22 | 15 | 18 | 17 | 25 | 24 | 22 | 22 | 21 | 247 |
| Damaged Items - Carry-On | | 1 | 2 | | 2 | 3 | | | 1 | | 2 | | 11 |
| Damaged Items - Checked | 8 | 6 | 3 | 6 | 4 | 5 | 4 | 7 | 6 | 9 | 4 | 6 | 68 |
| Missing Items - Carry-On | 4 | 4 | 3 | 3 | 5 | 2 | 4 | 7 | 6 | 4 | 6 | 1 | 49 |
| Missing Items - Checked | 16 | 5 | 9 | 13 | 4 | 8 | 9 | 11 | 11 | 9 | 10 | 14 | 119 |
| Request for Assistance | | 1 | | | | | | | | | | 1 | 2 |
| Other | | | | | | | | | | | | 1 | 1 |
| Wounded Warrior (MSIJSOC) | | 1 | | | | | | | | | | | 1 |
| Screening | 17 | 11 | 12 | 7 | 12 | 8 | 17 | 12 | 17 | 13 | 16 | 14 | 156 |
| Children | | | | | | | | | 1 | | | | 1 |
| Crew Member or Airline Employee | 1 | | | | | | | | | | | 1 | 2 |
| Inconsistency | 1 | 3 | 1 | | | 1 | | | 2 | 1 | 1 | | 10 |
| Lengthy Lines | 3 | 3 | 2 | 2 | 4 | 3 | 2 | 2 | 2 | 2 | 1 | | 26 |
| Procedures/Process | 12 | 4 | 9 | 4 | 7 | 4 | 15 | 10 | 12 | 9 | 12 | 13 | 111 |
| Retrieving Abandoned/Confiscated Items | | 1 | | 1 | | | | | | | | | 2 |
| Security Breach | | | | | 1 | | | | | 1 | 2 | | 4 |
| 2019 | 135 | 93 | 104 | 69 | 64 | 84 | 76 | | | | | | 625 |
| Advanced Imaging Technology (AIT) | 1 | | | 1 | | | | | | | | | 2 |
| Flyer | 1 | | | 1 | | | | | | | | | 2 |
| Civil Rights | 7 | 9 | 1 | 2 | 4 | 5 | 1 | | | | | | 29 |
| Age | | | 1 | | | | 1 | | | | | | 2 |
| Constitutional Rights | 1 | | | 1 | | | | | | | | | 2 |
| Hair Patdowns | | | | | 1 | | | | | | | | 1 |
| Headwear | 1 | | | | | | | | | | | | 1 |
| National Origin | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | 4 | 3 | | 1 | 3 | 4 | | | | | | | 15 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | 5 | | | | | | | | | | | 6 |
| Transgender Screening | | 1 | | | | | | | | | | | 1 |
| Customer Service | 27 | 24 | 20 | 11 | 9 | 18 | 12 | | | | | | 121 |
| Others | | 1 | 1 | | 1 | 1 | 1 | | | | | | 5 |
| TSO | 27 | 23 | 19 | 11 | 8 | 17 | 11 | | | | | | 116 |
| Locks | 7 | 5 | 5 | 3 | 1 | 3 | 4 | | | | | | 28 |
| Missing or Damaged Lock | 7 | 5 | 5 | 3 | 1 | 3 | 4 | | | | | | 28 |
| Lost and Found | 4 | 2 | 3 | 3 | 4 | 3 | 1 | | | | | | 20 |
| Airport/TSA | 4 | 2 | 3 | 3 | 4 | 3 | 1 | | | | | | 20 |
| Mishandling of Passenger Property | 35 | 16 | 20 | 19 | 14 | 18 | 16 | | | | | | 138 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | 1 | 4 | | | | | | | 6 |
| Damaged/Missing Items--Checked Baggage | 26 | 15 | 17 | 17 | 9 | 12 | 14 | | | | | | 110 |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | 1 | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | 8 | 1 | 3 | 2 | 3 | 2 | 1 | | | | | | 20 |
| Patdown | 4 | 4 | 6 | 2 | 4 | 3 | 2 | | | | | | 25 |
| Flyer | 4 | 3 | 6 | 2 | 3 | 2 | 2 | | | | | | 22 |
| Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| General | | | | | 1 | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 4 | 8 | 6 | 2 | 5 | 4 | 5 | | | | | | 34 |
| Cancer (general) Not Breast Cancer | | 1 | 1 | | | | | | | | | | 2 |
| Diabetes | 1 | | 1 | | | 1 | | | | | | | 3 |
| General | | | 1 | | | 1 | | | | | | | 2 |
| Hearing Impairment | | 1 | | | | | | | | | | | 1 |
| Internal Medical Devices | 1 | | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | 2 | | | | | 1 | | | | | | 4 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | 1 | 1 | 1 | | 1 | | | | | | 5 |
| Ostomy/Ostomates | | | | | | | 1 | | | | | | 1 |
| Prosthesis/Amputees and Casts | 1 | 1 | | 1 | | | | | | | | | 3 |
| Service Animals | | | | | | | 1 | | | | | | 1 |
| Touch Aversion (pain/trauma) | | 1 | | | | 1 | | | | | | | 2 |
| Visual Impairment | | | | | 1 | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 1 | 2 | | 3 | 1 | 1 | | | | | | 8 |
| Property - Special Handling | 23 | 14 | 31 | 18 | 16 | 18 | 13 | | | | | | 133 |
| Damaged Items - Carry-On | | | 2 | 2 | 2 | 3 | 1 | | | | | | 10 |
| Damaged Items - Checked | 3 | 1 | 7 | 2 | 1 | 2 | 5 | | | | | | 21 |
| Missing Items - Carry-On | 2 | 7 | 5 | 3 | 5 | 3 | 2 | | | | | | 27 |
| Missing Items - Checked | 18 | 6 | 17 | 11 | 8 | 10 | 5 | | | | | | 75 |
| Request for Assistance | | | | | | 2 | 2 | | | | | | 4 |
| Other | | | | | | 2 | 2 | | | | | | 4 |
| Screening | 23 | 11 | 12 | 8 | 7 | 10 | 20 | | | | | | 91 |
| Inconsistency | 3 | | | 1 | | | | | | | | | 4 |
| Lengthy Lines | 6 | 1 | 3 | 1 | 1 | 1 | 1 | | | | | | 14 |
| Procedures/Process | 12 | 10 | 7 | 6 | 6 | 8 | 17 | | | | | | 66 |
| Retrieving Abandoned/Confiscated Items | 1 | | 2 | | | | 1 | | | | | | 4 |
| Security Breach | 1 | | | | | 1 | 1 | | | | | | 3 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| BPT | 3 | 1 | 2 | 1 | | 1 | 1 | | 1 | 1 | 3 | 1 | 15 |
| 2016 | | | | 1 | | | | | 1 | | | 1 | 3 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2017 | 1 | | | | | 1 | 1 | | | | 1 | | 4 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 |
| Flyer | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| Screening | 1 | | | | | 1 | | | | | | | 2 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |
| Security Breach | 1 | | | | | | | | | | | | 1 |
| 2018 | 1 | | | | | | | | | 1 | 2 | | 4 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | 1 | | | | | | | | | | 1 | | 2 |
| Procedures/Process | 1 | | | | | | | | | | 1 | | 2 |
| 2019 | 1 | 1 | 2 | | | | | | | | | | 4 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | 2 | | | | | | | | | | 3 |
| Procedures/Process | | 1 | 2 | | | | | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|-----------|----------|----------|-----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| BQK | 3 | 4 | 4 | 12 | 8 | 9 | 10 | 2 | 4 | 5 | 5 | 5 | 71 |
| 2016 | | | | | 4 | 4 | | | | 2 | | | 10 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | 3 | | | | 1 | | | 5 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 2 | | | | 1 | | | 4 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | 2 | | | | | 1 | | | 3 |
| Procedures/Process | | | | | 2 | | | | | 1 | | | 3 |
| 2017 | | | 1 | 4 | 1 | | 3 | | 1 | | 2 | 3 | 15 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | 1 | 4 | 1 | | 1 | | 1 | | 2 | 1 | 11 |
| Damaged/Missing Items--Checked Baggage | | | 1 | 4 | 1 | | | | 1 | | 2 | 1 | 10 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2018 | 2 | 2 | 2 | 4 | 2 | 1 | 1 | 2 | 3 | 3 | 3 | 2 | 27 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | 1 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | 3 | | 1 | 1 | 1 | 3 | 3 | 2 | 1 | 15 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | | | 1 | | | 3 | 1 | 1 | 10 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | 1 | | | 1 | | 4 |
| Patdown | 1 | | | | 1 | | | | | | | | 2 |
| Flyer | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Diabetes | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | 1 | 1 | | 1 | 1 | | | | | | | | 4 |
| Damaged Items - Checked | | 1 | | | | | | | | | | | 1 |
| Missing Items - Checked | 1 | | | 1 | 1 | | | | | | | | 3 |
| Screening | | | 2 | | | | | | | | | | 2 |
| Procedures/Process | | | 2 | | | | | | | | | | 2 |
| 2019 | 1 | 2 | 1 | 4 | 1 | 4 | 6 | | | | | | 19 |
| Mishandling of Passenger Property | 1 | | 1 | 2 | 1 | 2 | 3 | | | | | | 10 |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | 1 | 1 | 1 | 2 | | | | | | 7 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | 1 | | | | | | 3 |
| Patdown | | 1 | | | | 1 | 1 | | | | | | 3 |
| Flyer | | 1 | | | | 1 | 1 | | | | | | 3 |
| Property - Special Handling | | 1 | | 2 | | 1 | | | | | | | 4 |
| Damaged Items - Checked | | 1 | | 1 | | | | | | | | | 2 |
| Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | 2 | | | | | | 2 |
| Procedures/Process | | | | | | | 2 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| BQN | 7 | 5 | 8 | 8 | 4 | 5 | 8 | 6 | 6 | 8 | 6 | 4 | 75 | |
| 2016 | | | | 1 | | 2 | 1 | 3 | 1 | 2 | 4 | 2 | 16 | |
| Customer Service | | | | | | | 1 | 1 | | | | | 2 | |
| TSO | | | | | | | 1 | 1 | | | | | 2 | |
| Locks | | | | | | 1 | | | | | 1 | | 2 | |
| Missing or Damaged Lock | | | | | | 1 | | | | | 1 | | 2 | |
| Lost and Found | | | | | | | | | | | 1 | | 1 | |
| Airport/TSA | | | | | | | | | | | 1 | | 1 | |
| Mishandling of Passenger Property | | | | 1 | | | | 2 | 1 | | | 1 | 5 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | 1 | 1 | | | 1 | 4 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | 1 | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 1 | | | 1 | |
| Service Animals | | | | | | | | | | | 1 | | 1 | |
| Screening | | | | | | 1 | | | | 1 | 1 | 1 | 4 | |
| Procedures/Process | | | | | | 1 | | | | | 1 | 1 | 3 | |
| Security Breach | | | | | | | | | | 1 | | | 1 | |
| 2017 | 2 | 3 | 2 | 1 | 3 | | 3 | 1 | 2 | | | 2 | 19 | |
| Civil Rights | 1 | | | | | | | | 1 | | | | 2 | |
| National Origin | | | | | | | | | 1 | | | | 1 | |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 | |
| Customer Service | | | | | | | | | | | | 1 | 1 | |
| TSO | | | | | | | | | | | | 1 | 1 | |
| Mishandling of Passenger Property | 1 | 2 | 2 | 1 | 3 | | 3 | | | | | 1 | 13 | |
| Damaged/Missing Items--Carry-on Luggage | | 2 | 1 | | 1 | | | | | | | 1 | 5 | |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | 1 | 1 | | 3 | | | | | | 7 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 | |
| Patdown | | 1 | | | | | | | | | | | 1 | |
| General | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | 1 | 1 | | | | 2 | |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 | |
| 2018 | 2 | 1 | | 3 | | 2 | 1 | 2 | 3 | 6 | 2 | | 22 | |
| Customer Service | | | | | | | | | 1 | 1 | | | 2 | |
| TSO | | | | | | | | | 1 | 1 | | | 2 | |
| Locks | | | | | | | | | | 1 | | | 1 | |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | | | | 1 | | | 1 | | | 1 | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | 1 | | | 1 | | | 3 | |
| Persons w/ Disabilities (PWD) | 2 | | | | | | | | 1 | | | | 3 | |
| Cognitive /Developmental /Mental Disability | | | | | | | | | 1 | | | | 1 | |
| General | 1 | | | | | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | 1 | | | | | | | | | | | | 1 | |
| Property - Special Handling | | 1 | | 1 | | 2 | | 2 | | | | | 6 | |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 | |
| Missing Items - Checked | | 1 | | | | 2 | | 1 | | | | | 4 | |
| Screening | | | | 1 | | | | | 1 | 3 | 2 | | 7 | |
| Procedures/Process | | | | 1 | | | | | 1 | 3 | 2 | | 7 | |
| 2019 | 3 | 1 | 6 | 3 | 1 | 1 | 3 | | | | | | 18 | |
| Customer Service | 1 | | 1 | | | | 1 | | | | | | 3 | |
| Others | 1 | | | | | | | | | | | | 1 | |
| TSO | | | 1 | | | | 1 | | | | | | 2 | |
| Lost and Found | | 1 | 1 | | | | | | | | | | 2 | |
| Airport/TSA | | 1 | 1 | | | | | | | | | | 2 | |
| Mishandling of Passenger Property | 2 | | 1 | 2 | | | 2 | | | | | | 7 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 2 | | | 1 | | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | 2 | | 1 | | | | 1 | | | | | | 4 | |
| Property - Special Handling | | | 3 | | | 1 | | | | | | | 4 | |
| Missing Items - Checked | | | 3 | | | 1 | | | | | | | 4 | |
| Screening | | | | 1 | 1 | | | | | | | | 2 | |
| Procedures/Process | | | | 1 | | | | | | | | | 1 | |
| Security Breach | | | | | 1 | | | | | | | | 1 | |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| BRD | 3 | 3 | 2 | | 2 | 2 | | 2 | 1 | 1 | 2 | 4 | 22 |
| 2016 | | | | | 1 | 1 | | | 1 | | | 1 | 4 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| 2017 | | | | | | | | 1 | | 1 | 2 | 3 | 7 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | 2 | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | 2 | 1 | 4 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Missing Items - Checked | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2018 | | 1 | | | 1 | | | 1 | | | | | 3 |
| Mishandling of Passenger Property | | 1 | | | 1 | | | 1 | | | | | 3 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | 1 | | | 1 | | | | | 3 |
| 2019 | 3 | 2 | 2 | | | 1 | | | | | | | 8 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 2 | 1 | | | | | | | | | | 5 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 1 | | | | | | | | | | 3 |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | | | | | | | | | | | 2 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Flyer | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---|---|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | | |
| BRL | 1 | | | 1 | | | | | | 1 | 3 | | | | |
| 2016 | | | | | | | | | | | 1 | 1 | | | |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | 1 | | | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | 1 | | | |
| 2018 | 1 | | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | | 1 | |
| 2019 | | | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | | 1 | | | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| BRO | 3 | | | 2 | 2 | 4 | 3 | 2 | 2 | 4 | 2 | 1 | 25 |
| 2016 | | | | | | 2 | 1 | | 1 | 1 | 1 | | 6 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | 1 | | 1 | | 1 | | 4 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | 1 | | | | 1 | | 3 |
| 2017 | 1 | | | | 1 | | | 2 | 1 | 2 | 1 | 1 | 9 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | 1 | 1 | 1 | 1 | | 5 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | 1 | 1 | 1 | | | 4 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | 1 | | | | | | | 1 | 2 |
| Procedures/Process | | | | | 1 | | | | | | | 1 | 2 |
| 2018 | 1 | | | | 1 | | | | | 1 | | | 3 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 1 | | | | 1 | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| 2019 | 1 | | | 2 | | 2 | 2 | | | | | | 7 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | 1 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | 1 | | | | | | 2 |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| BRW | 1 | | 2 | 3 | 1 | 1 | 1 | | 1 | | | | 10 |
| 2017 | | | | 2 | 1 | 1 | 1 | | | | | | 5 |
| Mishandling of Passenger Property | | | | 2 | 1 | 1 | | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | 1 | 1 | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Diabetes | | | | | | | 1 | | | | | | 1 |
| 2018 | | | 2 | 1 | | | | | 1 | | | | 4 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | 1 | | | | | 1 | | | | 3 |
| Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| 2019 | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| BTM | | | | | | 1 | 1 | | 1 | | | | 3 | |
| 2016 | | | | | | | | | 1 | | | | 1 | |
| Patdown | | | | | | | | | 1 | | | | 1 | |
| Flyer | | | | | | | | | 1 | | | | 1 | |
| 2018 | | | | | | 1 | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 | |
| 2019 | | | | | | | 1 | | | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| BTR | 7 | 9 | 6 | 8 | 9 | 5 | 12 | 8 | 5 | 5 | 6 | 2 | 82 |
| 2016 | | | | 1 | 3 | 1 | 4 | 3 | 1 | 1 | | 1 | 15 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | 1 | 3 | 3 | 1 | 1 | | 1 | 12 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | 2 | 3 | 1 | | | | 8 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | 1 | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | 1 | 2 |
| Request for Assistance | | | | | | | 1 | | | | | | 1 |
| Other | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2017 | 3 | 5 | | 4 | 1 | 3 | 4 | 2 | 1 | 3 | 2 | | 28 |
| Customer Service | 1 | 1 | | | | 1 | | | | | | | 3 |
| TSO | 1 | 1 | | | | 1 | | | | | | | 3 |
| Locks | | 1 | | | | 1 | | 1 | | | | | 3 |
| General | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | | 1 | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | 2 | 1 | | 3 | | 1 | 3 | 1 | 1 | 2 | 1 | | 15 |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | | 3 | | 1 | 1 | 1 | | 2 | 1 | | 12 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 2 | | 1 | | | | 3 |
| Patdown | | | | | 1 | | 1 | | | | 1 | | 3 |
| Flyer | | | | | 1 | | 1 | | | | 1 | | 3 |
| Screening | | 2 | | 1 | | | | | | 1 | | | 4 |
| Procedures/Process | | 2 | | 1 | | | | | | 1 | | | 4 |
| 2018 | 2 | 3 | 3 | 2 | 3 | 1 | | 3 | 3 | 1 | 4 | 1 | 26 |
| Customer Service | | | | | 2 | | | 2 | | 1 | | 1 | 6 |
| Others | | | | | | | | 2 | | | | | 2 |
| TSO | | | | | 2 | | | | | 1 | | 1 | 4 |
| Mishandling of Passenger Property | | | 2 | | | | | 1 | 2 | | 1 | | 6 |
| Damaged/Missing Items--Checked Baggage | | | 2 | | | | | 1 | 1 | | 1 | | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 2 | | | | | | | | | 2 |
| Visual Impairment | | | | 2 | | | | | | | | | 2 |
| Property - Special Handling | | 2 | | | | | | | 1 | | 1 | | 4 |
| Damaged Items - Checked | | | | | | | | | 1 | | 1 | | 2 |
| Missing Items - Checked | | 2 | | | | | | | | | | | 2 |
| Screening | 1 | 1 | 1 | | 1 | 1 | | | | | 2 | | 7 |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | 1 | 1 | | | 1 | 1 | | | | | 2 | | 6 |
| 2019 | 2 | 1 | 3 | 1 | 2 | | 4 | | | | | | 13 |
| Customer Service | | | | | 1 | | 1 | | | | | | 2 |
| Others | | | | | 1 | | 1 | | | | | | 2 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | 1 | 1 | | 2 | | | | | | 6 |
| Damaged/Missing Items--Checked Baggage | 1 | | | 1 | 1 | | 2 | | | | | | 5 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Diabetes | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Missing Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Security Breach | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| BTW | 25 | 19 | 18 | 13 | 15 | 18 | 8 | 15 | 7 | 20 | 20 | 16 | 194 | |
| 2016 | | | | 2 | 4 | 3 | 1 | 10 | 1 | 5 | 5 | 5 | 36 | |
| Customer Service | | | | | | 1 | | 1 | | 2 | | 1 | 5 | |
| TSO | | | | | | 1 | | 1 | | 2 | | 1 | 5 | |
| Identification (ID) Requirements | | | | | 1 | | | 1 | | | | | 2 | |
| Domestic | | | | | 1 | | | 1 | | | | | 2 | |
| Locks | | | | | 1 | | | | | 1 | | 1 | 3 | |
| Missing or Damaged Lock | | | | | 1 | | | | | 1 | | 1 | 3 | |
| Mishandling of Passenger Property | | | | 1 | 2 | | | 5 | | 2 | 5 | 1 | 16 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | | 3 | | 1 | 5 | 1 | 12 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | 2 | | 1 | | | 4 | |
| Patdown | | | | | | | | | 1 | | | | 1 | |
| Flyer | | | | | | | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | | | | | 1 | |
| Screening | | | | 1 | | 2 | 1 | 2 | | | | 2 | 8 | |
| Inconsistency | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | | | | 1 | | 2 | | 1 | | | | 1 | 5 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | 1 | | | | | 1 | |
| Security Breach | | | | | | | | | | | | 1 | 1 | |
| 2017 | 7 | 7 | 6 | 4 | 2 | 7 | 2 | 3 | 4 | 6 | 3 | 5 | 56 | |
| Civil Rights | | | 1 | | | | | | | | | 1 | 2 | |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | 1 | 2 | |
| Customer Service | 2 | 2 | 1 | 1 | 1 | 2 | | | 1 | 2 | | 1 | 13 | |
| Others | | 1 | | 1 | | | | | | | | | 2 | |
| TSO | 2 | 1 | 1 | | 1 | 2 | | | 1 | 2 | | 1 | 11 | |
| Mishandling of Passenger Property | 4 | 3 | 3 | | 1 | 3 | 2 | | 2 | 3 | | | 21 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | 1 | | | | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 4 | 2 | 2 | | | 1 | 2 | | 2 | 3 | | | 16 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | 2 | | | | | | | 3 | |
| Patdown | | 1 | 1 | | | | | 1 | | 1 | | 1 | 5 | |
| Flyer | | 1 | | | | | | 1 | | 1 | | 1 | 4 | |
| Flyer as Observer | | | 1 | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | | 1 | 1 | |
| Property - Special Handling | | | | | | | | 1 | | | 1 | 1 | 3 | |
| Missing Items - Checked | | | | | | | | 1 | | | 1 | 1 | 3 | |
| Screening | 1 | 1 | | 3 | | 2 | | 1 | 1 | | 2 | | 11 | |
| Inconsistency | 1 | | | 1 | | | | | | | 1 | | 3 | |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | | 1 | | 2 | | 1 | | 1 | 1 | | 1 | | 7 | |
| 2018 | 8 | 5 | 6 | 4 | 3 | 5 | | 2 | 2 | 9 | 12 | 6 | 62 | |
| Civil Rights | 1 | | | | | | | | | | | 1 | 2 | |
| Hair Patdowns | 1 | | | | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | 1 | 1 | |
| Customer Service | 1 | 1 | | | | 2 | | 1 | 1 | 1 | 1 | 1 | 9 | |
| Others | | | | | | 1 | | | | | | | 1 | |
| TSO | 1 | 1 | | | | 1 | | 1 | 1 | 1 | 1 | 1 | 8 | |
| Locks | 1 | | | | | | | | | | | | 1 | |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | 1 | 1 | 1 | | | | 1 | 2 | 4 | 2 | 12 | |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | 1 | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | | | 1 | 1 | 3 | | 7 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | 2 | 3 | |
| Patdown | 1 | | | | | 1 | | | | 2 | 3 | 1 | 8 | |
| Flyer | 1 | | | | | 1 | | | | 2 | 3 | 1 | 8 | |
| Persons w/ Disabilities (PWD) | 2 | | | | 1 | | | | | | | | 3 | |
| Medically Necessary Medication and Medical | 1 | | | | | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | 1 | | | | | | | | 2 | |
| Property - Special Handling | | 1 | | | | | | | | 1 | 1 | 1 | 4 | |
| Missing Items - Carry-On | | 1 | | | | | | | | | | 1 | 2 | |
| Missing Items - Checked | | | | | | | | | | 1 | 1 | | 2 | |
| Request for Assistance | | | | | | | | | | | 1 | | 1 | |
| Other | | | | | | | | | | | 1 | | 1 | |
| Screening | 2 | 3 | 5 | 3 | 1 | 2 | | 1 | | 3 | 2 | | 22 | |
| Lengthy Lines | | 3 | 2 | 2 | | | | | | | 1 | | 8 | |
| Procedures/Process | 2 | | 3 | 1 | 1 | 2 | | 1 | | 3 | 1 | | 14 | |
| 2019 | 10 | 7 | 6 | 3 | 6 | 3 | 5 | | | | | | 40 | |
| Advanced Imaging Technology (AIT) | | | 1 | | | | | | | | | | 1 | |
| Children | | | 1 | | | | | | | | | | 1 | |
| Civil Rights | | 1 | | | | | | | | | | | 1 | |
| Constitutional Rights | | 1 | | | | | | | | | | | 1 | |
| Customer Service | 4 | 2 | | 1 | 1 | 1 | 1 | | | | | | 10 | |
| Others | | | | | | | 1 | | | | | | 1 | |
| TSO | 4 | 2 | | 1 | 1 | 1 | | | | | | | 9 | |
| Locks | | | | 1 | | | | | | | | | 1 | |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | | 1 | 1 | 2 | 1 | 2 | | | | | | 8 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 2 | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | 1 | 2 | 1 | | | | | | | 5 | |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | 2 | 1 | | | | | | | 5 | |
| Diabetes | | | | | | 1 | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Touch Aversion (pain/trauma) | | 1 | | | 1 | | | | | | | | 2 |
| Property - Special Handling | 1 | 1 | 2 | | 1 | | 1 | | | | | | 6 |
| Damaged Items - Checked | | | 1 | | 1 | | 1 | | | | | | 3 |
| Missing Items - Carry-On | | 1 | 1 | | | | | | | | | | 2 |
| Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | 3 | 2 | 2 | | | | 1 | | | | | | 8 |
| Inconsistency | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 2 | 2 | 1 | | | | 1 | | | | | | 6 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| BUF | 28 | 25 | 39 | 38 | 30 | 34 | 31 | 34 | 21 | 30 | 32 | 34 | 376 | |
| 2016 | | | | 11 | 6 | 5 | 7 | 12 | 8 | 10 | 12 | 17 | 88 | |
| Civil Rights | | | | | | 1 | | 2 | | | 1 | | 4 | |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | 1 | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | | | | | 1 | |
| Sexual Orientation - Not Transgender | | | | | | | | 1 | | | | | 1 | |
| Customer Service | | | | 4 | 1 | | | | 1 | | 2 | 2 | 10 | |
| Others | | | | | 1 | | | | | | | | 1 | |
| TSO | | | | 4 | | | | | 1 | | 2 | 2 | 9 | |
| Locks | | | | | | | | 3 | 1 | | | | 4 | |
| Missing or Damaged Lock | | | | | | | | 3 | 1 | | | | 4 | |
| Mishandling of Passenger Property | | | | 7 | 5 | 4 | 6 | 6 | 6 | 7 | 7 | 9 | 57 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 2 | 2 | 1 | | | 2 | 7 | |
| Damaged/Missing Items--Checked Baggage | | | | 7 | 3 | 4 | 4 | 4 | 4 | 7 | 7 | 7 | 47 | |
| Disarrayed Items--Carry-on or Checked | | | | | 2 | | | | 1 | | | | 3 | |
| Patdown | | | | | | | | | | | 1 | 1 | 2 | |
| Flyer | | | | | | | | | | | 1 | 1 | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | 1 | 2 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | 1 | 1 | 2 | |
| Screening | | | | | | | 1 | 1 | | 3 | | 4 | 9 | |
| Inconsistency | | | | | | | | | | 1 | | | 1 | |
| Lengthy Lines | | | | | | | | 1 | | | | 1 | 2 | |
| Procedures/Process | | | | | | | 1 | | | 2 | | 3 | 6 | |
| 2017 | 9 | 5 | 12 | 11 | 10 | 9 | 8 | 13 | 8 | 13 | 13 | 8 | 119 | |
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | 1 | |
| Flyer | | | | | | | | | | 1 | | | 1 | |
| Civil Rights | | | | | 1 | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 | |
| Customer Service | | 1 | 1 | 1 | 1 | 1 | 2 | 3 | | | 3 | 2 | 15 | |
| Others | | | | | | | | | | | 1 | | 1 | |
| TSO | | 1 | 1 | 1 | 1 | 1 | 2 | 3 | | | 2 | 2 | 14 | |
| Human Capital | | 1 | | | | | | | | | | | 1 | |
| Prospective Employment with TSA | | 1 | | | | | | | | | | | 1 | |
| Locks | | 1 | | 1 | | | 2 | | | | | 2 | 6 | |
| Missing or Damaged Lock | | 1 | | 1 | | | 2 | | | | | 2 | 6 | |
| Lost and Found | | | | | | | | | | | 1 | | 1 | |
| Airport/TSA | | | | | | | | | | | 1 | | 1 | |
| Mishandling of Passenger Property | 9 | 2 | 8 | 8 | 6 | 6 | 3 | 3 | 5 | 5 | 6 | 3 | 64 | |
| Damaged/Missing Items--Carry-on Luggage | 2 | | 1 | | | | | | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | 7 | 2 | 7 | 5 | 6 | 5 | 3 | 2 | 5 | 5 | 5 | 3 | 55 | |
| Disarrayed Items--Carry-on or Checked | | | | 3 | | 1 | | 1 | | | 1 | | 6 | |
| Patdown | | | 2 | | | | | | 2 | | | | 4 | |
| Flyer | | | 2 | | | | | | 2 | | | | 4 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | 1 | | 2 | | | 4 | |
| Internal Medical Devices | | | | 1 | | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | | | | 2 | |
| Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | | | | | | | | 2 | 1 | 4 | 3 | | 10 | |
| Damaged Items - Carry-On | | | | | | | | | 1 | | 1 | | 2 | |
| Damaged Items - Checked | | | | | | | | 1 | | 1 | 1 | | 3 | |
| Missing Items - Carry-On | | | | | | | | | | 1 | | | 1 | |
| Missing Items - Checked | | | | | | | | 1 | | 2 | 1 | | 4 | |
| Screening | | | 1 | | 2 | 2 | 1 | 4 | | 1 | | 1 | 12 | |
| Children | | | | | | | | | | 1 | | | 1 | |
| Crew Member or Airline Employee | | | | | | | | 1 | | | | | 1 | |
| Lengthy Lines | | | | | | | | | | | | 1 | 1 | |
| Procedures/Process | | | 1 | | 2 | 2 | 1 | 3 | | | | | 9 | |
| 2018 | 9 | 14 | 10 | 12 | 8 | 16 | 7 | 9 | 5 | 7 | 7 | 9 | 113 | |
| Civil Rights | | | 1 | | | | | | | | | 1 | 2 | |
| Constitutional Rights | | | | | | | | | | | | 1 | 1 | |
| Transgender Screening | | | 1 | | | | | | | | | | 1 | |
| Customer Service | 1 | 2 | | | 1 | 4 | | 1 | | 1 | | 1 | 11 | |
| Others | | 1 | | | | 1 | | | | | | | 2 | |
| TSO | 1 | 1 | | | 1 | 3 | | 1 | | 1 | | 1 | 9 | |
| Locks | 1 | 2 | | | 3 | | | 1 | 1 | 2 | 1 | 1 | 12 | |
| General | | 1 | | | | | | | | | | | 1 | |
| Missing or Damaged Lock | 1 | 1 | | | 3 | | | 1 | 1 | 2 | 1 | 1 | 11 | |
| Mishandling of Passenger Property | 3 | 5 | 3 | 6 | 3 | 7 | 6 | 6 | 3 | 1 | 5 | 4 | 52 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | 1 | | 2 | |
| Damaged/Missing Items--Checked Baggage | 2 | 5 | 3 | 5 | 2 | 7 | 5 | 6 | 3 | 1 | 3 | 3 | 45 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | | 1 | 1 | |
| Disarrayed Items--Carry-on or Checked | 1 | | | | 1 | | 1 | | | | 1 | | 4 | |
| Patdown | | | 1 | 1 | | 1 | | | | | | | 3 | |
| Flyer | | | 1 | 1 | | 1 | | | | | | | 3 | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 | |
| Diabetes | | | 1 | | | | | | | | | | 1 | |
| Property - Special Handling | 2 | 5 | 1 | 4 | 1 | 2 | 1 | 1 | 1 | 3 | 1 | 2 | 24 | |
| Damaged Items - Carry-On | 1 | 1 | | | | 1 | | | 1 | | | | 4 | |
| Damaged Items - Checked | 1 | 1 | 1 | 2 | | | | | | | 1 | 1 | 7 | |
| Missing Items - Carry-On | | | | | | 1 | | 1 | | | | | 2 | |
| Missing Items - Checked | | 3 | | 2 | 1 | | 1 | | | 3 | | 1 | 11 | |
| Screening | 2 | | 3 | 1 | | 2 | | | | | | | 8 | |
| Crew Member or Airline Employee | | | | | | 2 | | | | | | | 2 | |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 | |
| Procedures/Process | 1 | | 2 | | | | | | | | | | 3 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |
| Security Breach | 1 | | | | | | | | | | | | 1 |
| 2019 | 10 | 6 | 17 | 4 | 6 | 4 | 9 | | | | | | 56 |
| Civil Rights | | | | | 1 | | 1 | | | | | | 2 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Screening of Religious Cultural and Ceremonial Items | | | | | 1 | | | | | | | | 1 |
| Customer Service | 2 | | 1 | | 1 | 1 | 1 | | | | | | 6 |
| TSO | 2 | | 1 | | 1 | 1 | 1 | | | | | | 6 |
| Locks | 1 | 1 | 1 | 1 | 1 | | 1 | | | | | | 6 |
| Missing or Damaged Lock | 1 | 1 | 1 | 1 | 1 | | 1 | | | | | | 6 |
| Mishandling of Passenger Property | 1 | 3 | 6 | | 1 | 1 | 3 | | | | | | 15 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | 5 | | 1 | 1 | 2 | | | | | | 12 |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | | | 1 | | | | | | 3 |
| Cognitive /Developmental /Mental Disability | | | 1 | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | 1 | | | | | | 2 |
| Property - Special Handling | 4 | 2 | 8 | 2 | | 2 | | | | | | | 18 |
| Damaged Items - Carry-On | 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| Damaged Items - Checked | | 1 | 4 | | | 1 | | | | | | | 6 |
| Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | 2 | | 3 | 1 | | 1 | | | | | | | 7 |
| Screening | 2 | | | | 1 | | 2 | | | | | | 5 |
| Inconsistency | 1 | | | | | | 1 | | | | | | 2 |
| Procedures/Process | 1 | | | | 1 | | 1 | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| BUR | 23 | 38 | 26 | 41 | 25 | 46 | 42 | 22 | 33 | 34 | 29 | 25 | 384 |
| 2016 | | | | 7 | 8 | 14 | 9 | 9 | 13 | 16 | 9 | 8 | 93 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Perceived Religion | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | 2 | | 2 | 2 | 1 | 1 | | | 1 | 9 |
| Others | | | | 1 | | 2 | 1 | | 1 | | | 1 | 6 |
| TSO | | | | 1 | | | 1 | 1 | | | | | 3 |
| Locks | | | | 1 | 1 | | 1 | | | 1 | 1 | 1 | 6 |
| General | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | 1 | 1 | | 1 | | | | 1 | 1 | 5 |
| Mishandling of Passenger Property | | | | 4 | 4 | 11 | 5 | 5 | 9 | 11 | 4 | 5 | 58 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 3 | | | | 1 | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | 4 | 4 | 6 | 5 | 5 | 9 | 10 | 4 | 5 | 52 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | 2 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 10 |
| Flyer | | | | | 2 | 1 | 1 | 1 | 1 | | 1 | 1 | 8 |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 2 | | | | | 2 |
| Visual Impairment | | | | | | | | 1 | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | 1 | | | | 2 | 2 | 1 | | 6 |
| Procedures/Process | | | | | 1 | | | | 1 | 2 | 1 | | 5 |
| Security Breach | | | | | | | | | 1 | | | | 1 |
| TSA Contact Information | | | | | | | | | | 1 | | | 1 |
| General | | | | | | | | | | 1 | | | 1 |
| 2017 | 12 | 9 | 9 | 14 | 10 | 11 | 5 | 6 | 12 | 8 | 13 | 12 | 121 |
| Civil Rights | 1 | | | | | | | 1 | 1 | | 1 | 1 | 5 |
| Hair Patdowns | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | 1 | | | | | | | 1 | | | 1 | 1 | 4 |
| Customer Service | | 4 | | 1 | 1 | 4 | | 1 | 2 | 2 | 1 | 4 | 22 |
| Others | | | 1 | | | | | | | | | | 1 |
| TSO | | 4 | 1 | 1 | 1 | 4 | | 1 | 2 | 2 | 1 | 4 | 21 |
| Locks | 1 | | | 1 | | | | | | | 4 | 1 | 7 |
| Missing or Damaged Lock | 1 | | | 1 | | | | | | | 4 | 1 | 7 |
| Mishandling of Passenger Property | 9 | 4 | 5 | 11 | 7 | 5 | 5 | 2 | 4 | 3 | 3 | | 58 |
| Damaged/Missing Items--Carry-on Luggage | 3 | | 1 | 1 | 2 | | | | 1 | | | | 8 |
| Damaged/Missing Items--Checked Baggage | 6 | 4 | 3 | 7 | 4 | 5 | 3 | 1 | 2 | 2 | 2 | | 39 |
| Disarrayed Items--Carry-on or Checked | | | 1 | 3 | 1 | | 2 | 1 | 1 | 1 | 1 | | 11 |
| Patdown | | | 1 | | 1 | 1 | | | 1 | | 2 | | 6 |
| Flyer | | | 1 | | 1 | 1 | | | 1 | | 2 | | 6 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | 1 | 2 |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 |
| Respiratory and Inhaler Equipment | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | 1 | 4 | 1 | 1 | 3 | 10 |
| Damaged Items - Checked | | | | | | | | 1 | 2 | | 1 | 1 | 5 |
| Missing Items - Checked | | | | | | | | | 2 | 1 | | 2 | 5 |
| Screening | 1 | 1 | 1 | 1 | 1 | 1 | | | | 2 | | 2 | 10 |
| Inconsistency | | 1 | | | | | | | | | | | 1 |
| Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | 1 | | | 1 | 1 | 1 | | | | 1 | | 2 | 7 |
| Security Breach | | | 1 | | | | | | | | | | 1 |
| TSA Contact Information | | | | | | | | | | | 1 | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| 2018 | 7 | 15 | 8 | 11 | 4 | 13 | 9 | 7 | 8 | 10 | 7 | 5 | 104 |
| Civil Rights | | | 2 | | | | 1 | 1 | | | | | 4 |
| Racial Profiling or Discrimination | | | | | | | 1 | 1 | | | | | 2 |
| Sexual Orientation - Not Transgender | | | 1 | | | | | | | | | | 1 |
| Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Customer Service | 2 | 2 | | | | 3 | 2 | | 1 | 2 | | | 12 |
| TSO | 2 | 2 | | | | 3 | 2 | | 1 | 2 | | | 12 |
| Locks | | 2 | 2 | 1 | | | | 1 | 1 | | 1 | 1 | 9 |
| General | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | 2 | 2 | 1 | | | | 1 | 1 | | 1 | | 8 |
| Lost and Found | | | | | | 2 | | | | | | | 2 |
| Airport/TSA | | | | | | 2 | | | | | | | 2 |
| Mishandling of Passenger Property | | 4 | 2 | 2 | | 3 | 3 | 1 | 2 | 2 | 4 | 1 | 24 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 2 | 2 | 1 | | 3 | 3 | 1 | 1 | 1 | 4 | | 18 |
| Disarrayed Items--Carry-on or Checked | | 2 | | 1 | | | | | | 1 | | 1 | 5 |
| Patdown | 2 | 1 | | 1 | 1 | 1 | 2 | | | 1 | | 1 | 10 |
| Flyer | 2 | 1 | | 1 | 1 | 1 | 1 | | | 1 | | 1 | 9 |
| Non-Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | | 1 | | | 3 | | | | 6 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Diabetes | | | | | | | | | 1 | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | 2 | | | | 2 |
| Touch Aversion (pain/trauma) | | | 1 | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 2 | 5 | | 4 | 1 | 1 | 1 | | 1 | 3 | | 2 | 20 |
| Damaged Items - Carry-On | | | | 1 | 1 | | | | | | | | 2 |
| Damaged Items - Checked | | 1 | | 1 | | 1 | 1 | | | 1 | | | 5 |
| Missing Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | 2 | 4 | | 2 | | | | | 1 | 1 | | 2 | 12 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Screening | 1 | 1 | 1 | 2 | 2 | 2 | | 4 | | 2 | 2 | | 17 |
| Inconsistency | | | | | 1 | | | 2 | | | | | 3 |
| International Screening | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | 1 | 2 | 1 | 2 | | 2 | | 2 | 2 | | 13 |
| 2019 | 4 | 14 | 9 | 9 | 3 | 8 | 19 | | | | | | 66 |
| Civil Rights | | 2 | 1 | 1 | 1 | | 2 | | | | | | 7 |
| Hair Patdowns | | 1 | | | | | | | | | | | 1 |
| Perceived Religion | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 2 | | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | 1 | | | | | | | | | 2 |
| Transgender Screening | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | 1 | | 1 | 2 | | | | | | 4 |
| Others | | | | | | | 1 | | | | | | 1 |
| TSO | | | | 1 | | 1 | 1 | | | | | | 3 |
| Locks | | 2 | | 1 | 1 | | 1 | | | | | | 5 |
| Missing or Damaged Lock | | 2 | | 1 | 1 | | 1 | | | | | | 5 |
| Mishandling of Passenger Property | 1 | 2 | 4 | 1 | | 1 | 6 | | | | | | 15 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 3 | 1 | | 1 | 4 | | | | | | 11 |
| Disarrayed Items--Carry-on or Checked | | 1 | 1 | | | | 1 | | | | | | 3 |
| Patdown | | | | 1 | | 1 | | | | | | | 2 |
| Flyer | | | | 1 | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 2 | | | | | 2 | | | | | | 4 |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | 1 | | | | | | 1 |
| Touch Aversion (pain/trauma) | | 2 | | | | | | | | | | | 2 |
| Property - Special Handling | 1 | 3 | 3 | 2 | 1 | 3 | 3 | | | | | | 16 |
| Damaged Items - Carry-On | 1 | | | | 1 | | | | | | | | 2 |
| Damaged Items - Checked | | 1 | 2 | 1 | | 1 | 3 | | | | | | 8 |
| Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | 2 | 1 | 1 | | 1 | | | | | | | 5 |
| Screening | 2 | 3 | 1 | 2 | | 2 | 3 | | | | | | 13 |
| Inconsistency | 1 | | | 1 | | | 1 | | | | | | 3 |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | 2 | | | | 1 | 1 | | | | | | 4 |
| Retrieving Abandoned/Confiscated Items | 1 | 1 | | 1 | | | | | | | | | 3 |
| Security Breach | | | | | | 1 | 1 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| BWI | 276 | 242 | 242 | 250 | 211 | 266 | 284 | 246 | 259 | 284 | 265 | 199 | 3,024 |
| 2016 | | | | 65 | 68 | 67 | 93 | 96 | 93 | 107 | 105 | 95 | 789 |
| Civil Rights | | | | 3 | 1 | 3 | 4 | 3 | 2 | 6 | 7 | 2 | 31 |
| General Complaint and Discrimination | | | | 1 | | | | | | | | | 1 |
| National Origin | | | | | | | | | | 2 | | | 2 |
| Racial Profiling or Discrimination | | | | 2 | 1 | 3 | 4 | 3 | 2 | 4 | 7 | 2 | 28 |
| Customer Service | | | | 16 | 17 | 17 | 14 | 24 | 20 | 31 | 21 | 27 | 187 |
| CSM | | | | | | | | | | | 1 | | 1 |
| Others | | | | 2 | | 3 | 1 | 4 | 1 | 3 | 1 | 1 | 16 |
| TSO | | | | 14 | 17 | 14 | 13 | 20 | 19 | 28 | 19 | 26 | 170 |
| Identification (ID) Requirements | | | | | | | | 1 | | | | 1 | 2 |
| Domestic | | | | | | | | 1 | | | | 1 | 2 |
| Locks | | | | 2 | 1 | 2 | 4 | 6 | 10 | 6 | 3 | 3 | 37 |
| General | | | | | | | | | 1 | | | | 1 |
| Missing or Damaged Lock | | | | 2 | 1 | 2 | 4 | 6 | 9 | 6 | 3 | 3 | 36 |
| Lost and Found | | | | | | 2 | 1 | 1 | | 8 | 2 | | 14 |
| Airport/TSA | | | | | | 2 | 1 | 1 | | 8 | 2 | | 14 |
| Mishandling of Passenger Property | | | | 27 | 33 | 27 | 37 | 32 | 38 | 45 | 54 | 48 | 341 |
| Damaged/Missing Items--Carry-on Luggage | | | | 4 | 7 | 5 | 7 | 3 | 5 | 8 | 8 | 8 | 55 |
| Damaged/Missing Items--Checked Baggage | | | | 23 | 23 | 20 | 27 | 24 | 28 | 33 | 39 | 35 | 252 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | 3 | 2 | 2 | 5 | 5 | 4 | 7 | 5 | 33 |
| Patdown | | | | 2 | 2 | 1 | 4 | 2 | 4 | 1 | 5 | 4 | 25 |
| Flyer | | | | 2 | 2 | 1 | 2 | 2 | 3 | 1 | 5 | 2 | 20 |
| Flyer as Observer | | | | | | | 2 | | | | | | 2 |
| General | | | | | | | | | 1 | | | | 1 |
| Non-Flyer | | | | | | | | | | | | 2 | 2 |
| Persons w/ Disabilities (PWD) | | | | 5 | 2 | 4 | 4 | 5 | 5 | 3 | | 3 | 31 |
| Autism Spectrum | | | | | | | 1 | 1 | | | | | 2 |
| Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | 1 | | | 1 | 2 |
| Diabetes | | | | | | 1 | | | 1 | | | | 2 |
| General | | | | 1 | | | | | 1 | | | | 2 |
| Medical Devices - Attached to the Body | | | | 1 | | | 1 | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | | | | | 1 |
| Metal Implants (joint) | | | | | | | | 1 | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | 1 | 1 | | | 3 | | 1 | 7 |
| Prosthesis/Amputees and Casts | | | | 1 | | | | | 1 | | | | 2 |
| Service Animals | | | | | | 1 | | 1 | | | | | 2 |
| Visual Impairment | | | | | | | | | 1 | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | 2 | 1 | | 1 | 1 | | | | 1 | 6 |
| Screening | | | | 10 | 12 | 11 | 25 | 22 | 14 | 7 | 13 | 7 | 121 |
| Inconsistency | | | | 1 | 2 | 1 | 3 | | 2 | | 4 | 1 | 14 |
| Lengthy Lines | | | | 2 | 7 | 8 | 15 | 16 | 7 | 3 | 6 | 1 | 65 |
| Procedures/Process | | | | 7 | 1 | 2 | 7 | 5 | 4 | 4 | 3 | 3 | 36 |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | | 2 | 3 |
| Security Breach | | | | | 1 | | | 1 | 1 | | | | 3 |
| 2017 | 102 | 94 | 89 | 78 | 63 | 77 | 57 | 72 | 79 | 92 | 78 | 42 | 923 |
| Civil Rights | 2 | | 1 | 3 | 1 | 2 | | 4 | 2 | 2 | 1 | 2 | 20 |
| Hair Patdowns | | | | | | | | | 1 | | | | 1 |
| National Origin | | | | | | | | | 1 | | | | 1 |
| Perceived Religion | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 2 | | | 3 | 1 | 1 | | 3 | | 2 | 1 | 1 | 14 |
| Transgender Screening | | | | | | 1 | | 1 | | | | 1 | 3 |
| Customer Service | 31 | 31 | 16 | 13 | 8 | 19 | 16 | 20 | 24 | 20 | 20 | 7 | 225 |
| Others | 6 | 1 | 4 | 1 | 1 | 2 | 2 | 1 | 4 | 1 | 2 | | 25 |
| TSO | 25 | 30 | 12 | 12 | 7 | 17 | 14 | 19 | 20 | 19 | 18 | 7 | 200 |
| Identification (ID) Requirements | | | 1 | 3 | 2 | | | 1 | | | | | 7 |
| Domestic | | | 1 | 3 | 1 | | | 1 | | | | | 6 |
| ID Matching Ticket and Boarding Pass Issues | | | | | 1 | | | | | | | | 1 |
| Locks | 7 | 3 | 4 | 5 | 3 | 8 | 7 | 5 | 5 | 4 | 3 | 3 | 57 |
| General | | 1 | | | | | | | 1 | 1 | 1 | 1 | 5 |
| Missing or Damaged Lock | 7 | 2 | 4 | 5 | 3 | 8 | 7 | 5 | 4 | 3 | 2 | 2 | 52 |
| Lost and Found | 2 | 1 | 2 | 1 | 3 | 1 | | | 2 | 2 | 1 | 1 | 16 |
| Airport/TSA | 2 | 1 | 2 | 1 | 3 | 1 | | | 2 | 2 | 1 | 1 | 16 |
| Mishandling of Passenger Property | 36 | 26 | 44 | 39 | 30 | 29 | 12 | 21 | 23 | 24 | 27 | 14 | 325 |
| Damaged/Missing Items--Carry-on Luggage | 9 | 2 | 5 | 7 | 3 | 4 | | 1 | 3 | | 4 | 1 | 39 |
| Damaged/Missing Items--Checked Baggage | 26 | 22 | 36 | 29 | 25 | 24 | 9 | 19 | 15 | 18 | 22 | 11 | 256 |
| Disarrayed Items--Carry-on or Checked | 1 | 2 | 3 | 3 | 2 | 1 | 3 | 1 | 5 | 6 | 1 | 2 | 30 |
| Patdown | 5 | 6 | 4 | 4 | 6 | 4 | 4 | 5 | 2 | 1 | 3 | | 44 |
| Flyer | 5 | 4 | 4 | 4 | 6 | 4 | 4 | 4 | 1 | 1 | 3 | | 40 |
| Flyer as Observer | | 1 | | | | | | 1 | | | | | 2 |
| Non-Flyer | | 1 | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | 5 | 8 | 4 | 2 | 1 | 8 | 4 | 5 | 1 | 6 | 1 | 1 | 46 |
| Breast Cancer | | | 1 | | | 1 | | | | 1 | | | 3 |
| Cancer (general) Not Breast Cancer | | | | | | | | | | 1 | | | 1 |
| Cognitive /Developmental /Mental Disability | | 1 | | | | | | | | | | | 1 |
| Diabetes | 1 | 1 | 1 | | | | | 1 | | 1 | | | 5 |
| Hearing Impairment | | | | | | 1 | 1 | | | | | | 2 |
| Internal Medical Devices | | | 1 | | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | 1 | | | | 1 | | | | | | 2 |
| Medically Necessary Medication and Medical | 1 | 1 | | | | 1 | | | | 1 | 1 | | 5 |
| Metal Implants (joint) | | 1 | | 1 | | | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter | 1 | 3 | | | | 2 | | 1 | | 1 | | | 8 |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | 1 | 1 | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | 1 | 2 |
| Visual Impairment | | 1 | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 2 | | | 1 | 1 | 2 | 1 | 2 | 1 | | | | 10 |
| Prohibited & Permitted Items | | | | | | | | | 3 | | | | 3 |
| Alcohol and Tobacco | | | | | | | | | 1 | | | | 1 |
| Medication/Prescription/Medically Necessary Items | | | | | | | | | 1 | | | | 1 |
| Sporting Goods | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | 7 | 8 | 11 | 23 | 10 | 5 | 64 |
| Damaged Items - Carry-On | | | | | | | 1 | | | 1 | | | 2 |
| Damaged Items - Checked | | | | | | | 1 | | 3 | 8 | 1 | 4 | 17 |
| Missing Items - Carry-On | | | | | | | 2 | 1 | 1 | | 1 | | 5 |
| Missing Items - Checked | | | | | | | 3 | 7 | 7 | 14 | 8 | 1 | 40 |
| Request for Assistance | | 1 | | | | | 1 | | | | | | 2 |
| Other | | 1 | | | | | 1 | | | | | | 2 |
| Screening | 14 | 18 | 13 | 8 | 9 | 6 | 6 | 3 | 6 | 9 | 12 | 9 | 113 |
| Inconsistency | 2 | 1 | 2 | 1 | | | | | | 1 | | 1 | 8 |
| Lengthy Lines | 3 | 5 | 1 | | 1 | | 3 | | 1 | 5 | 3 | 2 | 24 |
| Procedures/Process | 9 | 11 | 10 | 6 | 8 | 4 | 3 | 3 | 3 | 3 | 9 | 6 | 75 |
| Retrieving Abandoned/Confiscated Items | | 1 | | 1 | | 2 | | | | | | | 4 |
| Security Breach | | | | | | | | | 2 | | | | 2 |
| TSA Contact Information | | | | | | | | | | 1 | | | 1 |
| General | | | | | | | | | | 1 | | | 1 |
| 2018 | 95 | 80 | 83 | 66 | 39 | 68 | 66 | 78 | 87 | 85 | 82 | 62 | 891 |
| Civil Rights | 3 | 1 | 1 | | | 1 | 5 | 2 | 2 | 4 | 2 | | 21 |
| Racial Profiling or Discrimination | 2 | 1 | 1 | | | 1 | 5 | 1 | 2 | 4 | | | 18 |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | | | | | 1 | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | | 1 | | | | | 2 |
| Customer Service | 29 | 24 | 16 | 15 | 8 | 13 | 20 | 22 | 19 | 18 | 19 | 11 | 214 |
| Others | 6 | 4 | 1 | | 3 | 4 | 4 | 4 | 1 | 1 | 3 | | 31 |
| TSO | 23 | 20 | 15 | 15 | 5 | 9 | 16 | 18 | 18 | 17 | 16 | 11 | 183 |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | 1 |
| Domestic | | | | 1 | | | | | | | | | 1 |
| Locks | 7 | 3 | 7 | 2 | 2 | 4 | 3 | 4 | 5 | 1 | 7 | 4 | 49 |
| General | | | 1 | | | | 1 | 1 | | | | | 3 |
| Missing or Damaged Lock | 7 | 3 | 6 | 2 | 2 | 4 | 2 | 3 | 5 | 1 | 7 | 4 | 46 |
| Lost and Found | 1 | | | 3 | | 2 | 1 | 1 | 1 | 2 | 2 | | 13 |
| Airport/TSA | 1 | | | 3 | | 2 | 1 | 1 | 1 | 2 | 2 | | 13 |
| Mishandling of Passenger Property | 13 | 16 | 25 | 11 | 7 | 11 | 11 | 17 | 14 | 16 | 14 | 12 | 167 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | 1 | 1 | 3 | 2 | 1 | 1 | 10 |
| Damaged/Missing Items--Checked Baggage | 10 | 13 | 23 | 6 | 6 | 11 | 10 | 14 | 9 | 8 | 8 | 8 | 126 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | | | 2 | | 3 |
| Disarrayed Items--Carry-on or Checked | 3 | 2 | 2 | 4 | 1 | | | 2 | 2 | 6 | 3 | 3 | 28 |
| Patdown | 1 | 1 | | | 1 | 4 | 1 | 2 | 3 | 3 | 1 | 2 | 19 |
| Flyer | 1 | 1 | | | 1 | 3 | 1 | 2 | 2 | 3 | 1 | 2 | 17 |
| Flyer as Observer | | | | | | 1 | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | 3 | 5 | 7 | 9 | 5 | 8 | 6 | 5 | 14 | 5 | 3 | 6 | 76 |
| Autism Spectrum | | | | 2 | | | | | | | | | 2 |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | 1 | | 1 | | | 3 |
| Diabetes | | | | 2 | | | | 1 | 3 | | | | 6 |
| General | 1 | | | | | | | 1 | 2 | | 2 | | 6 |
| Hearing Impairment | | | | | | | | | | 1 | | | 1 |
| Internal Medical Devices | | 1 | 1 | | | | | | | | | | 2 |
| Medical Devices - Attached to the Body | | | | | | | | 1 | 1 | | | | 2 |
| Medically Necessary Medication and Medical | 1 | | 1 | | | | 1 | 1 | | 1 | | | 5 |
| Metal Implants (joint) | 1 | 1 | | | | | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | 3 | | 3 | 4 | 2 | | 3 | 2 | | 1 | 19 |
| Ostomy/Ostomates | | | | 1 | | | | | | | | | 1 |
| Respiratory and Inhaler Equipment | | | | 1 | | | | | | | | | 1 |
| Service Animals | | | | | | | | | 3 | | | | 3 |
| Touch Aversion (pain/trauma) | | | | | | | | | | | 1 | | 1 |
| Visual Impairment | | | | | | | | | | | | 1 | 1 |
| Wheelchair/ Scooter/ Segway | | 2 | 2 | 3 | 2 | 4 | 2 | | 2 | | | 4 | 21 |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 |
| Alcohol and Tobacco | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 19 | 12 | 13 | 17 | 7 | 11 | 3 | 12 | 12 | 14 | 15 | 15 | 150 |
| Damaged Items - Carry-On | 3 | 1 | 2 | 2 | 1 | 2 | | 3 | 4 | 1 | 1 | 2 | 22 |
| Damaged Items - Checked | 6 | | | 2 | 2 | 2 | | 3 | 1 | 3 | 5 | 4 | 28 |
| Missing Items - Carry-On | 2 | 1 | 4 | 4 | 2 | 2 | 1 | 3 | 2 | 1 | 4 | 3 | 29 |
| Missing Items - Checked | 8 | 10 | 7 | 9 | 2 | 5 | 2 | 3 | 5 | 9 | 5 | 6 | 71 |
| Request for Assistance | | 1 | 1 | 1 | | 2 | 1 | | 1 | 1 | 1 | 1 | 10 |
| Other | | | 1 | 1 | | 2 | 1 | | 1 | 1 | 1 | 1 | 9 |
| Wounded Warrior (MSIJSOC) | | 1 | | | | | | | | | | | 1 |
| Screening | 19 | 17 | 13 | 7 | 9 | 12 | 15 | 13 | 16 | 20 | 18 | 11 | 170 |
| Crew Member or Airline Employee | | 1 | | | | | | | | | 1 | | 2 |
| Inconsistency | 2 | 2 | 1 | | | 1 | | | | 3 | | 2 | 11 |
| Lengthy Lines | 8 | 5 | 4 | 4 | 2 | 2 | 6 | 8 | 5 | 9 | 8 | 5 | 66 |
| Procedures/Process | 9 | 9 | 6 | 3 | 7 | 6 | 9 | 5 | 11 | 8 | 8 | 3 | 84 |
| Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | | | | | 1 |
| Security Breach | | | 2 | | | 2 | | | | | 1 | 1 | 6 |
| 2019 | 79 | 68 | 70 | 41 | 41 | 54 | 68 | | | | | | 421 |
| Advanced Imaging Technology (AIT) | | | 1 | 1 | | | | | | | | | 2 |
| Flyer | | | 1 | 1 | | | | | | | | | 2 |
| Civil Rights | 3 | 4 | | 2 | 1 | 3 | 3 | | | | | | 16 |
| Age | 1 | | | | | | | | | | | | 1 |
| Perceived Religion | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Racial Profiling or Discrimination | | 3 | | 2 | 1 | 1 | 2 | | | | | | 9 |
| Sex/Gender/Gender Identity- Not Transgender | 2 | 1 | | | | 1 | | | | | | | 4 |
| Transgender Screening | | | | | | | 1 | | | | | | 1 |
| Customer Service | 20 | 17 | 17 | 9 | 13 | 19 | 18 | | | | | | 113 |
| Others | 1 | | 1 | | 1 | 1 | | | | | | | 4 |
| TSO | 19 | 17 | 16 | 9 | 12 | 18 | 18 | | | | | | 109 |
| Locks | 1 | 5 | 4 | 1 | 3 | 2 | 2 | | | | | | 18 |
| Missing or Damaged Lock | 1 | 5 | 4 | 1 | 3 | 2 | 2 | | | | | | 18 |
| Lost and Found | | | 1 | | | | | | | | | | 1 |
| Airport/TSA | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 16 | 11 | 16 | 8 | 11 | 5 | 9 | | | | | | 76 |
| Damaged/Missing Items--Carry-on Luggage | 3 | | 1 | | 1 | | | | | | | | 5 |
| Damaged/Missing Items--Checked Baggage | 11 | 6 | 13 | 8 | 9 | 5 | 7 | | | | | | 59 |
| Disarrayed Items--Carry-on or Checked | 2 | 5 | 2 | | 1 | | 2 | | | | | | 12 |
| Patdown | 1 | | 2 | 1 | 1 | 3 | 6 | | | | | | 14 |
| Flyer | 1 | | 2 | 1 | 1 | 3 | 6 | | | | | | 14 |
| Persons w/ Disabilities (PWD) | 5 | 3 | 8 | 3 | | 1 | 5 | | | | | | 25 |
| Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | 1 | 2 | 1 | | 1 | | | | | | | 5 |
| Diabetes | | | | | | | | | | | | | 1 |
| General | | | | | | | 1 | | | | | | 1 |
| Internal Medical Devices | 1 | | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | | | 2 | | | | | | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | 2 | | | | | | | | | | 3 |
| Prosthesis/Amputees and Casts | 1 | | 1 | | | | | | | | | | 2 |
| Respiratory and Inhaler Equipment | | | 1 | | | | | | | | | | 1 |
| Service Animals | | | | | | | | 1 | | | | | 1 |
| Touch Aversion (pain/trauma) | 1 | | | | | | | | | | | | 1 |
| Visual Impairment | | 1 | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | 2 | | | | 1 | | | | | | 4 |
| Property - Special Handling | 16 | 15 | 11 | 11 | 8 | 9 | 11 | | | | | | 81 |
| Damaged Items - Carry-On | 2 | 2 | 1 | 2 | 3 | 3 | 2 | | | | | | 15 |
| Damaged Items - Checked | 6 | 3 | 2 | 3 | 1 | 2 | 6 | | | | | | 23 |
| Missing Items - Carry-On | 1 | | 6 | 1 | 1 | 1 | 1 | | | | | | 11 |
| Missing Items - Checked | 7 | 10 | 2 | 5 | 3 | 3 | 2 | | | | | | 32 |
| Request for Assistance | | 1 | | | 1 | | 1 | | | | | | 3 |
| Other | | 1 | | | 1 | | 1 | | | | | | 3 |
| Screening | 17 | 12 | 10 | 5 | 3 | 12 | 13 | | | | | | 72 |
| Inconsistency | | 1 | | | | | | | | | | | 1 |
| Lengthy Lines | 7 | 2 | 5 | 1 | 1 | 4 | 3 | | | | | | 23 |
| Procedures/Process | 9 | 9 | 5 | 4 | 2 | 6 | 9 | | | | | | 44 |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | | | | | | | | 1 |
| Security Breach | | | | | | 2 | 1 | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| BZN | 8 | 7 | 7 | 13 | 7 | 13 | 7 | 5 | 4 | 4 | 13 | 5 | 93 | |
| 2016 | | | | 4 | 1 | 2 | | 1 | | 1 | 4 | 3 | 16 | |
| Customer Service | | | | | 1 | | | | | | 1 | | 2 | |
| TSO | | | | | 1 | | | | | | 1 | | 2 | |
| Mishandling of Passenger Property | | | | 2 | | | | | | | 1 | | 3 | |
| Damaged/Missing Items Private Screening Contractor | | | | 1 | | | | | | | 1 | | 2 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 | |
| Patdown | | | | 1 | | | | | | | | | 1 | |
| Flyer | | | | 1 | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | 1 | 2 | |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | | | | | | 1 | 1 | |
| Prohibited & Permitted Items | | | | | | | | | | | 1 | 1 | 2 | |
| Firearm/Ammunition | | | | | | | | | | | 1 | | 1 | |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | | | | | 1 | 1 | |
| Screening | | | | 1 | | 1 | | 1 | | 1 | 1 | 1 | 6 | |
| Inconsistency | | | | | | | | | | 1 | | 1 | 2 | |
| Procedures/Process | | | | 1 | | 1 | | 1 | | | 1 | | 4 | |
| 2017 | 2 | 2 | 1 | 4 | 5 | | 2 | 2 | 2 | 2 | 4 | 2 | 28 | |
| Customer Service | | | | 1 | | | 1 | | | 1 | | | 3 | |
| TSO | | | | 1 | | | 1 | | | 1 | | | 3 | |
| Locks | | 2 | | | | | | | | | | | 2 | |
| Missing or Damaged Lock | | 2 | | | | | | | | | | | 2 | |
| Lost and Found | | | | | | | | | 1 | | | | 1 | |
| Airport/TSA | | | | | | | | | 1 | | | | 1 | |
| Mishandling of Passenger Property | 1 | | 1 | 1 | 1 | | 1 | | | | 1 | | 6 | |
| Damaged/Missing Items Private Screening Contractor | | | | 1 | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | | 1 | | 1 | | | | 1 | | 4 | |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 | |
| Patdown | | | | | | | | 2 | | 1 | 1 | 1 | 5 | |
| Flyer | | | | | | | | 2 | | | 1 | 1 | 4 | |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | 1 | | | | 2 | |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | | | | | | | | 1 | |
| Screening | 1 | | | 1 | 4 | | | | | | 2 | 1 | 9 | |
| Inconsistency | 1 | | | | | | | | | | | | 1 | |
| Procedures/Process | | | | 1 | 3 | | | | | | 1 | | 5 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 | |
| Security Breach | | | | | 1 | | | | | | | 1 | 2 | |
| 2018 | 4 | 2 | 4 | 4 | 1 | 5 | 1 | 2 | 2 | 1 | 5 | | 31 | |
| Civil Rights | | 1 | 1 | 2 | | | | | | | | | 4 | |
| Age | | | | 1 | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 | |
| Transgender Screening | | | 1 | | | | | | | | | | 1 | |
| Customer Service | 2 | | 1 | 1 | 1 | 2 | | | 1 | | | | 8 | |
| Others | | | | | | 1 | | | | | | | 1 | |
| TSO | 2 | | 1 | 1 | 1 | 1 | | | 1 | | | | 7 | |
| Locks | | | | | | 1 | | | | | | | 1 | |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 | |
| Patdown | 1 | | | | | | 1 | | | 1 | 1 | | 4 | |
| Flyer | 1 | | | | | | | | | 1 | 1 | | 3 | |
| Non-Flyer | | | | | | | 1 | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | 1 | | | 1 | | | | 3 | |
| Diabetes | | | | | | | | | 1 | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 | |
| Prosthesis/Amputees and Casts | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling | 1 | | | | | | | 2 | | | | | 3 | |
| Damaged Items - Checked | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | 1 | | | | | | | 1 | | | | | 2 | |
| Screening | | 1 | 1 | | | 1 | | | | | 4 | | 7 | |
| Inconsistency | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | | 1 | 1 | | | | | | | | 3 | | 5 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 | |
| 2019 | 2 | 3 | 2 | 1 | | 6 | 4 | | | | | | 18 | |
| Civil Rights | | | | 1 | | 1 | 1 | | | | | | 3 | |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 | |
| Transgender Screening | | | | | | 1 | | | | | | | 1 | |
| Customer Service | | | | | | 1 | 2 | | | | | | 3 | |
| TSO | | | | | | 1 | 2 | | | | | | 3 | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 | |
| Patdown | | 1 | | | | 3 | | | | | | | 4 | |
| Flyer | | 1 | | | | 3 | | | | | | | 4 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 | |
| Prosthesis/Amputees and Casts | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 | |
| Damaged Items - Checked | | | 1 | | | | | | | | | | 1 | |
| Screening | 1 | 1 | 1 | | | 1 | 1 | | | | | | 5 | |
| Procedures/Process | | 1 | 1 | | | 1 | 1 | | | | | | 4 | |
| Security Breach | 1 | | | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| CAE | 9 | 19 | 15 | 15 | 16 | 21 | 19 | 6 | 8 | 14 | 17 | 15 | 174 | |
| 2016 | | | | 3 | 7 | 2 | 2 | 2 | 3 | 5 | 3 | 7 | 34 | |
| Civil Rights | | | | | 1 | 1 | | | | | | 1 | 3 | |
| Racial Profiling or Discrimination | | | | | 1 | 1 | | | | | | 1 | 3 | |
| Customer Service | | | | | 2 | | 1 | 1 | 1 | 1 | | 1 | 7 | |
| Others | | | | | 2 | | | | 1 | | | | 3 | |
| TSO | | | | | | | 1 | 1 | | 1 | | 1 | 4 | |
| Locks | | | | 2 | | | | | | | | | 2 | |
| Missing or Damaged Lock | | | | 2 | | | | | | | | | 2 | |
| Mishandling of Passenger Property | | | | 1 | 2 | 1 | 1 | 1 | 2 | 1 | 2 | 4 | 15 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 2 | 1 | 1 | 1 | 2 | 1 | 2 | 4 | 15 | |
| Patdown | | | | | | | | | | | | 1 | 1 | |
| Flyer | | | | | | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | 1 | | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | 1 | | | 2 | |
| Screening | | | | | 1 | | | | | 2 | 1 | | 4 | |
| Crew Member or Airline Employee | | | | | | | | | | | 1 | | 1 | |
| Lengthy Lines | | | | | 1 | | | | | | | | 1 | |
| Procedures/Process | | | | | | | | | | 2 | | | 2 | |
| 2017 | 2 | 1 | 2 | 4 | | 4 | 2 | 2 | 3 | 2 | 5 | 7 | 34 | |
| Civil Rights | | | | 1 | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 | |
| Customer Service | | | | | | 1 | 1 | | 2 | 1 | | 3 | 8 | |
| Others | | | | | | | | | | | | 1 | 1 | |
| TSO | | | | | | 1 | 1 | | 2 | 1 | | 2 | 7 | |
| Locks | 1 | | | | | | | | | | | | 1 | |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | 1 | 2 | 1 | | 1 | | 1 | | | 1 | 2 | 10 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 2 | 1 | | 1 | | 1 | | | | 2 | 9 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 | |
| Patdown | | | | 1 | | 1 | | | 1 | 1 | 2 | | 6 | |
| Flyer | | | | 1 | | 1 | | | 1 | 1 | 2 | | 6 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | 1 | | 2 | |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | 1 | | 1 | |
| Property - Special Handling | | | | | | | 1 | 1 | | | 1 | | 3 | |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Screening | | | | 1 | | | | | | | | 2 | 3 | |
| Inconsistency | | | | 1 | | | | | | | | | 1 | |
| Procedures/Process | | | | | | | | | | | | 2 | 2 | |
| 2018 | 5 | 9 | 8 | 4 | 7 | 8 | 6 | 2 | 2 | 7 | 9 | 1 | 68 | |
| Civil Rights | | | | | | 1 | | | 1 | 1 | 1 | | 4 | |
| Hair Patdowns | | | | | | 1 | | | 1 | | | | 2 | |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 2 | |
| Customer Service | 1 | 4 | 2 | 1 | 1 | 1 | 2 | 1 | | | 2 | | 15 | |
| Others | | 1 | 1 | | | | | | | | | | 2 | |
| TSO | 1 | 3 | 1 | 1 | 1 | 1 | 2 | 1 | | | 2 | | 13 | |
| Locks | | | | | | | | | | 1 | | | 1 | |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | | | 2 | | 1 | | 1 | | | 2 | 3 | | 9 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | 1 | | | 2 | 3 | | 7 | |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 | |
| Patdown | | 2 | | | | 1 | | | | 2 | 1 | | 6 | |
| Flyer | | 2 | | | | 1 | | | | 2 | 1 | | 6 | |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | | 1 | | | | | | 3 | |
| Diabetes | | | | 1 | | | | | | | | | 1 | |
| Metal Implants (joint) | | | | | | | 1 | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | 1 | 1 | 1 | | 2 | | 1 | | | | | | 6 | |
| Damaged Items - Checked | | | | | 2 | | | | | | | | 2 | |
| Missing Items - Checked | 1 | 1 | 1 | | | | 1 | | | | | | 4 | |
| Screening | 3 | 1 | 3 | 2 | 3 | 5 | 1 | 1 | 1 | 1 | 2 | 1 | 24 | |
| Inconsistency | 1 | | | | | 2 | | | 1 | | 1 | | 5 | |
| Lengthy Lines | 2 | | | 2 | 1 | 1 | | 1 | | | | | 7 | |
| Procedures/Process | | 1 | 3 | | 2 | 2 | 1 | | | 1 | 1 | 1 | 12 | |
| 2019 | 2 | 9 | 5 | 4 | 2 | 7 | 9 | | | | | | 38 | |
| Civil Rights | | 1 | 1 | | | | 2 | | | | | | 4 | |
| Hair Patdowns | | | | | | | 1 | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | | | 1 | |
| Sexual Orientation - Not Transgender | | | 1 | | | | | | | | | | 1 | |
| Customer Service | | 2 | 2 | 1 | | 1 | 1 | | | | | | 7 | |
| Others | | 1 | 1 | | | | | | | | | | 2 | |
| TSO | | 1 | 1 | 1 | | 1 | 1 | | | | | | 5 | |
| Locks | 1 | | | | | 1 | | | | | | | 2 | |
| Missing or Damaged Lock | 1 | | | | | 1 | | | | | | | 2 | |
| Mishandling of Passenger Property | | 1 | 1 | 1 | | | 2 | | | | | | 5 | |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | 1 | | | 2 | | | | | | 5 | |
| Patdown | | | | 1 | 1 | 3 | 1 | | | | | | 6 | |
| Flyer | | | | | 1 | 3 | 1 | | | | | | 5 | |
| Non-Flyer | | | | 1 | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | | | 1 | | | | | | 3 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Prosthesis/Amputees and Casts | | | 1 | | | | 1 | | | | | | 2 |
| Touch Aversion (pain/trauma) | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 3 | | 1 | 1 | 1 | 1 | | | | | | 8 |
| Missing Items - Carry-On | 1 | | | | 1 | 1 | | | | | | | 3 |
| Missing Items - Checked | | 3 | | 1 | | | 1 | | | | | | 5 |
| Screening | | 1 | | | | 1 | 1 | | | | | | 3 |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | 1 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|----------|----------|----------|-----------|-----------|-----------|----------|----------|----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| CAK | | 5 | 6 | 7 | 10 | 15 | 16 | 6 | 8 | 8 | 10 | 10 | 14 | 115 |
| 2016 | | | | | 5 | 7 | 13 | 2 | 4 | 4 | 4 | 6 | 7 | 52 |
| Civil Rights | | | | | | | 1 | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | | | 2 | 1 | | | | | | 1 | 4 |
| Others | | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | | 1 | 1 | | | | | | 1 | 3 |
| Locks | | | | | | | 1 | | | | | 1 | | 2 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | 1 | | 2 |
| Mishandling of Passenger Property | | | | | 5 | 5 | 8 | 1 | 2 | 4 | 3 | 3 | 5 | 36 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 5 | 5 | 7 | | 2 | 4 | 3 | 3 | 5 | 34 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | | | | | | 1 | 1 | | 2 |
| Flyer | | | | | | | | | | | | 1 | | 1 |
| Flyer as Observer | | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | 2 | 1 | 1 | | | 1 | 1 | 6 |
| Crew Member or Airline Employee | | | | | | | | 1 | | | | | | 1 |
| Inconsistency | | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | 1 | | | 1 | 1 | 4 |
| 2017 | | 1 | 3 | 4 | 3 | 5 | 2 | 1 | 3 | 2 | 4 | | 6 | 34 |
| Customer Service | | | | 1 | | | | | | | 2 | | | 3 |
| TSO | | | | 1 | | | | | | | 2 | | | 3 |
| Lost and Found | | | | | | | | | | 1 | | | | 1 |
| Airport/TSA | | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | 1 | 3 | 3 | 2 | 4 | 2 | | 1 | | 2 | | 1 | 19 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | 1 | | 2 | | | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | | 1 | 2 | 2 | 2 | 2 | 2 | | 1 | | 2 | | 1 | 15 |
| Patdown | | | | | | | | | | | | | 1 | 1 |
| Flyer | | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 2 | 3 |
| General | | | | | | | | | | | | | 1 | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | | | | | 1 | 1 |
| Prohibited & Permitted Items | | | | | | | | | | | | | 1 | 1 |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | 1 | 2 | | | | | 3 |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | | | 2 | | | | | 2 |
| Screening | | | | | | 1 | | | | 1 | | | 1 | 3 |
| Procedures/Process | | | | | | 1 | | | | | | | | 1 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | | 1 | 1 |
| Security Breach | | | | | | | | | | 1 | | | | 1 |
| 2018 | | 2 | 3 | 1 | | 2 | | | 1 | 2 | 2 | 4 | 1 | 18 |
| Customer Service | | | | | | | | | | 1 | 1 | 1 | | 3 |
| TSO | | | | | | | | | | 1 | 1 | 1 | | 3 |
| Locks | | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | 1 | 1 | | 1 | | | | | | | 1 | 4 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | | | | | | | 1 | 3 |
| Patdown | | | | | | 1 | | | | 1 | 1 | 1 | | 4 |
| Flyer | | | | | | 1 | | | | | 1 | 1 | | 3 |
| Flyer as Observer | | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 2 | | | | | | | | | | 1 | | 3 |
| Damaged Items - Checked | | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | 1 | | 2 |
| Screening | | | 1 | | | | | | 1 | | | | | 2 |
| Inconsistency | | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | | 1 |
| 2019 | | 2 | | 2 | 2 | 1 | 1 | 3 | | | | | | 11 |
| Lost and Found | | | | | 1 | | | | | | | | | 1 |
| Airport/TSA | | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | 1 | | 1 | 1 | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | 1 | | 1 | 1 | | | | | | 4 |
| Patdown | | | | | | | | 2 | | | | | | 2 |
| Flyer | | | | | | | | 2 | | | | | | 2 |
| Property - Special Handling | | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | | | 1 | | | | | | | | | | 1 |
| Screening | | 1 | | 1 | | 1 | | | | | | | | 3 |
| Inconsistency | | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | 1 | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| CDC | | | | 1 | | 1 | 2 | | 1 | 1 | | 3 | 9 | |
| 2016 | | | | 1 | | 1 | | | | | | 1 | 3 | |
| Customer Service | | | | | | | | | | | | 1 | 1 | |
| TSO | | | | | | | | | | | | 1 | 1 | |
| Patdown | | | | 1 | | | | | | | | | 1 | |
| Flyer | | | | 1 | | | | | | | | | 1 | |
| Screening | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | | | | | | 1 | | | | | | | 1 | |
| 2017 | | | | | | | | | | 1 | | 1 | 2 | |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | 1 | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | 1 | 2 | |
| 2018 | | | | | | | 1 | | 1 | | | 1 | 3 | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 | |
| Patdown | | | | | | | | | | | | 1 | 1 | |
| Flyer | | | | | | | | | | | | 1 | 1 | |
| Screening | | | | | | | | | 1 | | | | 1 | |
| Procedures/Process | | | | | | | | | 1 | | | | 1 | |
| 2019 | | | | | | | 1 | | | | | | 1 | |
| Customer Service | | | | | | | 1 | | | | | | 1 | |
| TSO | | | | | | | 1 | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| CDR | | 1 | 1 | 1 | | | | | | | | | 3 |
| 2018 | | 1 | 1 | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property | | | 1 | 1 | | | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | 1 | 1 | | | | | | | | | 2 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| CDV | 1 | | | | | | 1 | 1 | | 2 | | 4 | 9 |
| 2016 | | | | | | | | | | 1 | | 2 | 3 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | 2 | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | 2 | 3 |
| 2017 | 1 | | | | | | 1 | | | 1 | | | 3 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Inconsistency | | | | | | | 1 | | | | | | 1 |
| 2018 | | | | | | | | 1 | | | | 2 | 3 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | 2 | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | 1 | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| CEC | 2 | | | 1 | 1 | | 3 | 2 | | 1 | | | 10 | |
| 2016 | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 | |
| 2017 | | | | 1 | | | 1 | 1 | | | | | 3 | |
| Mishandling of Passenger Property | | | | 1 | | | 1 | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | 1 | | | | | | 2 | |
| Screening | | | | | | | | 1 | | | | | 1 | |
| Procedures/Process | | | | | | | | 1 | | | | | 1 | |
| 2018 | | 2 | | | | | | 1 | | | | | 3 | |
| Customer Service | | 1 | | | | | | | | | | | 1 | |
| TSO | | 1 | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | 1 | | | | | | 1 | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 | |
| 2019 | | | | | 1 | | 2 | | | | | | 3 | |
| Customer Service | | | | | | | 1 | | | | | | 1 | |
| TSO | | | | | | | 1 | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 | |
| Screening | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | | | | | | | 1 | | | | | | 1 | |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|----------|-----|-----|-----|-----|-----|-----|-----|-----|----------|
| CEF | | | | 1 | | | | | | | | | 1 |
| 2016 | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|----------|-----|-----|----------|-----|----------|----------|-----|-----|-----|-----|----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| CEZ | | 3 | | | 1 | | 1 | 2 | | | | | 7 |
| 2016 | | | | | | | 1 | 1 | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2017 | | 2 | | | | | | 1 | | | | | 3 |
| Customer Service | | 1 | | | | | | 1 | | | | | 2 |
| TSO | | 1 | | | | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Internal Medical Devices | | 1 | | | | | | | | | | | 1 |
| 2018 | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Damaged Items - Checked | | 1 | | | | | | | | | | | 1 |
| 2019 | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| CGI | 2 | 1 | 2 | | | 3 | | 1 | 1 | 1 | 1 | 2 | 14 |
| 2016 | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |
| 2017 | 1 | 1 | 1 | | | 1 | | | | | | 1 | 5 |
| Mishandling of Passenger Property | 1 | 1 | 1 | | | 1 | | | | | 1 | | 5 |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | | | 1 | | | | | 1 | | 4 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| 2018 | | | | | | | | 1 | 1 | 1 | | 2 | 5 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | 2 | 3 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2019 | 1 | | 1 | | | 1 | | | | | | | 3 |
| Civil Rights | | | 1 | | | 1 | | | | | | | 2 |
| Hair Patdowns | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| CHA | 9 | 8 | 10 | 9 | 10 | 11 | 15 | 12 | 11 | 11 | 8 | 14 | 128 | |
| 2016 | | | | 1 | 2 | 2 | 3 | 3 | 5 | 4 | 1 | 8 | 29 | |
| Civil Rights | | | | | | | | | 1 | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 | |
| Customer Service | | | | | | | | | | 1 | 1 | 1 | 3 | |
| Others | | | | | | | | | | | | 1 | 1 | |
| TSO | | | | | | | | | | 1 | 1 | | 2 | |
| Mishandling of Passenger Property | | | | 1 | 2 | 2 | 3 | 3 | 2 | 3 | | 6 | 22 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | 1 | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 2 | 2 | 3 | 1 | 3 | | 4 | 16 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | 1 | | | 1 | 3 | |
| Screening | | | | | | | | | 2 | | | 1 | 3 | |
| Inconsistency | | | | | | | | | 1 | | | 1 | 2 | |
| Procedures/Process | | | | | | | | | 1 | | | | 1 | |
| 2017 | 1 | 2 | 5 | 3 | 3 | 3 | 5 | 4 | 1 | 3 | 5 | 5 | 40 | |
| Advanced Imaging Technology (AIT) | | | | | | | 1 | | | | | | 1 | |
| Flyer | | | | | | | 1 | | | | | | 1 | |
| Civil Rights | | | | | | | | | | | | 1 | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 | |
| Customer Service | | | | 1 | | | | 1 | | | | | 2 | |
| TSO | | | | 1 | | | | 1 | | | | | 2 | |
| Locks | | | | | | | | | | | 1 | | 1 | |
| General | | | | | | | | | | | 1 | | 1 | |
| Mishandling of Passenger Property | 1 | 2 | 3 | 2 | 1 | 2 | 1 | 2 | | 1 | 2 | 2 | 19 | |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | 3 | 2 | 1 | 1 | 1 | 2 | | 1 | 1 | 2 | 17 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | 1 | | 2 | |
| Patdown | | | 1 | | 1 | | | | 1 | | | | 3 | |
| Flyer | | | | | 1 | | | | 1 | | | | 2 | |
| Flyer as Observer | | | 1 | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | 2 | | | | | | 3 | |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 | |
| General | | | | | 1 | | 1 | | | | | | 2 | |
| Property - Special Handling | | | | | | | 1 | 1 | | 2 | 1 | | 5 | |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | | | | | | | 1 | | | 2 | | | 3 | |
| Screening | | | 1 | | | 1 | | | | | 1 | 2 | 5 | |
| Procedures/Process | | | 1 | | | 1 | | | | | 1 | 2 | 5 | |
| 2018 | 7 | 3 | 2 | 3 | 5 | 3 | 3 | 5 | 5 | 4 | 2 | 1 | 43 | |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 | |
| Flyer | | | | | | | | | | | 1 | | 1 | |
| Customer Service | 1 | | | | | | 1 | 1 | 1 | | | | 4 | |
| TSO | 1 | | | | | | 1 | 1 | 1 | | | | 4 | |
| Mishandling of Passenger Property | 1 | | | 2 | 1 | 2 | | 2 | 2 | 2 | 1 | 1 | 14 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | 1 | 1 | 2 | | 1 | 1 | 1 | 1 | | 9 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | 1 | 1 | | | 1 | 4 | |
| Patdown | 1 | 1 | | | | | | | 1 | 1 | | | 4 | |
| Flyer | 1 | 1 | | | | | | | 1 | 1 | | | 4 | |
| Persons w/ Disabilities (PWD) | 1 | | | | 2 | 1 | | 2 | | | | | 6 | |
| Metal Implants (joint) | 1 | | | | | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | | | | 1 | |
| Prosthesis/Amputees and Casts | | | | | 1 | | | | | | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 | |
| Visual Impairment | | | | | | | | 1 | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | 1 | | | | | | | | 1 | |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 | |
| Food/Beverages | | | 1 | | | | | | | | | | 1 | |
| Property - Special Handling | 1 | 1 | | 1 | 1 | | | | | | | | 4 | |
| Damaged Items - Checked | | | | 1 | | | | | | | | | 1 | |
| Missing Items - Checked | 1 | 1 | | | 1 | | | | | | | | 3 | |
| Screening | 2 | 1 | 1 | | 1 | | 2 | | 1 | 1 | | | 9 | |
| Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 | |
| Inconsistency | | | | | | | | | | 1 | | | 1 | |
| Procedures/Process | 2 | | 1 | | 1 | | 2 | | 1 | | | | 7 | |
| 2019 | 1 | 3 | 3 | 2 | | 3 | 4 | | | | | | 16 | |
| Customer Service | | 2 | 2 | 1 | | 1 | | | | | | | 6 | |
| TSO | | 2 | 2 | 1 | | 1 | | | | | | | 6 | |
| Mishandling of Passenger Property | | | 1 | | | | 1 | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | 1 | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 1 | | | | | | 2 | |
| Prosthesis/Amputees and Casts | | | | | | | 1 | | | | | | 1 | |
| Respiratory and Inhaler Equipment | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | | | | | | 1 | 1 | | | | | | 2 | |
| Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 | |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 | |
| Screening | 1 | 1 | | 1 | | | 1 | | | | | | 4 | |
| Inconsistency | 1 | | | | | | | | | | | | 1 | |
| Procedures/Process | | 1 | | 1 | | | | | | | | | 2 | |
| Security Breach | | | | | | | 1 | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| CHO | | 6 | 10 | 3 | 10 | 6 | 9 | 11 | 5 | 2 | 5 | 5 | 2 | 74 |
| 2016 | | | | | 2 | 1 | 3 | 4 | 3 | | 3 | | 1 | 17 |
| Customer Service | | | | | | | 1 | 1 | | | | | | 2 |
| TSO | | | | | | | 1 | 1 | | | | | | 2 |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | | 1 |
| Domestic | | | | | 1 | | | | | | | | | 1 |
| Locks | | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | 2 | 1 | 1 | | 1 | | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 2 | 1 | 1 | | 1 | | | 5 |
| Patdown | | | | | | | | | 1 | | 1 | | | 2 |
| Flyer | | | | | | | | | 1 | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | | 1 | | 2 | 1 | | 1 | | | 5 |
| Crew Member or Airline Employee | | | | | | | | 1 | | | | | | 1 |
| Lengthy Lines | | | | | | 1 | | | 1 | | | | | 2 |
| Procedures/Process | | | | | | | | 1 | | | 1 | | | 2 |
| 2017 | | 2 | 2 | 1 | 1 | 1 | 2 | 2 | 2 | | 1 | 1 | 1 | 16 |
| Customer Service | | | | | | | | 1 | 1 | | | | | 2 |
| TSO | | | | | | | | 1 | 1 | | | | | 2 |
| Locks | | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | 1 | | | | 1 | 1 | | 4 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | 1 | 1 | | 3 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | | 1 |
| Patdown | | | 1 | | | | 1 | | | | | | | 2 |
| Flyer | | | 1 | | | | 1 | | | | | | | 2 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 | 2 |
| Damaged Items - Checked | | | | | | | | | 1 | | | | 1 | 2 |
| Screening | | 1 | 1 | 1 | 1 | 1 | | | | | | | | 5 |
| Lengthy Lines | | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | | | 1 | 1 | | 1 | | | | | | | | 3 |
| Shoe Screening | | | | | 1 | | | | | | | | | 1 |
| 2018 | | | 5 | | 2 | 2 | 2 | 1 | | 2 | 1 | 4 | | 19 |
| Customer Service | | | 1 | | | 1 | | | | | | | | 2 |
| TSO | | | 1 | | | 1 | | | | | | | | 2 |
| Locks | | | 1 | | | 1 | | | | | | 1 | | 3 |
| Missing or Damaged Lock | | | 1 | | | 1 | | | | | | 1 | | 3 |
| Mishandling of Passenger Property | | | | | 1 | | 1 | | | 1 | | 1 | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 1 | | | | | 1 | | 3 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | 2 | | 3 |
| Missing Items - Checked | | | | | | | | | | 1 | | 2 | | 3 |
| Screening | | | 3 | | 1 | | 1 | | | | | | | 5 |
| Lengthy Lines | | | 1 | | | | 1 | | | | | | | 2 |
| Procedures/Process | | | 2 | | 1 | | | | | | | | | 3 |
| 2019 | | 4 | 3 | 2 | 5 | 2 | 2 | 4 | | | | | | 22 |
| Civil Rights | | | | | | 1 | | 1 | | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | 1 | | | | | | 2 |
| Customer Service | | | | | 2 | 1 | | | | | | | | 3 |
| TSO | | | | | 2 | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property | | 3 | | 1 | | | | 1 | | | | | | 5 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 3 | | | | | | 1 | | | | | | 4 |
| Patdown | | | | | 1 | | 1 | | | | | | | 2 |
| Flyer | | | | | 1 | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | 1 | | | | | | | | | | 3 |
| Medically Necessary Medication and Medical | | 1 | 1 | | | | | | | | | | | 2 |
| Metal Implants (joint) | | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | 2 | | | | | | | | | 3 |
| Damaged Items - Checked | | | 1 | | 1 | | | | | | | | | 2 |
| Missing Items - Checked | | | | | 1 | | | | | | | | | 1 |
| Screening | | | 1 | | | | 1 | 2 | | | | | | 4 |
| Inconsistency | | | | | | | | 1 | | | | | | 1 |
| Lengthy Lines | | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | 1 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| CHS | 25 | 48 | 40 | 41 | 26 | 45 | 66 | 38 | 41 | 34 | 42 | 23 | 469 | |
| 2016 | | | | 10 | 7 | 13 | 19 | 13 | 14 | 8 | 12 | 8 | 104 | |
| Civil Rights | | | | | | | | | | | 2 | | 2 | |
| Racial Profiling or Discrimination | | | | | | | | | | | 2 | | 2 | |
| Customer Service | | | | 3 | 2 | 5 | 2 | 2 | 2 | 1 | | 3 | 20 | |
| Others | | | | 2 | | 4 | | | 2 | | | 1 | 9 | |
| TSO | | | | 1 | 2 | 1 | 2 | 2 | | 1 | | 2 | 11 | |
| Locks | | | | | | | 1 | 1 | 1 | 1 | | | 4 | |
| Missing or Damaged Lock | | | | | | | 1 | 1 | 1 | 1 | | | 4 | |
| Mishandling of Passenger Property | | | | 7 | 3 | 4 | 13 | 4 | 8 | 5 | 8 | 4 | 56 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 1 | | 1 | | 1 | 1 | | 5 | |
| Damaged/Missing Items--Checked Baggage | | | | 6 | 1 | 3 | 10 | 3 | 6 | 4 | 7 | 4 | 44 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 1 | | 3 | | 2 | | | | 7 | |
| Patdown | | | | | | | | | 1 | | | | 1 | |
| Non-Flyer | | | | | | | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | 1 | | 1 | | | | 1 | 4 | |
| Metal Implants (joint) | | | | | | | | 1 | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | 1 | 2 | |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | | 1 | |
| Screening | | | | | 1 | 3 | 3 | 5 | 2 | 1 | 2 | | 17 | |
| Crew Member or Airline Employee | | | | | 1 | | | 1 | | | | | 2 | |
| Inconsistency | | | | | | | | 1 | | | | | 1 | |
| Lengthy Lines | | | | | | 2 | 1 | 1 | | | | | 4 | |
| Procedures/Process | | | | | | 1 | 1 | 2 | 2 | 1 | 2 | | 9 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | 1 | |
| 2017 | 5 | 8 | 15 | 15 | 9 | 10 | 11 | 12 | 12 | 9 | 10 | 6 | 122 | |
| Civil Rights | | | 2 | | | 1 | | | | | | | 3 | |
| Racial Profiling or Discrimination | | | 2 | | | 1 | | | | | | | 3 | |
| Customer Service | 1 | 1 | 2 | 4 | | 1 | | | | | 2 | | 11 | |
| CSM | | | | 1 | | | | | | | | | 1 | |
| Others | | | | 1 | | | | | | | | | 1 | |
| TSO | 1 | 1 | 2 | 2 | | 1 | | | | | 2 | | 9 | |
| Locks | | | | | 1 | 1 | | 1 | | 1 | | 1 | 5 | |
| General | | | | | | | | 1 | | | | | 1 | |
| Missing or Damaged Lock | | | | | 1 | 1 | | | | 1 | | 1 | 4 | |
| Lost and Found | | | | | | | | | 1 | | | | 1 | |
| Airport/TSA | | | | | | | | | 1 | | | | 1 | |
| Mishandling of Passenger Property | 4 | 4 | 7 | 8 | 6 | 6 | 4 | 4 | 3 | 3 | 6 | 3 | 58 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | 1 | 1 | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | 4 | 3 | 6 | 6 | 5 | 5 | 3 | 3 | 2 | 3 | 5 | 2 | 47 | |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | 2 | 1 | 1 | 1 | | | | 1 | 1 | 7 | |
| Patdown | | 1 | 3 | | 1 | | 3 | 4 | 1 | 1 | 1 | | 15 | |
| Flyer | | | 2 | | 1 | | 3 | 3 | 1 | 1 | 1 | | 12 | |
| Flyer as Observer | | 1 | | | | | | | | | | | 1 | |
| Non-Flyer | | | 1 | | | | | 1 | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | 4 | | | 1 | 6 | |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | | 1 | 1 | |
| Service Animals | | | | | | | | | 1 | | | | 1 | |
| Visual Impairment | | | | | | | | | 1 | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 2 | | | | 2 | |
| Property - Special Handling | | | | | | | 2 | 2 | 1 | 3 | | | 8 | |
| Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Carry-On | | | | | | | | | | 1 | | | 1 | |
| Missing Items - Checked | | | | | | | 1 | 2 | 1 | 2 | | | 6 | |
| Screening | | 2 | 1 | 3 | 1 | | 2 | 1 | 2 | 1 | 1 | 1 | 15 | |
| Crew Member or Airline Employee | | | 1 | | | | | | 1 | | | | 2 | |
| Lengthy Lines | | | | | | | | | | 1 | | | 1 | |
| Procedures/Process | 7 | 2 | | 3 | 1 | 13 | 2 | 1 | 1 | | 1 | 1 | 12 | |
| 2018 | 7 | 19 | 12 | 8 | 7 | 13 | 16 | 13 | 15 | 17 | 20 | 9 | 156 | |
| Civil Rights | | 1 | | | | 1 | 1 | | | 2 | 1 | | 6 | |
| Hair Patdowns | | | | | | | 1 | | | | | | 1 | |
| Racial Profiling or Discrimination | | 1 | | | | 1 | | | | 2 | 1 | | 5 | |
| Customer Service | | 1 | | 2 | | 4 | 1 | 4 | 4 | 2 | 1 | | 19 | |
| Others | | | | | | 1 | | | | | | | 1 | |
| TSO | | 1 | | 2 | | 3 | 1 | 4 | 4 | 2 | 1 | | 18 | |
| Locks | | | | 1 | 3 | 1 | 1 | 1 | 2 | | 1 | 1 | 11 | |
| General | | | | | 1 | | | | | | | | 1 | |
| Missing or Damaged Lock | | | | 1 | 2 | 1 | 1 | 1 | 2 | | 1 | 1 | 10 | |
| Lost and Found | | | | | | | | | | | | 1 | 1 | |
| Airport/TSA | | | | | | | | | | | | 1 | 1 | |
| Mishandling of Passenger Property | 1 | 5 | 5 | 1 | 2 | 2 | 5 | 2 | 2 | 4 | 4 | 3 | 36 | |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | 1 | | 2 | | | 1 | | | 5 | |
| Damaged/Missing Items--Checked Baggage | 1 | 4 | 4 | 1 | 1 | 2 | 3 | 2 | 2 | 2 | 4 | 3 | 29 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | 1 | | | 2 | |
| Patdown | 3 | 6 | 2 | 1 | | | 2 | 3 | | | 1 | | 18 | |
| Flyer | 3 | 6 | 2 | 1 | | | 2 | 3 | | | 1 | | 18 | |
| Persons w/ Disabilities (PWD) | | 1 | 2 | | | 1 | | 2 | 1 | 1 | 2 | | 10 | |
| Diapers/Garments/Dressings/Masks | | | | | | 1 | | | | | | | 1 | |
| General | | | | | | | | | | 1 | | | 1 | |
| Metal Implants (joint) | | | 1 | | | | | | 1 | | | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | | 1 | | 2 | |
| Touch Aversion (pain/trauma) | | | | | | | | 1 | | | | | 2 | |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | 1 | | | | | 2 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Property - Special Handling | 2 | 4 | 3 | 1 | 1 | 1 | 1 | 1 | 4 | 6 | 6 | 4 | 34 |
| Damaged Items - Carry-On | | | | | 1 | | | | 1 | 1 | 1 | | 4 |
| Damaged Items - Checked | | | 2 | 1 | | | 1 | | 1 | | 2 | 3 | 10 |
| Missing Items - Carry-On | 2 | 1 | | | | | | | | 1 | | | 4 |
| Missing Items - Checked | | 3 | 1 | | | 1 | | 1 | 2 | 4 | 3 | 1 | 16 |
| Request for Assistance | | | | 1 | | | | | 1 | | | | 2 |
| Other | | | | | | | | | 1 | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | 1 | | | | | | | | | 1 |
| Screening | 1 | 1 | | 1 | 1 | 3 | 5 | | 1 | 2 | 4 | | 19 |
| Lengthy Lines | | | | 1 | 1 | | 1 | | | | | | 3 |
| Procedures/Process | 1 | 1 | | | | 3 | 4 | | 1 | 2 | 4 | | 16 |
| 2019 | 13 | 21 | 13 | 8 | 3 | 9 | 20 | | | | | | 87 |
| Civil Rights | | 1 | 2 | | | | | | | | | | 3 |
| Racial Profiling or Discrimination | | 1 | 1 | | | | | | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| Customer Service | 2 | 2 | | | 1 | | 3 | | | | | | 8 |
| TSO | 2 | 2 | | | 1 | | 3 | | | | | | 8 |
| Locks | 3 | 1 | | 1 | | 1 | 2 | | | | | | 8 |
| Missing or Damaged Lock | 3 | 1 | | 1 | | 1 | 2 | | | | | | 8 |
| Lost and Found | | | | 1 | | | | | | | | | 1 |
| Airport/TSA | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 9 | 5 | 1 | | 3 | 4 | | | | | | 25 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | 6 | 5 | 1 | | 3 | 3 | | | | | | 19 |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | | | | | 1 | | | | | | 3 |
| Patdown | | 1 | | 2 | | 1 | 1 | | | | | | 5 |
| Flyer | | 1 | | 1 | | 1 | 1 | | | | | | 4 |
| Non-Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | 1 | | | | | | | 2 |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 4 | 3 | 5 | | 2 | 2 | 8 | | | | | | 24 |
| Damaged Items - Carry-On | 1 | | 1 | | | 1 | 1 | | | | | | 4 |
| Damaged Items - Checked | 1 | 1 | 1 | | 1 | | 1 | | | | | | 5 |
| Missing Items - Carry-On | 1 | | | | | | 2 | | | | | | 3 |
| Missing Items - Checked | 1 | 2 | 3 | | 1 | 1 | 4 | | | | | | 12 |
| Screening | 1 | 4 | 1 | 2 | | 1 | 2 | | | | | | 11 |
| Inconsistency | | | | 1 | | | 1 | | | | | | 2 |
| Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | 1 | 3 | 1 | 1 | | 1 | 1 | | | | | | 8 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| CID | 6 | 8 | 11 | 6 | 3 | 6 | 5 | 6 | 3 | 5 | 6 | 6 | 71 |
| 2016 | | | | 2 | 1 | | 1 | 4 | | 2 | 3 | 4 | 17 |
| Civil Rights | | | | | | | | | | 2 | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | | | 1 |
| Transgender Screening | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | 1 | | 1 | | | | | 1 | 3 |
| TSO | | | | | 1 | | 1 | | | | | 1 | 3 |
| Locks | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | 2 | | | | 2 | | | 2 | 1 | 7 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | | | | 1 | | | 1 | 1 | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Flyer | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | 1 | | | 1 | 1 | 3 |
| Procedures/Process | | | | | | | | 1 | | | 1 | 1 | 3 |
| 2017 | | 1 | 3 | 3 | 1 | 3 | 1 | 1 | 2 | 2 | 3 | 2 | 22 |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Customer Service | | 1 | | | | 1 | | | | 2 | 1 | | 5 |
| TSO | | 1 | | | | 1 | | | | 2 | 1 | | 5 |
| Mishandling of Passenger Property | | | 3 | 2 | 1 | | 1 | | 1 | | 1 | 2 | 11 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 3 | 1 | 1 | | 1 | | | | 1 | 2 | 9 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | | | 1 | | 1 | 1 | | | | 3 |
| Flyer | | | | | | 1 | | 1 | 1 | | | | 3 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2018 | 3 | 5 | 3 | 1 | | 3 | 2 | 1 | 1 | 1 | | | 20 |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | 1 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | | | 1 |
| Customer Service | | 2 | | | | | | | | | | | 2 |
| TSO | | 2 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 2 | 1 | 1 | | | | 1 | 1 | | | | | 6 |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | 1 | | | | 1 | 1 | | | | | 6 |
| Property - Special Handling | 1 | 1 | 1 | 1 | | 2 | | | 1 | | | | 7 |
| Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Damaged Items - Checked | | 1 | 1 | | | | | | | | | | 2 |
| Missing Items - Checked | 1 | | | 1 | | 1 | | | 1 | | | | 4 |
| Screening | | | 1 | | | 1 | 1 | | | | | | 3 |
| Procedures/Process | | | 1 | | | 1 | | | | | | | 2 |
| Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | 1 |
| 2019 | 3 | 2 | 5 | | 1 | | 1 | | | | | | 12 |
| Customer Service | | | 2 | | 1 | | | | | | | | 3 |
| TSO | | | 2 | | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Diabetes | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| Screening | 1 | 1 | 1 | | | | 1 | | | | | | 4 |
| Inconsistency | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | 1 | | | | 1 | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| CIU | 3 | 1 | 4 | 2 | 3 | 3 | 2 | 3 | 2 | 1 | 4 | 3 | 31 |
| 2016 | | | | 1 | 3 | 3 | 1 | | 1 | | 2 | | 5 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | | 1 | | 2 | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | 1 | | 2 | | 4 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| 2017 | | | 1 | | 1 | | | 2 | | 1 | | | 5 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | 2 | | 1 | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | 2 | | 1 | | | 4 |
| 2018 | 1 | | | 1 | 1 | 2 | 1 | 1 | 1 | | 2 | 3 | 12 |
| Mishandling of Passenger Property | 1 | | | 1 | 1 | 2 | | 1 | 1 | | 2 | 3 | 12 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | | | | | 2 | 2 | 6 |
| Disarrayed Items--Carry-on or Checked | 1 | | | 1 | | 1 | | 1 | 1 | | | 1 | 6 |
| 2019 | 2 | 1 | 3 | | 1 | 1 | 1 | | | | | | 9 |
| Mishandling of Passenger Property | | | 1 | | | 1 | 1 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | 1 | | | | | | 2 |
| Property - Special Handling | 1 | 1 | 2 | | 1 | | | | | | | | 5 |
| Damaged Items - Checked | | | 1 | | 1 | | | | | | | | 2 |
| Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | 1 | | | | | | | | | | 2 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| CKB | | | | 2 | 2 | 2 | 1 | 4 | 4 | 2 | 2 | 1 | 2 | 22 |
| 2016 | | | | | 2 | 1 | | 1 | 1 | | 1 | 1 | | 7 |
| Civil Rights | | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | 1 | | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | | | | | 1 |
| Locks | | | | | 1 | 1 | | | | | | | | 2 |
| Missing or Damaged Lock | | | | | 1 | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | 1 | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | 1 | | | 2 |
| Screening | | | | | | | | | | | | 1 | | 1 |
| Lengthy Lines | | | | | | | | | | | | 1 | | 1 |
| 2017 | | | | 1 | | | 1 | 1 | 2 | 2 | | | | 7 |
| Locks | | | | | | | | | | 1 | | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | 1 | 1 | 1 | | | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | 1 | | 1 | | | | 3 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | | 1 |
| Missing Items - Checked | | | | | | | | | 1 | | | | | 1 |
| 2018 | | | | 1 | | | | 1 | 1 | | 1 | | 2 | 6 |
| Customer Service | | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | 1 | | 1 | | 2 | 5 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | 1 | | 1 | | 1 | 4 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | | 1 | 1 |
| 2019 | | | | | | 1 | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | | 1 |
| Damaged Items - Checked | | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|------------|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| CLE | 93 | 79 | 92 | 104 | 75 | 85 | 123 | 94 | 97 | 96 | 84 | 88 | 1,110 |
| 2016 | | | | 21 | 21 | 25 | 39 | 35 | 30 | 33 | 32 | 41 | 277 |
| Civil Rights | | | | | 1 | | 4 | | | 2 | 1 | 3 | 11 |
| National Origin | | | | | | | | | | | | 1 | 1 |
| Racial Profiling or Discrimination | | | | | 1 | | 3 | | | 2 | 1 | 2 | 9 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | 3 | 3 | 5 | 3 | 6 | 9 | 4 | 6 | 5 | 44 |
| Others | | | | | 1 | 1 | 1 | 1 | | 1 | | 2 | 7 |
| TSO | | | | 3 | 2 | 4 | 2 | 5 | 9 | 3 | 6 | 3 | 37 |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | 1 |
| Domestic | | | | 1 | | | | | | | | | 1 |
| Locks | | | | 1 | 4 | 1 | 2 | 1 | 4 | 1 | 1 | 4 | 19 |
| General | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | 1 | 4 | 1 | 2 | 1 | 4 | 1 | 1 | 3 | 18 |
| Mishandling of Passenger Property | | | | 15 | 10 | 15 | 16 | 19 | 11 | 18 | 14 | 20 | 138 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 4 | 1 | 2 | 2 | 4 | 1 | 3 | 18 |
| Damaged/Missing Items--Checked Baggage | | | | 14 | 7 | 11 | 14 | 17 | 9 | 14 | 13 | 15 | 114 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 2 | | 1 | | | | | 2 | 6 |
| Patdown | | | | | | | 2 | 1 | | 2 | 1 | 2 | 8 |
| Flyer | | | | | | | 2 | 1 | | 2 | 1 | 2 | 8 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | 1 | 1 | 1 | 1 | | 5 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | 1 | | | | 1 |
| Internal Medical Devices | | | | | | | | 1 | | | | | 1 |
| Metal Implants (joint) | | | | | | | | | | 1 | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | 1 | | 1 |
| Screening | | | | 1 | 3 | 3 | 12 | 7 | 5 | 5 | 8 | 7 | 51 |
| Crew Member or Airline Employee | | | | | | | 2 | | | | | | 2 |
| Inconsistency | | | | | | | | | | 1 | 1 | | 2 |
| Lengthy Lines | | | | 1 | 3 | 2 | 8 | 4 | 1 | | 6 | 3 | 28 |
| Procedures/Process | | | | | | 1 | 2 | 2 | 4 | 4 | 1 | 4 | 18 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | 1 | | | | | 1 |
| 2017 | 31 | 21 | 33 | 22 | 15 | 21 | 23 | 24 | 34 | 37 | 23 | 28 | 312 |
| Advanced Imaging Technology (AIT) | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | 2 | 1 | | | | 1 | | 1 | | 1 | | 6 |
| National Origin | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | 2 | 1 | | | | | | | | 1 | | 4 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | 1 |
| Customer Service | 5 | 5 | 7 | 4 | 1 | 6 | 1 | 5 | 6 | 8 | 2 | 6 | 56 |
| CSM | | | 1 | | | | | | | | | | 1 |
| Others | | 1 | | 1 | | | | | | | | 1 | 3 |
| TSO | 5 | 4 | 6 | 3 | 1 | 6 | 1 | 5 | 6 | 8 | 2 | 5 | 52 |
| Identification (ID) Requirements | 1 | | | | | | | | 2 | | | | 3 |
| Domestic | 1 | | | | | | | | 1 | | | | 2 |
| ID Matching Ticket and Boarding Pass Issues | | | | | | | | | 1 | | | | 1 |
| Locks | 2 | 2 | 1 | 2 | 1 | 1 | 3 | | 3 | 1 | 1 | 2 | 19 |
| Missing or Damaged Lock | 2 | 2 | 1 | 2 | 1 | 1 | 3 | | 3 | 1 | 1 | 2 | 19 |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Airport/TSA | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 14 | 4 | 18 | 13 | 6 | 8 | 5 | 7 | 10 | 13 | 8 | 8 | 114 |
| Damaged/Missing Items--Carry-on Luggage | 2 | 1 | | 3 | 2 | | | 1 | 1 | 2 | 1 | | 13 |
| Damaged/Missing Items--Checked Baggage | 8 | 2 | 18 | 10 | 3 | 8 | 5 | 5 | 8 | 11 | 6 | 6 | 90 |
| Disarrayed Items--Carry-on or Checked | 4 | 1 | | 1 | 1 | | | 1 | 1 | | 1 | 2 | 11 |
| Patdown | | | 2 | 1 | 3 | 1 | 1 | 1 | 3 | 1 | 3 | | 16 |
| Children | | | | | | | | | 1 | | 1 | | 2 |
| Flyer | | | 2 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 2 | | 12 |
| Flyer as Observer | | | | | 1 | | | | | | | | 1 |
| Non-Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | 1 | 1 | 1 | 2 | | 6 |
| General | | | | | | | | | | | 1 | | 1 |
| Internal Medical Devices | | | | | | | | | 1 | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 1 | | | 1 |
| Ostomy/Ostomates | | | | | | | | | | | 1 | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | 1 | | | | | 2 |
| Prohibited & Permitted Items | | | | | | | | 1 | | | | | 1 |
| Medication/Prescription/Medically Necessary Items | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | 7 | 5 | 5 | 10 | 5 | 7 | 39 |
| Damaged Items - Carry-On | | | | | | | 2 | | 3 | | | 2 | 7 |
| Damaged Items - Checked | | | | | | | 3 | 1 | | 2 | | 1 | 7 |
| Missing Items - Carry-On | | | | | | | | | 1 | 1 | 1 | 1 | 4 |
| Missing Items - Checked | | | | | | | 2 | 4 | 1 | 7 | 4 | 3 | 21 |
| Screening | 9 | 8 | 4 | 2 | 3 | 4 | 5 | 4 | 3 | 2 | 1 | 5 | 50 |
| Inconsistency | 2 | 1 | | | | 1 | 1 | 1 | | 1 | | | 7 |
| Lengthy Lines | 1 | 2 | | 2 | 1 | | | | | 1 | | 2 | 9 |
| Procedures/Process | 4 | 4 | 4 | | 2 | 3 | 3 | 3 | 3 | | 1 | 2 | 29 |
| Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | 1 |
| Security Breach | 2 | 1 | | | | | | | | | | 1 | 4 |
| 2018 | 29 | 33 | 29 | 40 | 26 | 24 | 36 | 35 | 33 | 26 | 29 | 19 | 359 |
| Civil Rights | 2 | | | 1 | | 1 | 3 | 2 | 1 | 1 | | | 11 |
| Hair Patdowns | | | | | | | 1 | 1 | | | | | 2 |
| Racial Profiling or Discrimination | 2 | | | | | 1 | | 1 | 1 | 1 | | | 6 |
| Screening of Religious or Cultural Garments | | | | | | | 2 | | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Customer Service | 10 | 5 | 1 | 4 | 4 | 3 | 6 | 6 | 6 | 2 | 4 | 4 | 55 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Others | 2 | | | | | | 1 | | | | | | 3 |
| TSO | 8 | 5 | 1 | 4 | 4 | 3 | 5 | 6 | 6 | 2 | 4 | 4 | 52 |
| Locks | 1 | 1 | | | 1 | 2 | 1 | 1 | | 1 | 2 | 1 | 11 |
| Missing or Damaged Lock | 1 | 1 | | | 1 | 2 | 1 | 1 | | 1 | 2 | 1 | 11 |
| Lost and Found | | | | | | 1 | | | | | | | 1 |
| Airport/TSA | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 10 | 12 | 12 | 13 | 8 | 5 | 9 | 11 | 8 | 11 | 9 | 4 | 112 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | 1 | 1 | | 1 | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | 10 | 10 | 12 | 11 | 5 | 3 | 6 | 9 | 7 | 10 | 6 | 3 | 92 |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | | | | | | | 1 | | 2 |
| Disarrayed Items--Carry-on or Checked | | 1 | | 1 | 2 | 1 | 3 | 1 | 1 | 1 | 2 | 1 | 14 |
| Patdown | 1 | 3 | 3 | 5 | 3 | 2 | 3 | 5 | 3 | 1 | 2 | | 31 |
| Flyer | | 3 | 3 | 5 | 3 | 2 | 2 | 4 | 3 | | 1 | | 26 |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| General | 1 | | | | | | | | | | 1 | | 2 |
| Non-Flyer | | | | | | | 1 | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 4 | 3 | 2 | 1 | 2 | 3 | 2 | | | | 19 |
| Cancer (general) Not Breast Cancer | | | | 1 | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | 1 | | | | | | 2 |
| Diabetes | | | | | | | 1 | | | | | | 1 |
| General | | | | | | | | 1 | | | | | 1 |
| Internal Medical Devices | | | 1 | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | 1 | 1 | | | 1 | 2 | | | | 6 |
| Ostomy/Ostomates | | | 2 | | | 1 | | | | | | | 3 |
| Prosthesis/Amputees and Casts | 1 | | | | | | | | | | | | 1 |
| Service Animals | | | | | | | | 1 | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 1 | | | 1 | | | | | | | | 2 |
| Property - Special Handling | 3 | 5 | 3 | 10 | 6 | 7 | 5 | 3 | 7 | 5 | 11 | 4 | 69 |
| Damaged Items - Carry-On | 1 | 1 | | 1 | | 2 | 2 | | 2 | | 2 | | 11 |
| Damaged Items - Checked | 1 | 1 | 2 | 1 | 1 | 2 | | 1 | 1 | 1 | 2 | | 13 |
| Missing Items - Carry-On | 1 | 1 | | 2 | 2 | | 1 | | 1 | 1 | 1 | 3 | 13 |
| Missing Items - Checked | | 2 | 1 | 6 | 3 | 3 | 2 | 2 | 3 | 3 | 6 | 1 | 32 |
| Screening | 1 | 6 | 6 | 4 | 2 | 2 | 7 | 4 | 6 | 5 | 1 | 6 | 50 |
| Inconsistency | | | 1 | | | 1 | 2 | | 1 | | 1 | | 6 |
| Lengthy Lines | | 2 | 1 | 1 | 1 | | | 1 | 1 | | | 1 | 8 |
| Procedures/Process | 1 | 3 | 4 | 2 | | | 5 | 2 | 4 | 5 | | 5 | 31 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | 1 | | | | | | | 2 |
| Security Breach | | | | | 1 | | | 1 | | | | | 2 |
| Traveling with Cash | | 1 | | | | | | | | | | | 1 |
| 2019 | 33 | 25 | 30 | 21 | 13 | 15 | 25 | | | | | | 162 |
| Advanced Imaging Technology (AIT) | 1 | | 1 | | | | | | | | | | 2 |
| Flyer | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights | 1 | | 2 | 2 | 2 | | 1 | | | | | | 8 |
| Hair Patdowns | | | | | 1 | | | | | | | | 1 |
| Headwear | | | | | 1 | | | | | | | | 1 |
| National Origin | 1 | | 1 | | | | | | | | | | 2 |
| Racial Profiling or Discrimination | | | | 1 | | | 1 | | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service | 7 | 4 | 3 | | 3 | 3 | 6 | | | | | | 26 |
| TSO | 7 | 4 | 3 | | 3 | 3 | 6 | | | | | | 26 |
| Locks | 1 | 1 | | | | 1 | 2 | | | | | | 5 |
| Missing or Damaged Lock | 1 | 1 | | | | 1 | 2 | | | | | | 5 |
| Lost and Found | | | 1 | | | | 1 | | | | | | 2 |
| Airport/TSA | | | 1 | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property | 8 | 7 | 5 | 9 | 1 | 2 | 5 | | | | | | 37 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | 2 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 7 | 5 | 4 | 8 | 1 | 2 | 3 | | | | | | 30 |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| Patdown | 1 | 2 | 2 | 1 | 1 | 2 | 1 | | | | | | 10 |
| Flyer | 1 | 2 | 2 | | 1 | 1 | | | | | | | 7 |
| Non-Flyer | | | | 1 | | 1 | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 2 | | 3 | | | 2 | 1 | | | | | | 8 |
| General | | | | | | 1 | | | | | | | 1 |
| Internal Medical Devices | | | | | | | 1 | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | 1 | | | | | | | | | | 1 |
| Metal Implants (joint) | | | 1 | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 2 | | 1 | | | 1 | | | | | | | 4 |
| Property - Special Handling | 9 | 6 | 10 | 6 | 5 | 1 | 6 | | | | | | 43 |
| Damaged Items - Carry-On | 1 | 1 | | 1 | | | 1 | | | | | | 4 |
| Damaged Items - Checked | 1 | 1 | 2 | | 1 | | | | | | | | 5 |
| Missing Items - Carry-On | 2 | 4 | 3 | | 1 | | 1 | | | | | | 11 |
| Missing Items - Checked | 5 | | 5 | 5 | 3 | 1 | 4 | | | | | | 23 |
| Screening | 3 | 5 | 3 | 3 | 1 | 4 | 2 | | | | | | 21 |
| Crew Member or Airline Employee | 1 | | | | | | | | | | | | 1 |
| Inconsistency | | 1 | | 1 | | | | | | | | | 2 |
| Lengthy Lines | | | | | | 1 | 1 | | | | | | 2 |
| Procedures/Process | 2 | 4 | 3 | 2 | 1 | 3 | | | | | | | 15 |
| Security Breach | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|-----|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| CLL | 1 | 4 | 1 | 3 | 2 | 5 | 4 | | 9 | 1 | 5 | 2 | 37 |
| 2016 | | | | 1 | | 3 | 2 | | 3 | | 4 | 1 | 14 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Locks | | | | | | | 1 | | | | 1 | | 2 |
| Missing or Damaged Lock | | | | | | | 1 | | | | 1 | | 2 |
| Mishandling of Passenger Property | | | | 1 | | 2 | 1 | | 1 | | 3 | | 8 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | 1 | | 1 | | 1 | | 4 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | | | | 2 | | 4 |
| Screening | | | | | | 1 | | | 1 | | | 1 | 3 |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | 1 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | 1 | 1 |
| 2017 | | 2 | | | 1 | 2 | 1 | | 1 | 1 | | | 8 |
| Customer Service | | 1 | | | 1 | 1 | 1 | | | | | | 4 |
| TSO | | 1 | | | 1 | 1 | 1 | | | | | | 4 |
| Mishandling of Passenger Property | | 1 | | | | | | | 1 | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | 1 | | | | 2 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2018 | 1 | 2 | | 2 | 1 | | 1 | | 5 | | 1 | 1 | 14 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | 1 | 1 | | 1 | | | | | | 3 |
| TSO | | | | 1 | 1 | | 1 | | | | | | 3 |
| Mishandling of Passenger Property | 1 | 2 | | | | | | | 2 | | | 1 | 6 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | | | | | | | 1 | | | 1 | 5 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | | 2 | | | | 2 |
| Procedures/Process | | | | | | | | | 2 | | | | 2 |
| 2019 | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| CLT | 186 | 154 | 193 | 224 | 200 | 197 | 247 | 227 | 213 | 214 | 220 | 147 | 2,422 | |
| 2016 | | | | 73 | 81 | 71 | 70 | 86 | 74 | 73 | 80 | 60 | 668 | |
| Civil Rights | | | | 1 | 2 | 2 | 2 | | 1 | 3 | 2 | 1 | 14 | |
| Constitutional Rights | | | | | | | | | | 1 | | | 1 | |
| Racial Profiling or Discrimination | | | | 1 | 2 | 2 | 2 | | 1 | 2 | 1 | 1 | 12 | |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | | | | | 1 | | 1 | |
| Customer Service | | | | 12 | 10 | 10 | 11 | 15 | 13 | 10 | 14 | 6 | 101 | |
| Others | | | | 3 | 2 | 1 | 1 | | 1 | | | | 8 | |
| TSO | | | | 9 | 8 | 9 | 10 | 15 | 12 | 10 | 14 | 6 | 93 | |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 | |
| Domestic | | | | | | 1 | | | | | | | 1 | |
| Locks | | | | 5 | 1 | 2 | 3 | 3 | 4 | 1 | 3 | 7 | 29 | |
| General | | | | | | | | | | | | 1 | 1 | |
| Missing or Damaged Lock | | | | 5 | 1 | 2 | 3 | 3 | 4 | 1 | 3 | 6 | 28 | |
| Lost and Found | | | | | 1 | 1 | | | | 1 | | | 3 | |
| Airport/TSA | | | | | 1 | 1 | | | | 1 | | | 3 | |
| Mishandling of Passenger Property | | | | 42 | 36 | 37 | 47 | 53 | 47 | 47 | 53 | 32 | 394 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 3 | 3 | 3 | 4 | 3 | 7 | 4 | 4 | 4 | 35 | |
| Damaged/Missing Items--Checked Baggage | | | | 39 | 27 | 32 | 41 | 49 | 38 | 39 | 47 | 27 | 339 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | 6 | 2 | 2 | 1 | 2 | 4 | 1 | 1 | 19 | |
| Patdown | | | | 2 | 1 | 2 | | 1 | 1 | 1 | | 1 | 9 | |
| Flyer | | | | 2 | 1 | 2 | | 1 | 1 | | | 1 | 8 | |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 3 | 1 | 3 | 1 | 2 | 1 | 2 | 1 | 2 | 16 | |
| Breast Cancer | | | | | | | | | | | | 1 | 1 | |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | 1 | | | 1 | |
| Diabetes | | | | | | | | 1 | | | | | 1 | |
| Diapers/Garments/Dressings/Masks | | | | 1 | | | | | 1 | | | | 2 | |
| General | | | | | | 1 | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 | |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 2 | 1 | | 1 | | | | | 1 | 5 | |
| Respiratory and Inhaler Equipment | | | | | | 1 | | | | | | | 1 | |
| Visual Impairment | | | | | | | | | | | 1 | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 1 | |
| Request for Assistance | | | | | | | | | | 1 | | | 1 | |
| Other | | | | | | | | | | 1 | | | 1 | |
| Screening | | | | 8 | 29 | 13 | 6 | 12 | 7 | 7 | 7 | 11 | 100 | |
| Children | | | | | | | | 1 | | | | | 1 | |
| Crew Member or Airline Employee | | | | | 2 | | 1 | | | | | | 3 | |
| Inconsistency | | | | | 3 | 1 | | 1 | | | | 1 | 6 | |
| Lengthy Lines | | | | 5 | 12 | 9 | 4 | 4 | 2 | 2 | | 4 | 42 | |
| Procedures/Process | | | | 3 | 10 | 3 | 1 | 4 | 4 | 5 | 6 | 6 | 42 | |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | 1 | | | | | 2 | |
| Security Breach | | | | | | | | 1 | 1 | | 1 | | 3 | |
| Traveling with Cash | | | | | 1 | | | | | | | | 1 | |
| 2017 | 64 | 55 | 70 | 63 | 45 | 48 | 58 | 71 | 73 | 80 | 74 | 50 | 751 | |
| Civil Rights | 1 | | 3 | | 1 | 2 | 1 | 2 | 5 | | 2 | 1 | 18 | |
| Hair Patdowns | | | | | | | | | 1 | | 1 | | 2 | |
| National Origin | | | 1 | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | 1 | | 2 | | 1 | 1 | 1 | 2 | 3 | | 1 | 1 | 13 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | 1 | | | | 2 | |
| Customer Service | 7 | 8 | 6 | 10 | 8 | 8 | 5 | 14 | 9 | 17 | 12 | 8 | 112 | |
| Others | | | | | | | | | 1 | 1 | | 1 | 3 | |
| TSO | 7 | 8 | 6 | 10 | 8 | 8 | 5 | 14 | 8 | 16 | 12 | 7 | 109 | |
| Identification (ID) Requirements | | | | | | | | | | | | 1 | 1 | |
| Domestic | | | | | | | | | | | | 1 | 1 | |
| Locks | 3 | 7 | 3 | 2 | 2 | 5 | 3 | 4 | 4 | 2 | 5 | 2 | 42 | |
| General | | | | | | 1 | | 1 | | | | 1 | 3 | |
| Missing or Damaged Lock | 3 | 7 | 3 | 2 | 2 | 4 | 3 | 3 | 4 | 2 | 5 | 1 | 39 | |
| Lost and Found | | 1 | | | | | 1 | 1 | | | | | 3 | |
| Airport/TSA | | 1 | | | | | 1 | 1 | | | | | 3 | |
| Mishandling of Passenger Property | 43 | 28 | 45 | 41 | 29 | 25 | 20 | 28 | 27 | 27 | 32 | 23 | 368 | |
| Damaged/Missing Items--Carry-on Luggage | 2 | 2 | 2 | 7 | 3 | 2 | | 1 | 2 | 1 | 2 | 4 | 28 | |
| Damaged/Missing Items--Checked Baggage | 39 | 23 | 43 | 28 | 24 | 20 | 18 | 23 | 23 | 23 | 27 | 17 | 308 | |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | | | | | | | 1 | | 2 | |
| Disarrayed Items--Carry-on or Checked | 2 | 2 | | 6 | 2 | 3 | 2 | 4 | 2 | 3 | 2 | 2 | 30 | |
| Patdown | | 1 | 2 | | | 1 | 2 | 1 | 1 | 3 | 1 | 2 | 14 | |
| Flyer | | 1 | 1 | | | 1 | 2 | 1 | 1 | 1 | 1 | 2 | 11 | |
| Flyer as Observer | | | 1 | | | | | | | 1 | | | 2 | |
| Non-Flyer | | | | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) | 3 | | 2 | 2 | 2 | 4 | 2 | 1 | 4 | 5 | 4 | 4 | 33 | |
| Cognitive /Developmental /Mental Disability | | | | | | | | | 1 | 2 | | | 3 | |
| Diabetes | | | | 1 | | 1 | | | | 1 | | 2 | 5 | |
| Diapers/Garments/Dressings/Masks | | | | | | 1 | | | | | | | 1 | |
| General | | | | 1 | | | | | | | | | 1 | |
| Internal Medical Devices | 1 | | | | | | | | | | 1 | | 2 | |
| Medical Devices - Attached to the Body | 1 | | | | | 1 | | | | | | 1 | 3 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | 1 | 1 | 3 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | 1 | 2 | 1 | | 4 | |
| Ostomy/Ostomates | | | 1 | | | | | | | | | | 1 | |
| Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 | |
| Respiratory and Inhaler Equipment | 1 | | | | | | | | | | | | 1 | |
| Service Animals | | | | | 1 | | | | 1 | | | | 2 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Touch Aversion (pain/trauma) | | | | | | | | | | | 1 | | 1 |
| Visual Impairment | | | | | | | | | 1 | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | 1 | 1 | 1 | 1 | | | | | 4 |
| Prohibited & Permitted Items | | | | | | | | | 3 | 1 | | | 4 |
| Alcohol and Tobacco | | | | | | | | | 2 | | | | 2 |
| General | | | | | | | | | | 1 | | | 1 |
| Liquids/Gels/Aerosols | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | 18 | 14 | 11 | 15 | 10 | 5 | 73 |
| Damaged Items - Carry-On | | | | | | | 3 | 3 | | 1 | 1 | | 8 |
| Damaged Items - Checked | | | | | | | 6 | | 2 | 4 | 3 | 2 | 17 |
| Missing Items - Carry-On | | | | | | | 1 | 3 | 2 | | | 1 | 7 |
| Missing Items - Checked | | | | | | | 8 | 8 | 7 | 10 | 6 | 2 | 41 |
| Request for Assistance | | | | | | | | 1 | | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | | | | | 1 | | | | | 1 |
| Screening | 7 | 10 | 9 | 8 | 3 | 3 | 6 | 5 | 9 | 10 | 8 | 4 | 82 |
| Crew Member or Airline Employee | | | | | | | | | | | 1 | | 1 |
| Inconsistency | | 1 | 3 | 3 | 1 | | | 1 | 1 | 2 | | | 12 |
| International Screening | | | | | | | | | 1 | | | | 1 |
| Lengthy Lines | 1 | | 1 | 1 | | 1 | 3 | | 2 | 1 | 1 | | 11 |
| Procedures/Process | 4 | 9 | 5 | 3 | 2 | 2 | 3 | 4 | 5 | 7 | 5 | 4 | 53 |
| Retrieving Abandoned/Confiscated Items | 1 | | | 1 | | | | | | | | | 2 |
| Security Breach | 1 | | | | | | | | | | 1 | | 2 |
| 2018 | 73 | 56 | 65 | 55 | 34 | 39 | 69 | 70 | 66 | 61 | 66 | 37 | 691 |
| Civil Rights | 2 | 2 | 1 | 1 | | | 2 | 1 | 2 | 3 | 1 | 1 | 16 |
| Constitutional Rights | | 1 | | | | | | | | | | | 1 |
| Hair Patdowns | | 1 | | | | | 1 | | | | | | 2 |
| National Origin | | | | | | | | | | 1 | | | 1 |
| Perceived Religion | 1 | | | | | | | | | | 1 | | 2 |
| Racial Profiling or Discrimination | 1 | | 1 | 1 | | | 1 | 1 | 1 | 1 | | 1 | 8 |
| Transgender Screening | | | | | | | | | 1 | 1 | | | 2 |
| Customer Service | 12 | 9 | 10 | 8 | 6 | 12 | 13 | 9 | 11 | 8 | 9 | 3 | 110 |
| Others | | | | | | | 2 | | | | | | 2 |
| TSO | 12 | 9 | 10 | 8 | 6 | 12 | 11 | 9 | 11 | 8 | 9 | 3 | 108 |
| Locks | 3 | 4 | 5 | | 1 | 3 | 3 | 8 | 4 | 3 | 6 | 2 | 42 |
| Missing or Damaged Lock | 3 | 4 | 5 | | 1 | 3 | 3 | 8 | 4 | 3 | 6 | 2 | 42 |
| Lost and Found | 1 | | | | | | | | 3 | | | | 4 |
| Airport/TSA | 1 | | | | | | | | 3 | | | | 4 |
| Mishandling of Passenger Property | 18 | 16 | 20 | 22 | 11 | 9 | 19 | 25 | 17 | 22 | 26 | 15 | 220 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | 2 | 2 | | 2 | | 4 | | | 1 | | 13 |
| Damaged/Missing Items--Checked Baggage | 12 | 12 | 17 | 17 | 7 | 7 | 16 | 18 | 14 | 18 | 22 | 13 | 173 |
| Disarrayed Items--Carry-on or Checked | 5 | 3 | 1 | 3 | 4 | | 3 | 3 | 3 | 4 | 3 | 2 | 34 |
| Patdown | 3 | 1 | 1 | 3 | 2 | 1 | | 5 | 3 | 1 | 2 | 1 | 23 |
| Flyer | 3 | 1 | 1 | 3 | 2 | 1 | | 5 | 3 | 1 | 1 | 1 | 22 |
| Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | 4 | 4 | 5 | 1 | 1 | 1 | 5 | 1 | 6 | 2 | 2 | | 32 |
| Autism Spectrum | | | | | | | | | 1 | | | | 1 |
| Diabetes | | 2 | | | | | 1 | | | 1 | | | 4 |
| General | | | 2 | | | | | | | | | | 2 |
| Hearing Impairment | | | | | | | 1 | | | | | | 1 |
| Medical Devices - Attached to the Body | | | 1 | | | | | | | | 1 | | 2 |
| Medically Necessary Medication and Medical Supplies | | | 1 | | | | | | | 1 | 1 | | 3 |
| Metal Implants (joint) | 1 | | | | | 1 | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | 2 | 1 | 1 | | | 1 | 1 | 4 | | | | 10 |
| Prosthesis/Amputees and Casts | 1 | | | | | | | | | | | | 1 |
| Service Animals | 2 | | | | | | | | | | | | 2 |
| Touch Aversion (pain/trauma) | | | | | 1 | | 1 | | | | | | 2 |
| Visual Impairment | | | | | | | 1 | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | 17 | 13 | 13 | 11 | 6 | 6 | 14 | 13 | 9 | 13 | 10 | 12 | 137 |
| Damaged Items - Carry-On | 1 | | 1 | 1 | | | 1 | 2 | | | 1 | 3 | 10 |
| Damaged Items - Checked | 10 | 9 | 4 | 2 | 1 | 2 | 4 | 3 | 2 | 7 | 6 | 2 | 52 |
| Missing Items - Carry-On | 3 | | 3 | | | | 4 | 2 | 1 | 3 | 1 | 1 | 18 |
| Missing Items - Checked | 3 | 4 | 5 | 8 | 5 | 4 | 5 | 6 | 6 | 3 | 2 | 6 | 57 |
| Request for Assistance | | | | | | 1 | | | | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | | | 1 | | | | | | | 1 |
| Screening | 13 | 7 | 10 | 9 | 7 | 6 | 13 | 8 | 11 | 9 | 10 | 3 | 106 |
| Crew Member or Airline Employee | 1 | | | | | | | | | | | | 1 |
| Inconsistency | 1 | 1 | 1 | 1 | | | 1 | | 1 | | 1 | | 7 |
| Lengthy Lines | 2 | 3 | 1 | 2 | 1 | 1 | | 1 | 1 | 2 | | | 14 |
| Procedures/Process | 9 | 3 | 7 | 6 | 6 | 2 | 11 | 6 | 7 | 7 | 9 | 2 | 75 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | 1 | 1 | | | | | | 3 |
| Security Breach | | | | | | 2 | | 1 | 2 | | | 1 | 6 |
| 2019 | 49 | 43 | 58 | 33 | 40 | 39 | 50 | | | | | | 312 |
| Civil Rights | | 2 | 2 | 2 | 1 | 2 | | | | | | | 9 |
| Age | | | 1 | | | | | | | | | | 1 |
| National Origin | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | 2 | | 1 | | | | | | | 4 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | 1 | | | | | | | 2 |
| Transgender Screening | | 1 | | | | | | | | | | | 1 |
| Customer Service | 4 | 6 | 10 | 5 | 7 | 10 | 7 | | | | | | 49 |
| Others | | | | | | 1 | | | | | | | 1 |
| TSO | 4 | 6 | 10 | 5 | 7 | 9 | 7 | | | | | | 48 |
| Identification (ID) Requirements | | | | | | | 1 | | | | | | 1 |
| Domestic | | | | | | | 1 | | | | | | 1 |
| Locks | 2 | 4 | 2 | | 2 | 1 | 4 | | | | | | 15 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Missing or Damaged Lock | 2 | 4 | 2 | | 2 | 1 | 4 | | | | | | 15 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 17 | 9 | 12 | 9 | 8 | 8 | 13 | | | | | | 76 |
| Damaged/Missing Items--Carry-on Luggage | 2 | | | | | | 3 | | | | | | 5 |
| Damaged/Missing Items--Checked Baggage | 14 | 8 | 9 | 9 | 7 | 8 | 9 | | | | | | 64 |
| Damaged/Missing Items--Unspecified Luggag | 1 | | | | 1 | | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | 1 | 3 | | | | 1 | | | | | | 5 |
| Patdown | 2 | 1 | 2 | 1 | 2 | 2 | 1 | | | | | | 11 |
| Flyer | 2 | 1 | 2 | 1 | 2 | 2 | 1 | | | | | | 11 |
| Persons w/ Disabilities (PWD) | 1 | 3 | 3 | | 3 | 2 | 5 | | | | | | 17 |
| Cancer (general) Not Breast Cancer | | 1 | | | 1 | | | | | | | | 2 |
| Cognitive /Developmental /Mental Disability | | | 1 | | | | | | | | | | 1 |
| Diabetes | | | | | | | 2 | | | | | | 2 |
| General | | | 1 | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | | | | 1 | | | | | | | | 2 |
| Metal Implants (joint) | | | 1 | | | | 1 | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | 2 | 1 | | | | | | 4 |
| Wheelchair/ Scooter/ Segway | | 1 | | | 1 | | | | | | | | 2 |
| Wounded Warrior | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 8 | 12 | 17 | 8 | 11 | 9 | 9 | | | | | | 74 |
| Damaged Items - Carry-On | | 1 | 1 | 1 | | 1 | 2 | | | | | | 6 |
| Damaged Items - Checked | 2 | 2 | 6 | 7 | 3 | 4 | 3 | | | | | | 27 |
| Missing Items - Carry-On | 3 | 3 | 5 | | 2 | 1 | | | | | | | 14 |
| Missing Items - Checked | 3 | 6 | 5 | | 6 | 3 | 4 | | | | | | 27 |
| Screening | 14 | 6 | 10 | 8 | 6 | 5 | 10 | | | | | | 59 |
| Inconsistency | 2 | 1 | | | | | | | | | | | 3 |
| Lengthy Lines | 3 | 1 | | 1 | 1 | 1 | | | | | | | 7 |
| Procedures/Process | 9 | 4 | 10 | 6 | 4 | 4 | 10 | | | | | | 47 |
| Security Breach | | | | 1 | 1 | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| CMH | 83 | 72 | 84 | 72 | 76 | 126 | 117 | 101 | 85 | 70 | 94 | 71 | 1,051 | |
| 2016 | | | | 23 | 20 | 41 | 38 | 39 | 30 | 19 | 38 | 33 | 281 | |
| Advanced Imaging Technology (AIT) | | | | | | | 1 | | | | | | 1 | |
| Flyer | | | | | | | 1 | | | | | | 1 | |
| Civil Rights | | | | | | 1 | 2 | 1 | 1 | | | 2 | 7 | |
| Racial Profiling or Discrimination | | | | | | 1 | 2 | 1 | 1 | | | 2 | 7 | |
| Customer Service | | | | 5 | 6 | 14 | 19 | 14 | 10 | 3 | 10 | 8 | 89 | |
| Others | | | | 3 | 2 | 8 | 12 | 5 | 6 | 2 | 5 | 5 | 48 | |
| TSO | | | | 2 | 4 | 6 | 7 | 9 | 4 | 1 | 5 | 3 | 41 | |
| Locks | | | | 1 | | | | | 1 | | 2 | 6 | 10 | |
| General | | | | | | | | | 1 | | | 1 | 2 | |
| Missing or Damaged Lock | | | | 1 | | | | | | | 2 | 5 | 8 | |
| Mishandling of Passenger Property | | | | 9 | 12 | 17 | 8 | 15 | 6 | 12 | 15 | 10 | 104 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 2 | 2 | 2 | 1 | 1 | 2 | 2 | 1 | 2 | 15 | |
| Damaged/Missing Items--Checked Baggage | | | | 6 | 10 | 14 | 7 | 14 | 4 | 10 | 13 | 7 | 85 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | | | | 1 | 1 | 4 | |
| Patdown | | | | 1 | 1 | 3 | 2 | 1 | 1 | 1 | 4 | 3 | 17 | |
| Flyer | | | | 1 | 1 | 3 | 2 | 1 | 1 | 1 | 4 | 3 | 17 | |
| Persons w/ Disabilities (PWD) | | | | 2 | | 2 | 1 | 1 | 1 | | | 1 | 8 | |
| Autism Spectrum | | | | | | | | | 1 | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | 2 | | 1 | 1 | | | | | | 4 | |
| Metal Implants (joint) | | | | | | | | 1 | | | | | 1 | |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | | | | | | 1 | 1 | |
| Screening | | | | 5 | 1 | 4 | 5 | 7 | 10 | 3 | 7 | 3 | 45 | |
| Crew Member or Airline Employee | | | | | | | 1 | | 2 | | | | 3 | |
| Inconsistency | | | | 3 | | 1 | 1 | | 2 | 1 | | | 8 | |
| Lengthy Lines | | | | 2 | | 1 | 1 | 5 | 1 | | 4 | 2 | 16 | |
| Procedures/Process | | | | | 1 | 2 | 2 | 2 | 5 | 2 | 3 | 1 | 18 | |
| 2017 | 28 | 29 | 27 | 20 | 22 | 27 | 26 | 29 | 21 | 24 | 26 | 24 | 303 | |
| Civil Rights | 2 | 1 | | | 1 | | 1 | | 1 | 3 | | 4 | 13 | |
| Constitutional Rights | | | | | | | | | | 1 | | | 1 | |
| Hair Patdowns | | | | | | | | | | 1 | | | 1 | |
| Racial Profiling or Discrimination | 1 | 1 | | | | | 1 | | 1 | | | 3 | 7 | |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | 1 | | | | | | | 1 | 3 | |
| Transgender Screening | | | | | | | | | | 1 | | | 1 | |
| Customer Service | 7 | 3 | 5 | 2 | 5 | 4 | 6 | 7 | 2 | 5 | 7 | 4 | 57 | |
| Others | 2 | | | | | 1 | 1 | | | 1 | 2 | | 7 | |
| TSO | 5 | 3 | 5 | 2 | 5 | 3 | 5 | 7 | 2 | 4 | 5 | 4 | 50 | |
| Locks | | 1 | 2 | | 2 | | | 1 | 1 | 1 | | 1 | 9 | |
| Missing or Damaged Lock | | 1 | 2 | | 2 | | | 1 | 1 | 1 | | 1 | 9 | |
| Lost and Found | | | | | | | | | | 1 | | | 1 | |
| Airport/TSA | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | 8 | 12 | 12 | 9 | 10 | 14 | 5 | 6 | 7 | 7 | 6 | 5 | 101 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | 2 | | 1 | 3 | 2 | 1 | | 2 | | 3 | | 15 | |
| Damaged/Missing Items--Checked Baggage | 7 | 10 | 10 | 7 | 7 | 11 | 3 | 5 | 5 | 5 | 3 | 5 | 78 | |
| Disarrayed Items--Carry-on or Checked | | | 2 | 1 | | 1 | 1 | 1 | | 2 | | | 8 | |
| Patdown | 1 | 2 | 2 | | 4 | 5 | 6 | 7 | 3 | 2 | 1 | 3 | 36 | |
| Flyer | 1 | 2 | 1 | | 4 | 5 | 5 | 7 | 3 | 1 | 1 | 3 | 33 | |
| Flyer as Observer | | | 1 | | | | 1 | | | | | | 2 | |
| General | | | | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) | | 2 | 2 | 2 | | 1 | 1 | 3 | 2 | 3 | 1 | 1 | 18 | |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | | | 1 | 1 | |
| Diabetes | | | | | | | | | 1 | 1 | | | 2 | |
| Diapers/Garments/Dressings/Masks | | | | | | | | 1 | | | | | 1 | |
| General | | | 1 | | | | 1 | | | | | | 2 | |
| Medically Necessary Medication and Medical Supplies | | 1 | 1 | | | | | 1 | | 1 | | | 4 | |
| Metal Implants (joint) | | | | 1 | | 1 | | | | | 1 | | 3 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | | | | | | | 1 | |
| Prosthesis/Amputees and Casts | | 1 | | | | | | | | | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | | | 1 | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | 1 | | | 2 | |
| Property - Special Handling | | | | | | | 4 | 3 | 4 | 1 | 6 | 2 | 20 | |
| Damaged Items - Carry-On | | | | | | | | | | | | 1 | 1 | |
| Damaged Items - Checked | | | | | | | 2 | 1 | 1 | 1 | | 1 | 6 | |
| Missing Items - Carry-On | | | | | | | | 1 | | | 1 | | 2 | |
| Missing Items - Checked | | | | | | | 2 | 1 | 3 | | 5 | | 11 | |
| Screening | 10 | 8 | 4 | 7 | | 3 | 3 | 2 | 1 | 1 | 5 | 4 | 48 | |
| Crew Member or Airline Employee | 1 | 2 | | | | | | | 1 | | 1 | | 5 | |
| Inconsistency | 1 | 1 | 1 | | | | 1 | | | | | | 4 | |
| Lengthy Lines | 3 | 3 | | 1 | | | 1 | | | 1 | 1 | 1 | 11 | |
| Procedures/Process | 5 | 2 | 2 | 5 | | 3 | 1 | 1 | | | 3 | 3 | 25 | |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 | |
| Security Breach | | | | 1 | | | | 1 | | | | | 2 | |
| 2018 | 27 | 24 | 26 | 18 | 17 | 35 | 31 | 33 | 34 | 27 | 30 | 14 | 316 | |
| Civil Rights | | | | 2 | | | 3 | 3 | 2 | 4 | 1 | | 15 | |
| Age | | | | 1 | | | | | | | | | 1 | |
| Hair Patdowns | | | | | | | | | | | 1 | | 1 | |
| Headwear | | | | | | | | | | 1 | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | 2 | 2 | 1 | | | | 5 | |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | | 1 | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | 3 | | | 4 | |
| Transgender Screening | | | | | | | 1 | | 1 | | | | 2 | |
| Customer Service | 6 | 2 | 3 | 2 | 6 | 8 | 7 | 7 | 7 | 4 | 7 | 3 | 62 | |
| Others | | | | | | | | 2 | | | 1 | | 3 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| TSO | 6 | 2 | 3 | 2 | 6 | 8 | 7 | 5 | 7 | 4 | 6 | 3 | 59 |
| Locks | 1 | | 1 | | | 1 | | 4 | | 1 | | | 8 |
| Missing or Damaged Lock | 1 | | 1 | | | 1 | | 4 | | 1 | | | 8 |
| Mishandling of Passenger Property | 3 | 6 | 7 | 2 | 3 | 10 | 9 | 5 | 8 | 2 | 9 | 3 | 67 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | 1 | 1 | | 1 | | | 1 | 5 |
| Damaged/Missing Items--Checked Baggage | 3 | 5 | 5 | 1 | 3 | 8 | 6 | 3 | 6 | 1 | 7 | | 48 |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | 1 | 1 | | 1 | 2 | 2 | 1 | 1 | 2 | 2 | 13 |
| Notice of Violation/Civil Penalties | | | | 1 | | | | | | | | | 1 |
| General | | | | 1 | | | | | | | | | 1 |
| Patdown | 2 | 4 | 5 | 1 | 2 | 2 | 3 | 3 | 2 | 6 | 2 | | 32 |
| Flyer | 1 | 2 | 5 | 1 | 1 | 2 | 3 | 3 | 2 | 6 | 2 | | 28 |
| Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Non-Flyer | | 2 | | | 1 | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | 3 | 2 | 2 | 2 | 2 | 2 | | 4 | 4 | 3 | | 24 |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 |
| Diabetes | | | | | | 1 | | | 2 | 1 | | | 4 |
| Internal Medical Devices | | | | | 1 | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | | | | | | | 1 | | | 1 |
| Metal Implants (joint) | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 2 | 1 | 1 | | | | 1 | | 1 | | 6 |
| Ostomy/Ostomates | | | | | | | 1 | | | | | | 1 |
| Prosthesis/Amputees and Casts | | 1 | | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | 2 | | | | | | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | 1 | 2 | 2 | | 6 |
| Prohibited & Permitted Items | | | | | | | | 1 | | | | | 1 |
| Food/Beverages | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | 9 | 5 | 6 | 5 | 2 | 3 | 3 | 5 | 6 | 5 | 5 | 5 | 59 |
| Damaged Items - Carry-On | 1 | | 2 | 2 | | | | | 1 | 1 | 1 | | 8 |
| Damaged Items - Checked | 2 | 1 | 3 | 1 | 1 | | | 2 | 2 | 1 | 1 | | 14 |
| Missing Items - Carry-On | 2 | | | | 1 | 1 | 1 | 1 | 1 | | 1 | | 8 |
| Missing Items - Checked | 4 | 4 | 1 | 2 | | 2 | 2 | 2 | 2 | 3 | 2 | 5 | 29 |
| Request for Assistance | | | | | | | | | 1 | | | | 1 |
| Other | | | | | | | | | 1 | | | | 1 |
| Screening | 6 | 4 | 2 | 3 | 2 | 9 | 4 | 5 | 4 | 1 | 3 | 3 | 46 |
| Crew Member or Airline Employee | 1 | | | 1 | | 1 | | | 1 | | | 1 | 5 |
| Inconsistency | 1 | 1 | | 1 | | 1 | 1 | | | | 1 | | 6 |
| Lengthy Lines | | | | 1 | 1 | 2 | 1 | | 1 | | | 1 | 7 |
| Procedures/Process | 4 | 3 | 2 | | 1 | 5 | 2 | 4 | 2 | 1 | 2 | 1 | 27 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | 1 | | | | | 1 |
| 2019 | 28 | 19 | 31 | 11 | 17 | 23 | 22 | | | | | | 151 |
| Civil Rights | 2 | 2 | 3 | 1 | | 1 | 1 | | | | | | 10 |
| Age | | | | 1 | | | | | | | | | 1 |
| Constitutional Rights | 1 | | | | | | | | | | | | 1 |
| Headwear | | | | | | 1 | | | | | | | 1 |
| National Origin | | | 1 | | | | | | | | | | 1 |
| Perceived Religion | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | 2 | | | | | | | | | | 3 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | 1 | | | | | | 2 |
| Customer Service | 7 | 2 | 5 | 2 | 2 | 6 | 4 | | | | | | 28 |
| TSO | 7 | 2 | 5 | 2 | 2 | 6 | 4 | | | | | | 28 |
| Locks | | 1 | | | 1 | | 3 | | | | | | 5 |
| Missing or Damaged Lock | | 1 | | | 1 | | 3 | | | | | | 5 |
| Mishandling of Passenger Property | 3 | 2 | 6 | 2 | 3 | 5 | 2 | | | | | | 23 |
| Damaged/Missing Items--Checked Baggage | 3 | 2 | 4 | 2 | 3 | 4 | 1 | | | | | | 19 |
| Disarrayed Items--Carry-on or Checked | | | 2 | | | 1 | 1 | | | | | | 4 |
| Patdown | 5 | 2 | 1 | | 5 | 2 | 2 | | | | | | 17 |
| Children | | | | | | 1 | | | | | | | 1 |
| Flyer | 5 | 2 | 1 | | 5 | 1 | 1 | | | | | | 15 |
| Non-Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 3 | 2 | 1 | 3 | 2 | 4 | | | | | | 17 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| General | | | | | | | 1 | | | | | | 1 |
| Internal Medical Devices | | | | | | 1 | | | | | | | 1 |
| Medical Devices - Attached to the Body | 1 | | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | 2 | | | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | | 2 | 1 | | 1 | 1 | 1 | | | | | | 6 |
| Prosthesis/Amputees and Casts | 1 | | | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | 1 | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 1 | | 1 | | | | | | | | 2 |
| Property - Special Handling | 6 | 5 | 8 | 3 | 2 | 4 | 4 | | | | | | 32 |
| Damaged Items - Carry-On | | | 2 | | | 1 | | | | | | | 3 |
| Damaged Items - Checked | 3 | 3 | 2 | 1 | | 1 | 1 | | | | | | 11 |
| Missing Items - Carry-On | | 1 | 2 | | | | | | | | | | 3 |
| Missing Items - Checked | 3 | 1 | 2 | 2 | 2 | 2 | 3 | | | | | | 15 |
| Screening | 3 | 2 | 6 | 2 | 1 | 3 | 2 | | | | | | 19 |
| Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 |
| Inconsistency | 1 | | | | 1 | 1 | | | | | | | 3 |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | 2 | 1 | 5 | 2 | | 1 | 2 | | | | | | 13 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| CMI | 1 | 3 | 1 | 1 | 5 | 7 | 3 | 1 | 2 | 2 | 2 | 4 | | |
| 2016 | | | | | | | | | | | | | 28 | |
| Customer Service | | | | | 1 | 1 | 1 | | | | | 1 | 4 | |
| TSO | | | | | 1 | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 | |
| Patdown | | | | | | | | | | | | 1 | 1 | |
| Flyer | | | | | | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | 1 | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 | |
| 2017 | | 2 | | | | 4 | 1 | 1 | 1 | | | | 9 | |
| Customer Service | | | | | | 1 | 1 | 1 | 1 | | | | 3 | |
| TSO | | | | | | 1 | 1 | 1 | | | | | 3 | |
| Mishandling of Passenger Property | | | 1 | | | 2 | | | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | 1 | | | | | | | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 | |
| Patdown | | | | | | | | | | 1 | | | 1 | |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 | |
| Screening | | | 1 | | | | | | | | | | 1 | |
| Gate Pass | | | 1 | | | | | | | | | | 1 | |
| 2018 | 1 | 1 | 1 | | | 2 | 1 | 2 | | 1 | 2 | 1 | 12 | |
| Civil Rights | | | | | | | | | | | | 1 | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 | |
| Customer Service | | | | | | 1 | | | | | 2 | | 3 | |
| TSO | | | | | | 1 | | | | | 2 | | 3 | |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 | |
| Patdown | | | 1 | | | 1 | | | | | | | 2 | |
| Flyer | | | 1 | | | 1 | | | | | | | 2 | |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Screening | | | | 1 | | | 1 | 1 | | 1 | | | 4 | |
| Lengthy Lines | | | | | | | | | | 1 | | | 1 | |
| Procedures/Process | | | | 1 | | | 1 | 1 | | | | | 3 | |
| 2019 | | | | | | 2 | 1 | | | | | | 3 | |
| Customer Service | | | | | | 1 | | | | | | | 1 | |
| TSO | | | | | | 1 | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 | |
| Cancer (general) Not Breast Cancer | | | | | | | 1 | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| CMX | 2 | | 1 | 3 | 2 | 1 | 2 | 1 | 2 | 2 | | | 16 | |
| 2016 | | | | | 2 | | | 2 | | 2 | | | 6 | |
| Customer Service | | | | | | | | 1 | | | | | 1 | |
| TSO | | | | | | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property | | | | | 1 | | | | | 2 | | | 3 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 2 | | | 2 | |
| Screening | | | | | 1 | | | 1 | | | | | 2 | |
| Procedures/Process | | | | | 1 | | | 1 | | | | | 2 | |
| 2017 | | 1 | | 1 | | | | | | | 1 | | 3 | |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 | |
| Screening | | 1 | | 1 | | | | | | | | | 2 | |
| Inconsistency | | 1 | | 1 | | | | | | | | | 2 | |
| 2018 | | | | | | 2 | | | 1 | | 1 | | 4 | |
| Mishandling of Passenger Property | | | | | | 2 | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 | |
| Screening | | | | | | | | | 1 | | 1 | | 2 | |
| Procedures/Process | | | | | | | | | 1 | | 1 | | 2 | |
| 2019 | | 1 | | | 1 | | 1 | | | | | | 3 | |
| Mishandling of Passenger Property | | 1 | | | 1 | | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | 1 | | | 1 | | | | | | | | 2 | |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 | |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|----------|-----|-----|-----|-----|-----|----------|-----|-----|-----|-----|----------|----------|
| CNY | 2 | | | | | | 2 | | | | | 1 | 5 |
| 2018 | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Missing Items - Checked | | | | | | | | | | | | 1 | 1 |
| 2019 | 2 | | | | | | 2 | | | | | | 4 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| Screening | 2 | | | | | | 1 | | | | | | 3 |
| Procedures/Process | 2 | | | | | | 1 | | | | | | 3 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|----------|-----|-----|----------|----------|----------|----------|----------|----------|-----|----------|----------|-----------|
| COD | 3 | | | 1 | 1 | 2 | 1 | 2 | 2 | | 1 | 2 | 15 |
| 2016 | | | | | | 2 | | 1 | 1 | | | 1 | 5 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | 1 | 1 | | | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | 1 | 1 | | | 1 | 4 |
| 2017 | 1 | | | 1 | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property | 1 | | | 1 | 1 | | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | | | 1 | 1 | | | | | | | | 3 |
| 2018 | 2 | | | | | | 1 | 1 | 1 | | 1 | 1 | 7 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Diabetes | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | 1 | | 2 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |
| Shoe Screening | | | | | | | | | | | 1 | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| COS | 17 | 15 | 13 | 16 | 20 | 18 | 21 | 23 | 16 | 22 | 13 | 19 | 213 |
| 2016 | | | | 3 | 8 | 4 | 6 | 6 | 6 | 7 | 5 | 6 | 51 |
| Civil Rights | | | | 1 | | | | 2 | | | | | 3 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | | | | 1 |
| Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | 1 | 2 | | 1 | 1 | 1 | 2 | 2 | 2 | 12 |
| TSO | | | | 1 | 2 | | 1 | 1 | 1 | 2 | 2 | 2 | 12 |
| Locks | | | | | | 2 | | | | | | | 2 |
| Missing or Damaged Lock | | | | | | 2 | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | 5 | 2 | 3 | 2 | 4 | 2 | 2 | 4 | 25 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 1 | | | | | | 1 | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 3 | 1 | 3 | 2 | 4 | 2 | 2 | 3 | 21 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | | 1 | | | 2 | 1 | | 4 |
| Flyer | | | | | | | 1 | | | 2 | 1 | | 4 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | 1 | | | 2 |
| Diabetes | | | | | | | | 1 | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | 1 | | 1 | | 1 | | | | 3 |
| Crew Member or Airline Employee | | | | | | | 1 | | | | | | 1 |
| Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2017 | 7 | 5 | 9 | 4 | 5 | 7 | 3 | 8 | 6 | 10 | 6 | 3 | 73 |
| Civil Rights | 1 | | 1 | | | | | | | | | | 2 |
| Transgender Screening | 1 | | 1 | | | | | | | | | | 2 |
| Customer Service | 1 | 1 | 3 | 1 | 1 | 1 | | 1 | 1 | 2 | | | 12 |
| TSO | 1 | 1 | 3 | 1 | 1 | 1 | | 1 | 1 | 2 | | | 12 |
| Locks | | 1 | | | | | | 1 | | 1 | 1 | | 4 |
| General | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | | 1 | | | | | | | | 1 | 1 | | 3 |
| Lost and Found | | | | 1 | | | | | | 1 | | | 2 |
| Airport/TSA | | | | 1 | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | 3 | 2 | 4 | 2 | | 3 | | 2 | 3 | 1 | 4 | 2 | 26 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | 3 | 2 | 4 | 2 | | 3 | | 2 | 2 | | 2 | 2 | 22 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | 1 | | 2 |
| Patdown | 1 | 1 | 1 | | 2 | 1 | | 2 | | 1 | | | 9 |
| Flyer | 1 | 1 | 1 | | 2 | 1 | | 1 | | 1 | | | 8 |
| Non-Flyer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | 1 | 1 | 1 | | | 2 | | | 6 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | 1 | | | 1 |
| General | 1 | | | | | | 1 | | | 1 | | | 3 |
| Wheelchair/ Scooter/ Segway | | | | | 1 | | | | | | | | 1 |
| Wounded Warrior | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | 1 | | | | | 2 |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | 1 | 1 | 1 | 1 | 2 | 2 | 1 | 1 | 10 |
| Inconsistency | | | | | 1 | | | | 1 | 1 | | | 3 |
| Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Procedures/Process | | | | | | 1 | 1 | 1 | 1 | 1 | | 1 | 6 |
| 2018 | 4 | 7 | 3 | 6 | 6 | 5 | 4 | 9 | 4 | 5 | 2 | 10 | 65 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Headwear | | | | | | | | 1 | | | | | 1 |
| Customer Service | | 1 | 1 | | 2 | | | | | | | 3 | 7 |
| Others | | | | | | | | | | | | 1 | 1 |
| TSO | | 1 | 1 | | 2 | | | | | | | 2 | 6 |
| Locks | | | | 2 | | 1 | | 1 | | | | 1 | 5 |
| General | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | 1 | | 1 | | | | 1 | 4 |
| Lost and Found | | | | | | | | | | | | 1 | 1 |
| Airport/TSA | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | 2 | 1 | 1 | 3 | 2 | 2 | | 2 | 2 | | 1 | 2 | 18 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | 3 | 2 | 1 | | 2 | 2 | | 1 | 2 | 15 |
| Disarrayed Items--Carry-on or Checked | 1 | | 1 | | | 1 | | | | | | | 3 |
| Patdown | | 2 | | 1 | | | | 1 | 1 | | | 1 | 6 |
| Flyer | | 2 | | 1 | | | | 1 | 1 | | | 1 | 6 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | 1 | | 1 | 1 | | 4 |
| Autism Spectrum | 1 | | | | | | | | | | | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 1 | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | 1 | 1 | | 1 | | 1 | 1 | 1 | 2 | | 2 | 10 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Missing Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Missing Items - Checked | | 1 | 1 | | 1 | | 1 | 1 | 1 | 2 | | | 8 |
| Screening | 1 | 2 | | | 1 | 2 | 3 | 2 | | 2 | | | 13 |
| Inconsistency | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | 1 | 1 | | | 1 | 2 | 3 | 2 | | 2 | | | 12 |
| 2019 | 6 | 3 | 1 | 3 | 1 | 2 | 8 | | | | | | 24 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Locks | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | 1 | 1 | 1 | 1 | | | | | | 5 |
| Damaged/Missing Items--Checked Baggage | 1 | | | 1 | 1 | 1 | 1 | | | | | | 5 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 1 | | | | | | | | | | | 3 |
| Prosthesis/Amputees and Casts | | 1 | | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | 1 | | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | 1 | 1 | | | 4 | | | | | | 9 |
| Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Checked | 1 | | | | | | 1 | | | | | | 2 |
| Missing Items - Carry-On | | | 1 | | | | 1 | | | | | | 2 |
| Missing Items - Checked | | 1 | | 1 | | | 2 | | | | | | 4 |
| Screening | 1 | | | | | 1 | 1 | | | | | | 3 |
| Inconsistency | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 |
| Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| COU | 5 | 4 | 1 | 7 | 5 | 2 | 3 | 2 | 2 | 2 | 4 | 4 | 41 |
| 2016 | | | | 2 | 1 | 1 | 1 | | | | 2 | | 7 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | 1 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | | | | | | 1 | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | 1 | | | | | 1 | | 2 |
| Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2017 | 2 | 3 | | 3 | | 1 | 1 | 2 | 1 | 2 | 2 | 4 | 21 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| TSO | | 1 | | | | | | | | | | | 1 |
| Locks | 1 | | | | | | | | | | | 2 | 3 |
| Missing or Damaged Lock | 1 | | | | | | | | | | | 2 | 3 |
| Mishandling of Passenger Property | 1 | 2 | | 3 | | | 1 | 1 | | 1 | 1 | | 10 |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | | 3 | | | 1 | 1 | | 1 | | | 9 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | | 1 | 1 | 1 | 2 | 5 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Missing Items - Checked | | | | | | | | | 1 | 1 | 1 | 1 | 4 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Security Breach | | | | | | | | 1 | | | | | 1 |
| SIDA (Security Identification Display Area) | | | | | | 1 | | | | | | | 1 |
| General | | | | | | 1 | | | | | | | 1 |
| 2018 | 2 | | | 1 | 1 | | 1 | | 1 | | | | 6 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | | 1 | | 1 | | | | 2 |
| Flyer | | | | | | | 1 | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | 1 | | | | | | | | | | | | 1 |
| 2019 | 1 | 1 | 1 | 1 | 3 | | | | | | | | 7 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | 1 |
| Locks | 1 | | | | 1 | | | | | | | | 2 |
| Missing or Damaged Lock | 1 | | | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | 1 | 1 | | | | | | | | 2 |
| Flyer | | | | 1 | 1 | | | | | | | | 2 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| CPR | 2 | 1 | 3 | 3 | 3 | 3 | 1 | 1 | 3 | 1 | 2 | 3 | 26 |
| 2016 | | | | | 2 | | | | 1 | 1 | 2 | 3 | 9 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | 1 | | 1 | 3 | 6 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | 1 | | 1 | 2 | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| 2017 | | 1 | 1 | | | 1 | | | 2 | | | | 5 |
| Customer Service | | | 1 | | | | | | 1 | | | | 2 |
| TSO | | | 1 | | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2018 | 2 | | 1 | 3 | 1 | | | 1 | | | | | 8 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | 2 | | | | 1 | | | | | 3 |
| TSO | | | | 2 | | | | 1 | | | | | 3 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Screening | 2 | | | | 1 | | | | | | | | 3 |
| Procedures/Process | 2 | | | | 1 | | | | | | | | 3 |
| 2019 | | | 1 | | | 2 | 1 | | | | | | 4 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Screening | | | | | | 2 | 1 | | | | | | 3 |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | 1 | | | | | | 2 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--------------------------------|---|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| CRP | | 6 | 9 | 11 | 12 | 5 | 8 | 9 | 4 | 6 | 10 | 6 | 6 | 92 |
| 2016 | | | | | 3 | 1 | 1 | 2 | 2 | 2 | 6 | 2 | 3 | 22 |
| | Civil Rights | | | | | | | 1 | | | 1 | | | 2 |
| | Racial Profiling or Discrimination | | | | | | | 1 | | | 1 | | | 2 |
| | Customer Service | | | | | | | 1 | 1 | | 2 | | | 4 |
| | Others | | | | | | | 1 | 1 | | | | | 2 |
| | TSO | | | | | | | | | | 2 | | | 2 |
| | Locks | | | | | | | | | | 1 | | | 1 |
| | Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| | Mishandling of Passenger Property | | | | 2 | 1 | | | | | | 1 | 2 | 6 |
| | Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | 1 |
| | Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | 1 | 1 | 3 |
| | Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | 1 | 2 |
| | Patdown | | | | | | | | | | | | 1 | 1 |
| | Flyer | | | | | | | | | | | | 1 | 1 |
| | Persons w/ Disabilities (PWD) | | | | 1 | | | | | 1 | | | | 2 |
| | General | | | | 1 | | | | | | | | | 1 |
| | Ostomy/Ostomates | | | | | | | | | 1 | | | | 1 |
| | Screening | | | | | | 1 | | 1 | 1 | 2 | 1 | | 6 |
| | Procedures/Process | | | | | | 1 | | 1 | 1 | 2 | 1 | | 6 |
| 2017 | | 2 | 2 | 1 | 4 | 2 | 3 | 3 | | 1 | 2 | 1 | 1 | 22 |
| | Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | 1 |
| | Flyer | | | | 1 | | | | | | | | | 1 |
| | Civil Rights | | | | | | 1 | | | | | | | 1 |
| | Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| | Customer Service | | | 1 | 1 | | | 1 | | | | | | 3 |
| | TSO | | | 1 | 1 | | | 1 | | | | | | 3 |
| | Mishandling of Passenger Property | 1 | 1 | | 2 | | | | | | 1 | 1 | | 6 |
| | Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |
| | Damaged/Missing Items--Checked Baggage | 1 | | | 1 | | | | | | 1 | 1 | | 4 |
| | Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| | Patdown | | | | | 2 | 1 | | | | 1 | | | 4 |
| | Flyer | | | | | 2 | 1 | | | | 1 | | | 4 |
| | Property - Special Handling | | | | | | | 2 | | 1 | | | 1 | 4 |
| | Damaged Items - Checked | | | | | | | | | 1 | | | 1 | 2 |
| | Missing Items - Carry-On | | | | | | | 2 | | | | | | 2 |
| | Screening | 1 | 1 | | | | 1 | | | | | | | 3 |
| | Procedures/Process | 1 | 1 | | | | 1 | | | | | | | 3 |
| 2018 | | 3 | 2 | 6 | 3 | 2 | 2 | 3 | 2 | 3 | 2 | 3 | 2 | 33 |
| | Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | 1 | | 2 |
| | Flyer | 1 | | | | | | | | | | 1 | | 2 |
| | Civil Rights | | | | 1 | | 1 | | | | | | | 2 |
| | Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| | Customer Service | | 1 | | | | 1 | | | | 2 | | | 4 |
| | Others | | 1 | | | | 1 | | | | | | | 2 |
| | TSO | | | | | | | | | | 2 | | | 2 |
| | Mishandling of Passenger Property | 2 | | 2 | 1 | 1 | | 2 | | 1 | | 1 | 1 | 11 |
| | Damaged/Missing Items--Checked Baggage | 2 | | 1 | 1 | | | 2 | | 1 | | 1 | 1 | 9 |
| | Disarrayed Items--Carry-on or Checked | | | 1 | | 1 | | | | | | | | 2 |
| | Patdown | | | 1 | | | | | | | | | | 1 |
| | Non-Flyer | | | 1 | | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | 1 | | | | | | 1 | | | | 2 |
| | Autism Spectrum | | | | | | | | | 1 | | | | 1 |
| | General | | | 1 | | | | | | | | | | 1 |
| | Property - Special Handling | | | 1 | | | | | 1 | | | | | 2 |
| | Damaged Items - Checked | | | | | | | | 1 | | | | | 1 |
| | Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| | Screening | | 1 | 1 | 1 | 1 | | 1 | 1 | 1 | | 1 | 1 | 9 |
| | Crew Member or Airline Employee | | | | | | | | | | | | 1 | 1 |
| | Inconsistency | | 1 | | | | | | | | | | | 1 |
| | Procedures/Process | | | 1 | 1 | 1 | | 1 | 1 | 1 | | 1 | | 7 |
| 2019 | | 1 | 5 | 4 | 2 | | 2 | 1 | | | | | | 15 |
| | Customer Service | | 2 | | 1 | | 1 | | | | | | | 4 |
| | TSO | | 2 | | 1 | | 1 | | | | | | | 4 |
| | Mishandling of Passenger Property | | | 2 | | | | | | | | | | 2 |
| | Damaged/Missing Items--Checked Baggage | | | 2 | | | | | | | | | | 2 |
| | Patdown | | 1 | 1 | 1 | | | | | | | | | 3 |
| | Flyer | | 1 | 1 | 1 | | | | | | | | | 3 |
| | Persons w/ Disabilities (PWD) | | 2 | | | | | | | | | | | 2 |
| | General | | 1 | | | | | | | | | | | 1 |
| | Service Animals | | 1 | | | | | | | | | | | 1 |
| | Screening | 1 | | 1 | | | 1 | 1 | | | | | | 4 |
| | Procedures/Process | 1 | | 1 | | | 1 | 1 | | | | | | 4 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|----------|-----|-----|----------|----------|-----|-----|-----|-----|-----|----------|
| CRQ | | | 2 | | | 1 | 1 | | | | | | 4 |
| 2017 | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| 2018 | | | 2 | | | 1 | | | | | | | 3 |
| Locks | | | 1 | | | 1 | | | | | | | 2 |
| Missing or Damaged Lock | | | 1 | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| CRW | 1 | 3 | 3 | 5 | 4 | 4 | 3 | 3 | 4 | | 2 | 3 | 35 |
| 2016 | | | | 1 | 2 | | 2 | 1 | 1 | | 1 | 1 | 9 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | | 1 | 1 |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | 1 |
| Domestic | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | 1 | 1 | | 1 | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | 1 | 1 | | 1 | | 4 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | | | 2 | | | | | | 2 |
| Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2017 | | 1 | 2 | 2 | 2 | 2 | | 1 | 2 | | | | 12 |
| Locks | | | | 1 | | | | | 1 | | | | 2 |
| Missing or Damaged Lock | | | | 1 | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | | | 2 | 1 | 2 | 1 | | 1 | | | | | 7 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 1 | 1 | 2 | 1 | | | | | | | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 |
| Patdown | | 1 | | | | | | | 1 | | | | 2 |
| Flyer | | 1 | | | | | | | 1 | | | | 2 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| 2018 | 1 | | 1 | 1 | | 1 | 1 | 1 | 1 | | 1 | 2 | 10 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | 1 | 1 | | 1 | | 1 | | | | | 4 |
| Damaged Items - Checked | | | | 1 | | 1 | | | | | | | 2 |
| Missing Items - Checked | | | 1 | | | | | 1 | | | | | 2 |
| Screening | | | | | | | | | 1 | | | 1 | 2 |
| Inconsistency | | | | | | | | | 1 | | | 1 | 2 |
| 2019 | | 2 | | 1 | | 1 | | | | | | | 4 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | 1 | | 1 | | | | | | | | | 2 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|--|-----|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| CSG | | | 6 | 2 | 1 | 2 | 5 | 1 | 6 | 2 | 1 | 3 | 6 | 35 |
| 2016 | | | | | | | | 1 | 2 | | | 1 | 2 | 6 |
| Customer Service | | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | 1 | | | 1 | 1 | 4 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | 1 | | | | | 2 |
| Screening | | | | | | | | | 1 | | | | | 1 |
| Lengthy Lines | | | | | | | | | 1 | | | | | 1 |
| 2017 | | | 1 | | | | 2 | | 2 | 1 | | 1 | 2 | 9 |
| Civil Rights | | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | 1 | 1 | 3 |
| Missing Items - Checked | | | | | | | | | 1 | | | 1 | 1 | 3 |
| Screening | | | | | | | | | 1 | 1 | | | 1 | 3 |
| Lengthy Lines | | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | | | 1 | | | 1 | 2 |
| 2018 | | | 4 | | 1 | 1 | 1 | | 2 | 1 | 1 | 1 | 2 | 14 |
| Customer Service | | | | | | 1 | | | | 1 | | | 1 | 3 |
| TSO | | | | | | 1 | | | | 1 | | | 1 | 3 |
| Locks | | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | | 2 | | | | | 2 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | 1 | | 1 | | 1 | | | | | | | 3 |
| Missing Items - Carry-On | | | | | 1 | | | | | | | | | 1 |
| Missing Items - Checked | | | 1 | | | | 1 | | | | | | | 2 |
| Screening | | | 3 | | | | | | | | 1 | 1 | | 5 |
| Inconsistency | | | | | | | | | | | 1 | | | 1 |
| Lengthy Lines | | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | | 2 | | | | | | | | | 1 | | 3 |
| 2019 | | | 1 | 2 | | 1 | 2 | | | | | | | 6 |
| Customer Service | | | | 1 | | 1 | | | | | | | | 2 |
| TSO | | | | 1 | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | | | 1 | 1 | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| CVG | 42 | 26 | 49 | 52 | 37 | 59 | 45 | 34 | 44 | 42 | 44 | 38 | 512 | |
| 2016 | | | | 16 | 11 | 18 | 18 | 13 | 13 | | | | 129 | |
| Civil Rights | | | | | | | | | | 1 | 1 | 1 | 3 | |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | 1 | 1 | 3 | |
| Customer Service | | | | 3 | 2 | 2 | 8 | | 2 | 3 | 4 | 1 | 25 | |
| Others | | | | | | | 2 | | 1 | | | | 3 | |
| TSO | | | | 3 | 2 | 2 | 6 | | 1 | 3 | 4 | 1 | 22 | |
| Locks | | | | 1 | 3 | 1 | | 1 | 2 | | 1 | 2 | 11 | |
| Missing or Damaged Lock | | | | 1 | 3 | 1 | | 1 | 2 | | 1 | 2 | 11 | |
| Lost and Found | | | | | 1 | | | | | | | | 1 | |
| Airport/TSA | | | | | 1 | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 8 | 3 | 10 | 9 | 7 | 5 | 7 | 9 | 4 | 62 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | 1 | 1 | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | 8 | 3 | 9 | 8 | 6 | 4 | 7 | 9 | 4 | 58 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 | |
| Patdown | | | | | 1 | | | | 2 | 1 | | | 4 | |
| Flyer | | | | | 1 | | | | 2 | | | | 3 | |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | 2 | | 1 | | | 3 | |
| Metal Implants (joint) | | | | | | | | 1 | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | 1 | | | 2 | |
| Screening | | | | 4 | 1 | 5 | 1 | 3 | 2 | | 1 | 3 | 20 | |
| Inconsistency | | | | | | 1 | | 1 | | | | | 2 | |
| Lengthy Lines | | | | 3 | 1 | 2 | | | 1 | | | | 7 | |
| Procedures/Process | | | | | | 2 | | 1 | 1 | | 1 | 3 | 8 | |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | 1 | | | | | | 2 | |
| Security Breach | | | | | | | | 1 | | | | | 1 | |
| 2017 | 17 | 8 | 21 | 14 | 5 | 18 | 5 | 12 | 14 | 13 | 14 | 13 | 154 | |
| Civil Rights | | | 1 | | | 1 | | | 2 | | | 1 | 5 | |
| Hair Patdowns | | | | | | | | | | | | 1 | 1 | |
| Headwear | | | | | | | | | 1 | | | | 1 | |
| National Origin | | | 1 | | | | | | 1 | | | | 2 | |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 | |
| Customer Service | 2 | | 4 | 2 | 3 | 2 | | 2 | 3 | 3 | 1 | 2 | 24 | |
| CSM | | | | | 1 | | | | | | | | 1 | |
| Others | | | | | | | | | 1 | | 1 | | 2 | |
| TSO | 2 | | 4 | 2 | 2 | 2 | | 2 | 2 | 3 | | 2 | 21 | |
| Locks | | 1 | | 1 | | 1 | | | 2 | 1 | | | 6 | |
| General | | 1 | | | | | | | 1 | | | | 2 | |
| Missing or Damaged Lock | | | | 1 | | 1 | | | 1 | 1 | | | 4 | |
| Lost and Found | | | | | | | | | | 1 | | 1 | 2 | |
| Airport/TSA | | | | | | | | | | 1 | | 1 | 2 | |
| Mishandling of Passenger Property | 10 | 4 | 10 | 7 | 1 | 13 | 3 | 3 | 2 | 6 | 10 | 6 | 75 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | 2 | | | | | | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | 8 | 4 | 8 | 7 | 1 | 12 | 3 | 2 | 1 | 3 | 7 | 6 | 62 | |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | 1 | | 1 | 1 | 3 | 3 | | 10 | |
| Patdown | 5 | | | | 1 | | | 2 | | | | 1 | 9 | |
| Flyer | 5 | | | | 1 | | | 2 | | | | 1 | 9 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 | |
| Diabetes | | | | | | | | | 1 | | | | 1 | |
| Prohibited & Permitted Items | | | | | | | | | | | 1 | | 1 | |
| Food/Beverages | | | | | | | | | | | 1 | | 1 | |
| Property - Special Handling | | | | | | | 1 | 4 | 4 | 2 | 1 | 1 | 13 | |
| Damaged Items - Checked | | | | | | | 1 | 1 | 1 | 1 | 1 | 1 | 6 | |
| Missing Items - Carry-On | | | | | | | | 1 | 1 | | | | 2 | |
| Missing Items - Checked | | | | | | | | 2 | 2 | 1 | | | 5 | |
| Screening | | 3 | 6 | 4 | | 1 | 1 | 1 | | | 1 | 1 | 18 | |
| Children | | | 1 | | | | | | | | | | 1 | |
| Inconsistency | | 1 | 1 | | | | 1 | | | | | | 3 | |
| Procedures/Process | | 2 | 4 | 3 | | 1 | | 1 | | | | 1 | 12 | |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 | |
| Security Breach | | | | | | | | | | | 1 | | 1 | |
| 2018 | 7 | 9 | 17 | 11 | 12 | 15 | 12 | 9 | 17 | 16 | 14 | 14 | 153 | |
| Civil Rights | 1 | | 2 | | 2 | | | 1 | | 2 | | | 8 | |
| Age | | | 1 | | | | | | | | | | 1 | |
| Hair Patdowns | | | | | | | | 1 | | 2 | | | 3 | |
| Racial Profiling or Discrimination | 1 | | 1 | | 1 | | | | | | | | 3 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | 1 | | | | | | | | 1 | |
| Customer Service | 1 | 1 | 4 | 1 | | 4 | 1 | | 3 | 2 | 1 | 1 | 19 | |
| Others | 1 | 1 | 2 | | | 2 | 1 | | | | | | 7 | |
| TSO | | | 2 | 1 | | 2 | | | 3 | 2 | 1 | 1 | 12 | |
| Locks | | 2 | 1 | | | 1 | 2 | 1 | 2 | 1 | | 1 | 11 | |
| General | | 1 | | | | | | | | | | | 1 | |
| Missing or Damaged Lock | | 1 | 1 | | | 1 | 2 | 1 | 2 | 1 | | 1 | 10 | |
| Mishandling of Passenger Property | 2 | 1 | 4 | 2 | 5 | 3 | 5 | 5 | 6 | 8 | 5 | 5 | 51 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | 1 | 2 | | | 1 | | | | 5 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 3 | 1 | 4 | | 4 | 5 | 4 | 8 | 4 | 4 | 39 | |
| Damaged/Missing Items--Unspecified Luggage | 1 | | | | | 1 | | | | | | 1 | 3 | |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | 1 | | 1 | | 1 | | 4 | |
| Patdown | | | | | 1 | 1 | | 1 | | | | | 3 | |
| Flyer | | | | | 1 | 1 | | 1 | | | | | 3 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 1 | | | | 1 | | 3 | |
| Diabetes | | | | | | | 1 | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | 1 | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Property - Special Handling | 3 | 4 | 5 | 6 | 2 | 4 | 1 | 1 | 5 | 2 | 4 | 4 | 41 |
| Damaged Items - Carry-On | | | | | | 1 | | | | | 1 | | 2 |
| Damaged Items - Checked | 1 | 1 | 2 | 2 | 1 | 1 | | | 2 | 1 | 1 | 2 | 14 |
| Missing Items - Carry-On | | | | 1 | | 1 | | | 1 | | 1 | | 4 |
| Missing Items - Checked | 2 | 3 | 3 | 3 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 21 |
| Screening | | 1 | 1 | 2 | 2 | 1 | 2 | | 1 | 1 | 3 | 3 | 17 |
| Inconsistency | | | | | | | 1 | | | | | | 1 |
| Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | 1 | | 2 | 2 | 1 | | | 1 | | 3 | 3 | 13 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | 1 | | | 2 |
| 2019 | 18 | 9 | 11 | 11 | 9 | 8 | 10 | | | | | | 76 |
| Civil Rights | | | | | | | 2 | | | | | | 2 |
| Racial Profiling or Discrimination | | | | | | | 2 | | | | | | 2 |
| Customer Service | 2 | 2 | 1 | 1 | 1 | 3 | | | | | | | 10 |
| Others | 1 | | | | | 1 | | | | | | | 2 |
| TSO | 1 | 2 | 1 | 1 | 1 | 2 | | | | | | | 8 |
| Locks | | | | 1 | 2 | 1 | 2 | | | | | | 6 |
| Missing or Damaged Lock | | | | 1 | 2 | 1 | 2 | | | | | | 6 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | 2 | 2 | | 1 | 2 | | | | | | 9 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | 2 | 2 | | 1 | 1 | | | | | | 7 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Patdown | 3 | | | 1 | | | | | | | | | 4 |
| Flyer | 3 | | | 1 | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | 1 | | 1 | | | | | | 4 |
| Breast Cancer | | 1 | | | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | | 1 | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | | | | | 1 | | | | | | 2 |
| Property - Special Handling | 5 | 3 | 3 | 3 | 3 | 3 | 2 | | | | | | 22 |
| Damaged Items - Carry-On | 1 | | 2 | | | | | | | | | | 3 |
| Damaged Items - Checked | 3 | 2 | 1 | 2 | | 1 | | | | | | | 9 |
| Missing Items - Checked | 1 | 1 | | 1 | 3 | 2 | 2 | | | | | | 10 |
| Request for Assistance | | | | | 1 | | | | | | | | 1 |
| Other | | | | | 1 | | | | | | | | 1 |
| Screening | 4 | 3 | 5 | 3 | 1 | | 1 | | | | | | 17 |
| Procedures/Process | 4 | 2 | 5 | 2 | | | 1 | | | | | | 14 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | 1 | | | | | | | | 2 |
| Security Breach | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| CWA | 3 | 3 | 1 | | 3 | 4 | 2 | 4 | 3 | 2 | 2 | 3 | 30 |
| 2016 | | | | | 1 | 1 | | 1 | 1 | 1 | | 2 | 7 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | 1 | 1 | | 1 | | 1 | | 1 | 5 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | | | | 1 | | 1 | 4 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2017 | 2 | 1 | | | | 1 | 1 | | 1 | 1 | 1 | | 8 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Hair Patdowns | | | | | | | | | 1 | | | | 1 |
| Customer Service | 1 | | | | | | | | | 1 | | | 2 |
| Others | | | | | | | | | | 1 | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | 1 | | | | 1 | | 3 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | 1 | | | | 1 | | 3 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| 2018 | | 1 | | | | | 1 | 3 | 1 | | 1 | 1 | 8 |
| Locks | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| Screening | | 1 | | | | | 1 | 2 | 1 | | | | 5 |
| Procedures/Process | | 1 | | | | | 1 | 1 | 1 | | | | 4 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | 1 | | | | | 1 |
| 2019 | 1 | 1 | 1 | | 2 | 2 | | | | | | | 7 |
| Customer Service | 1 | | | | 1 | | | | | | | | 2 |
| TSO | 1 | | | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | | | 1 | | 1 | | | | | | | | 2 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 2 | | | | | | | 2 |
| Damaged Items - Checked | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| CYS | | | | | 1 | 1 | | | | | | | 2 |
| 2019 | | | | | 1 | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| DAB | 11 | 9 | 10 | 12 | 13 | 16 | 9 | 9 | 7 | 6 | 8 | 8 | 118 | |
| 2016 | | | | 1 | 6 | 5 | 3 | 3 | 2 | 2 | 4 | | 26 | |
| Customer Service | | | | | 1 | 1 | | | | | | | 2 | |
| Others | | | | | | 1 | | | | | | | 1 | |
| TSO | | | | | 1 | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 1 | 5 | 3 | 2 | 1 | 2 | | 3 | | 17 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 2 | 1 | | | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 3 | 2 | 2 | 1 | 2 | | 3 | | 14 | |
| Patdown | | | | | | 1 | | 1 | | | 1 | | 3 | |
| Flyer | | | | | | 1 | | 1 | | | 1 | | 3 | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | | | | 1 | |
| Screening | | | | | | | 1 | | | 2 | | | 3 | |
| Inconsistency | | | | | | | 1 | | | 1 | | | 2 | |
| Procedures/Process | | | | | | | | | | 1 | | | 1 | |
| 2017 | 5 | 3 | 5 | 3 | 1 | 2 | 1 | 4 | 2 | | 2 | 6 | 34 | |
| Civil Rights | | | | | | | 1 | | | | | | 1 | |
| Transgender Screening | | | | | | | 1 | | | | | | 1 | |
| Customer Service | 3 | | | | | | | 2 | 1 | | | | 6 | |
| TSO | 3 | | | | | | | 2 | 1 | | | | 6 | |
| Locks | | | | | | | | | 1 | | 1 | 1 | 3 | |
| Missing or Damaged Lock | | | | | | | | | 1 | | 1 | 1 | 3 | |
| Lost and Found | | 1 | | | | | | | | | | | 1 | |
| Airport/TSA | | 1 | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 2 | | 4 | 3 | | 1 | | | | | 1 | 3 | 14 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 2 | | 4 | 1 | | 1 | | | | | 1 | 1 | 10 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | 2 | 3 | |
| Patdown | | 1 | 1 | | | | | 1 | | | | | 3 | |
| Flyer | | 1 | 1 | | | | | 1 | | | | | 3 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 | |
| Service Animals | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | 1 | | | | 1 | 2 | |
| Missing Items - Checked | | | | | | | | 1 | | | | 1 | 2 | |
| Screening | | | | | 1 | 1 | | | | | | 1 | 3 | |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | | | | | 1 | | | | | | | 1 | 2 | |
| 2018 | 1 | 3 | 1 | 7 | 5 | 4 | 1 | 2 | 3 | 4 | 2 | 2 | 35 | |
| Civil Rights | | | | | | | | | 1 | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 | |
| Customer Service | | | | | 1 | | | | 1 | | | 1 | 3 | |
| TSO | | | | | 1 | | | | 1 | | | 1 | 3 | |
| Locks | | 1 | | 1 | | 1 | | | | | 1 | | 4 | |
| Missing or Damaged Lock | | 1 | | 1 | | 1 | | | | | 1 | | 4 | |
| Mishandling of Passenger Property | | | 1 | 4 | 1 | 2 | | 1 | 1 | 1 | 1 | | 12 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 4 | 1 | 2 | | 1 | 1 | | 1 | | 10 | |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 | |
| Patdown | | 1 | | | 1 | | | | | 1 | | | 3 | |
| Flyer | | 1 | | | 1 | | | | | 1 | | | 3 | |
| Property - Special Handling | | | | 1 | 2 | 1 | 1 | | | 2 | | 1 | 8 | |
| Damaged Items - Checked | | | | 1 | | | 1 | | | 1 | | | 3 | |
| Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 | |
| Missing Items - Checked | | | | | 2 | | | | | 1 | | 1 | 4 | |
| Screening | 1 | 1 | | 1 | | | | 1 | | | | | 4 | |
| Procedures/Process | | 1 | | | | | | | | | | | 1 | |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | 1 | | | | | 2 | |
| Security Breach | 1 | | | | | | | | | | | | 1 | |
| 2019 | 5 | 3 | 4 | 1 | 1 | 5 | 4 | | | | | | 23 | |
| Civil Rights | | | | | | 1 | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 | |
| Customer Service | | 1 | | | | | 1 | | | | | | 2 | |
| TSO | | 1 | | | | | 1 | | | | | | 2 | |
| Locks | | | 1 | | | 1 | | | | | | | 2 | |
| Missing or Damaged Lock | | | 1 | | | 1 | | | | | | | 2 | |
| Mishandling of Passenger Property | 2 | 1 | 1 | | | | 2 | | | | | | 6 | |
| Damaged/Missing Items--Checked Baggage | 2 | | 1 | | | | 2 | | | | | | 5 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 | |
| Patdown | | 1 | | | | 3 | 1 | | | | | | 5 | |
| Flyer | | 1 | | | | 3 | 1 | | | | | | 5 | |
| Property - Special Handling | 3 | | 1 | | 1 | | | | | | | | 5 | |
| Damaged Items - Carry-On | 2 | | | | | | | | | | | | 2 | |
| Damaged Items - Checked | | | 1 | | 1 | | | | | | | | 2 | |
| Missing Items - Checked | 1 | | | | | | | | | | | | 1 | |
| Screening | | | 1 | 1 | | | | | | | | | 2 | |
| Inconsistency | | | | 1 | | | | | | | | | 1 | |
| Procedures/Process | | | 1 | | | | | | | | | | 1 | |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--------------------------------|---|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| DAL | | 95 | 107 | 125 | 125 | 131 | 118 | 118 | 129 | 94 | 96 | 134 | 94 | 1,366 |
| 2016 | | | | | 48 | 42 | 37 | 27 | 43 | 23 | 26 | 48 | 38 | 332 |
| | Civil Rights | | | | 2 | 5 | 4 | | 1 | 1 | 1 | 1 | 1 | 16 |
| | General Complaint and Discrimination | | | | | 1 | | | | | | | | 1 |
| | Perceived Religion | | | | | | 1 | | | | | | | 1 |
| | Racial Profiling or Discrimination | | | | 1 | 4 | 2 | | | 1 | 1 | 1 | 1 | 11 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | 1 | | | | | 2 |
| | Transgender Screening | | | | 1 | | | | | | | | | 1 |
| | Customer Service | | | | 5 | 6 | 7 | 4 | 10 | 3 | 6 | 6 | 13 | 60 |
| | Others | | | | | 1 | | 2 | 1 | | | 1 | | 5 |
| | TCC | | | | | | | | 1 | | | | | 1 |
| | TSO | | | | 5 | 5 | 7 | 2 | 8 | 3 | 6 | 5 | 13 | 54 |
| | Identification (ID) Requirements | | | | | | | | 1 | | | 1 | | 2 |
| | Domestic | | | | | | | | | | | 1 | | 1 |
| | Minors Domestic | | | | | | | | 1 | | | | | 1 |
| | Locks | | | | 2 | 2 | 1 | | 2 | | 1 | 1 | 1 | 10 |
| | Missing or Damaged Lock | | | | 2 | 2 | 1 | | 2 | | 1 | 1 | 1 | 10 |
| | Lost and Found | | | | 1 | | | | | 1 | | 1 | | 3 |
| | Airport/TSA | | | | 1 | | | | | 1 | | 1 | | 3 |
| | Mishandling of Passenger Property | | | | 33 | 22 | 17 | 15 | 21 | 11 | 11 | 20 | 16 | 166 |
| | Damaged/Missing Items--Carry-on Luggage | | | | 8 | 4 | 1 | | 1 | 1 | 3 | 3 | 3 | 24 |
| | Damaged/Missing Items--Checked Baggage | | | | 23 | 15 | 12 | 13 | 20 | 10 | 8 | 17 | 13 | 131 |
| | Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | | | | | | | 1 |
| | Disarrayed Items--Carry-on or Checked | | | | 2 | 3 | 3 | 2 | | | | | | 10 |
| | Patdown | | | | | 1 | 4 | 3 | 1 | 3 | 3 | 7 | 4 | 26 |
| | Flyer | | | | | 1 | 4 | 2 | | 3 | 3 | 7 | 4 | 24 |
| | Flyer as Observer | | | | | | | 1 | 1 | | | | | 2 |
| | Persons w/ Disabilities (PWD) | | | | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 4 | | 12 |
| | General | | | | | 1 | | | | | | | | 1 |
| | Hearing Impairment | | | | | | | | | | | 1 | | 1 |
| | Internal Medical Devices | | | | | | | | | | 1 | | | 1 |
| | Medically Necessary Medication and Medical Supplies | | | | | | | | | | | 2 | | 2 |
| | Metal Implants (joint) | | | | | | | | 1 | 1 | | 1 | | 3 |
| | Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | 2 | | | | | | 3 |
| | Service Animals | | | | 1 | | | | | | | | | 1 |
| | Screening | | | | 4 | 5 | 3 | 3 | 6 | 3 | 3 | 7 | 3 | 37 |
| | Inconsistency | | | | | | 1 | 1 | 2 | | 1 | 3 | | 8 |
| | Lengthy Lines | | | | 1 | 2 | | 1 | 2 | | | 1 | 1 | 8 |
| | Procedures/Process | | | | 3 | 2 | 1 | 1 | 2 | 3 | 2 | 2 | 2 | 18 |
| | Retrieving Abandoned/Confiscated Items | | | | | 1 | 1 | | | | | 1 | | 3 |
| 2017 | | 31 | 40 | 53 | 25 | 28 | 24 | 38 | 39 | 37 | 27 | 39 | 37 | 418 |
| | Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | 1 |
| | Flyer | | | | | | | | | | 1 | | | 1 |
| | Civil Rights | 2 | 3 | 1 | 2 | 1 | | 2 | 2 | 2 | | 2 | 1 | 18 |
| | Headwear | | 1 | | | | | | | | | | | 1 |
| | National Origin | | | | | 1 | | | | | | | | 1 |
| | Racial Profiling or Discrimination | 2 | 1 | 1 | 1 | | | 2 | 2 | 1 | | 1 | 1 | 12 |
| | Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | 1 | | | | 2 |
| | Sexual Orientation - Not Transgender | | | | 1 | | | | | | | | | 1 |
| | Transgender Screening | | | | | | | | | | | 1 | | 1 |
| | Customer Service | 3 | 6 | 9 | 5 | 3 | 5 | 6 | 10 | 7 | 6 | 7 | 7 | 74 |
| | CSM | | | | | | 1 | | | | | | | 1 |
| | Others | | | | | | | 1 | 1 | | | | | 2 |
| | TSO | 3 | 6 | 9 | 5 | 3 | 4 | 5 | 9 | 7 | 6 | 7 | 7 | 71 |
| | Identification (ID) Requirements | | | | | | | | | | | 1 | | 1 |
| | Domestic | | | | | | | | | | | 1 | | 1 |
| | Locks | 1 | 2 | 2 | 2 | | 1 | 1 | | 2 | 1 | 1 | 2 | 15 |
| | Missing or Damaged Lock | 1 | 2 | 2 | 2 | | 1 | 1 | | 2 | 1 | 1 | 2 | 15 |
| | Lost and Found | | | 1 | | | | 1 | | | | | | 2 |
| | Airport/TSA | | | 1 | | | | 1 | | | | | | 2 |
| | Mishandling of Passenger Property | 14 | 22 | 29 | 14 | 18 | 9 | 10 | 15 | 8 | 7 | 13 | 9 | 168 |
| | Damaged/Missing Items--Carry-on Luggage | 1 | 5 | 7 | 4 | 3 | 2 | 2 | 1 | | | 1 | 1 | 27 |
| | Damaged/Missing Items--Checked Baggage | 11 | 16 | 20 | 10 | 14 | 6 | 6 | 12 | 7 | 6 | 9 | 8 | 125 |
| | Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | 1 | | 2 |
| | Disarrayed Items--Carry-on or Checked | 2 | 1 | 1 | | 1 | 1 | 2 | 2 | 1 | 1 | 2 | | 14 |
| | Patdown | 4 | 3 | 1 | | 3 | 6 | 2 | 3 | 3 | 4 | 5 | 1 | 35 |
| | Children | 1 | | | | | | | | | | | | 1 |
| | Flyer | 3 | 3 | 1 | | 3 | 6 | 2 | 3 | 3 | 4 | 5 | | 33 |
| | Flyer as Observer | | | | | | | | | | | | 1 | 1 |
| | Persons w/ Disabilities (PWD) | 2 | 2 | 2 | | 1 | 1 | | | 2 | 3 | 2 | 1 | 16 |
| | Cognitive /Developmental /Mental Disability | | | 1 | | | | | | | | | | 1 |
| | Diabetes | | 1 | | | | | | | | | | | 1 |
| | Internal Medical Devices | 1 | | | | 1 | | | | | | 1 | | 3 |
| | Medical Devices - Attached to the Body | | | | | | | | | | | | 1 | 1 |
| | Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 |
| | Mobility Disability (Not Wheelchair or Scooter) | 1 | | 1 | | | | | | | | | | 2 |
| | Prosthesis/Amputees and Casts | | | | | | | | | | | 1 | | 1 |
| | Service Animals | | | | | | | | | 1 | | | | 1 |
| | Visual Impairment | | | | | | | | | | 1 | | | 1 |
| | Wheelchair/ Scooter/ Segway | | 1 | | | | 1 | | | 1 | 1 | | | 4 |
| | Prohibited & Permitted Items | | | | | | | | | 1 | | | | 1 |
| | Sporting Goods | | | | | | | | | 1 | | | | 1 |
| | Property - Special Handling | | | | | | | 13 | 5 | 4 | 3 | 4 | 9 | 38 |
| | Damaged Items - Carry-On | | | | | | | 1 | | | | 1 | 1 | 3 |
| | Damaged Items - Checked | | | | | | | 5 | | 2 | | | | 7 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Missing Items - Carry-On | | | | | | | 2 | 4 | 1 | | 1 | 3 | 11 |
| Missing Items - Checked | | | | | | | 5 | 1 | 1 | 3 | 2 | 5 | 17 |
| Request for Assistance | | | | | | | | | | | | 1 | 1 |
| Other | | | | | | | | | | | | 1 | 1 |
| Screening | 5 | 2 | 8 | 2 | 2 | 2 | 3 | 4 | 8 | 2 | 4 | 6 | 48 |
| Children | | | | | | | | | 1 | | | | 1 |
| Inconsistency | 1 | 1 | 1 | | 1 | | 2 | | | 1 | | | 7 |
| Lengthy Lines | | | | | | | | 2 | 1 | | 2 | 2 | 7 |
| Procedures/Process | 4 | 1 | 6 | 2 | 1 | 2 | | 1 | 6 | 1 | 2 | 3 | 29 |
| Retrieving Abandoned/Confiscated Items | | | | | | | 1 | 1 | | | | | 2 |
| Security Breach | | | 1 | | | | | | | | | 1 | 2 |
| 2018 | 30 | 44 | 41 | 28 | 34 | 29 | 26 | 47 | 34 | 43 | 47 | 19 | 422 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 1 | | 2 | | 3 | | 1 | 3 | 1 | 4 | 1 | | 16 |
| Hair Patdowns | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | 1 | | 3 | | 1 | | | 3 | 1 | | 10 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | 1 | 1 | | | | 3 |
| Sexual Orientation - Not Transgender | | | | | | | | | | 1 | | | 1 |
| Transgender Screening | | | | | | | | 1 | | | | | 1 |
| Customer Service | 5 | 6 | 12 | 7 | 6 | 7 | 7 | 12 | 5 | 4 | 7 | 2 | 80 |
| Others | 1 | | 2 | | | | 2 | 1 | 1 | | 1 | | 8 |
| TSO | 4 | 6 | 10 | 7 | 6 | 7 | 5 | 11 | 4 | 4 | 6 | 2 | 72 |
| Identification (ID) Requirements | | | 1 | | | 1 | | | | | | | 2 |
| Domestic | | | 1 | | | 1 | | | | | | | 2 |
| Locks | | 3 | | | 1 | 1 | | 1 | | 1 | 1 | 3 | 11 |
| Missing or Damaged Lock | | 3 | | | 1 | 1 | | 1 | | 1 | 1 | 3 | 11 |
| Lost and Found | 2 | 1 | | | | | | 1 | | | | | 4 |
| Airport/TSA | 2 | 1 | | | | | | 1 | | | | | 4 |
| Mishandling of Passenger Property | 8 | 17 | 10 | 12 | 11 | 3 | 4 | 16 | 5 | 9 | 18 | 5 | 118 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 3 | 1 | 2 | 1 | | 1 | 3 | | | | 1 | 13 |
| Damaged/Missing Items--Checked Baggage | 6 | 12 | 7 | 10 | 9 | 3 | 3 | 11 | 5 | 9 | 16 | 3 | 94 |
| Disarrayed Items--Carry-on or Checked | 1 | 2 | 2 | | 1 | | | 2 | | | 2 | 1 | 11 |
| Patdown | | 2 | 3 | 2 | 2 | 2 | 1 | 1 | 1 | 3 | 4 | | 21 |
| Flyer | | 2 | 3 | 2 | 1 | 2 | 1 | | 1 | 2 | 1 | | 15 |
| Flyer as Observer | | | | | 1 | | | 1 | | 1 | 2 | | 5 |
| Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 2 | 3 | | 1 | 1 | 1 | 3 | 2 | | 1 | 2 | 18 |
| Diabetes | | 1 | | | | | | 1 | | | | | 2 |
| Internal Medical Devices | 1 | | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | | | | | 1 |
| Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | 1 | | 1 | 2 | | | 1 | | 7 |
| Prosthesis/Amputees and Casts | | | 1 | | | | | | 1 | | | | 1 |
| Touch Aversion (pain/trauma) | 1 | | | | | | | | | | | 1 | 2 |
| Wheelchair/ Scooter/ Segway | | | 2 | | | | | | | | | 1 | 3 |
| Property - Special Handling | 4 | 7 | 6 | 3 | 6 | 8 | 5 | 7 | 12 | 10 | 8 | 5 | 81 |
| Damaged Items - Carry-On | 1 | 1 | 1 | | | | 1 | 2 | 1 | 2 | 2 | 2 | 13 |
| Damaged Items - Checked | 2 | | 1 | 1 | 1 | 3 | | 1 | 1 | 2 | 2 | | 14 |
| Missing Items - Carry-On | 1 | | | | 2 | 4 | 1 | 2 | 3 | | 3 | 2 | 18 |
| Missing Items - Checked | | 6 | 4 | 2 | 3 | 1 | 3 | 2 | 7 | 6 | 1 | 1 | 36 |
| Request for Assistance | | | | | | | | | 1 | 1 | | | 2 |
| Other | | | | | | | | | 1 | 1 | | | 2 |
| Screening | 7 | 6 | 4 | 4 | 4 | 6 | 7 | 3 | 7 | 11 | 7 | 2 | 68 |
| Inconsistency | | 3 | | | | | | | 2 | 1 | 1 | | 7 |
| Lengthy Lines | | | | | 2 | | 1 | | | 3 | 1 | | 7 |
| Procedures/Process | 7 | 3 | 4 | 4 | 2 | 4 | 5 | 3 | 5 | 5 | 4 | 2 | 48 |
| Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | | | | | 1 |
| Security Breach | | | | | | 1 | | | | 1 | 1 | | 3 |
| Shoe Screening | | | | | | | | | | 1 | | | 1 |
| Traveling with Cash | | | | | | | 1 | | | | | | 1 |
| 2019 | 34 | 23 | 31 | 24 | 27 | 28 | 27 | | | | | | 194 |
| Civil Rights | | | 3 | 4 | 1 | 1 | 1 | | | | | | 10 |
| Hair Patdowns | | | 1 | | 1 | | | | | | | | 2 |
| Racial Profiling or Discrimination | | | | 3 | | 1 | 1 | | | | | | 5 |
| Screening of Religious Cultural and Ceremonial Items | | | | 1 | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Customer Service | 6 | 2 | 3 | 4 | 7 | 5 | 2 | | | | | | 29 |
| Others | | 1 | | | | | | | | | | | 1 |
| TSO | 6 | 1 | 3 | 4 | 7 | 5 | 2 | | | | | | 28 |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 |
| Domestic | | | | | | 1 | | | | | | | 1 |
| Locks | 2 | | 3 | 1 | | | 1 | | | | | | 7 |
| Missing or Damaged Lock | 2 | | 3 | 1 | | | 1 | | | | | | 7 |
| Lost and Found | | | | 1 | | | 1 | | | | | | 2 |
| Airport/TSA | | | | 1 | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property | 5 | 7 | 12 | 5 | 6 | 11 | 8 | | | | | | 54 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | | 1 | | 3 | 1 | | | | | | 7 |
| Damaged/Missing Items--Checked Baggage | 3 | 6 | 9 | 4 | 4 | 6 | 6 | | | | | | 38 |
| Damaged/Missing Items--Unspecified Luggage | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | 3 | | 2 | 2 | 1 | | | | | | 8 |
| Patdown | 2 | 1 | | | 2 | 1 | 4 | | | | | | 10 |
| Children | | | | | 1 | | | | | | | | 1 |
| Flyer | 2 | 1 | | | 1 | 1 | 3 | | | | | | 8 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Non-Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 3 | 1 | 1 | 2 | 1 | | | | | | 11 |
| Cognitive /Developmental /Mental Disability | 1 | | | | 1 | | | | | | | | 2 |
| Diabetes | | | | 1 | | | | | | | | | 1 |
| Diapers/Garments/Dressings/Masks | | | 1 | | | | | | | | | | 1 |
| General | | | 1 | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 |
| Ostomy/Ostomates | | 1 | | | | 1 | | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | 1 | 1 | | | | 1 | | | | | | 3 |
| Property - Special Handling | 13 | 8 | 4 | 6 | 6 | 6 | 6 | | | | | | 49 |
| Damaged Items - Carry-On | 2 | 3 | 1 | | 1 | | | | | | | | 7 |
| Damaged Items - Checked | 3 | | 1 | | 3 | 2 | 2 | | | | | | 11 |
| Missing Items - Carry-On | 3 | 1 | 1 | 1 | 1 | 1 | 2 | | | | | | 10 |
| Missing Items - Checked | 5 | 4 | 1 | 5 | 1 | 3 | 2 | | | | | | 21 |
| Request for Assistance | | | 1 | | | | | | | | | | 1 |
| Other | | | 1 | | | | | | | | | | 1 |
| Screening | 5 | 3 | 2 | 2 | 4 | 1 | 3 | | | | | | 20 |
| Inconsistency | | 1 | | | | | | | | | | | 1 |
| Lengthy Lines | | | 1 | | 1 | | | | | | | | 2 |
| Procedures/Process | 4 | 2 | 1 | 2 | 3 | | 3 | | | | | | 15 |
| Security Breach | 1 | | | | | 1 | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | 14 | 13 | 15 | 13 | 14 | 20 | 19 | 9 | 23 | 13 | 16 | 11 | 180 |
| DAY | | | | | | | | | | | | | | |
| 2016 | | | | | 3 | 5 | 6 | 6 | 3 | 10 | 6 | 8 | 7 | 54 |
| | Civil Rights | | | | | | | | | 1 | 1 | | | 2 |
| | Constitutional Rights | | | | | | | | | 1 | | | | 1 |
| | Headwear | | | | | | | | | | 1 | | | 1 |
| | Customer Service | | | | | | | | | 1 | | 1 | | 2 |
| | TSO | | | | | | | | | 1 | | 1 | | 2 |
| | Locks | | | | | | | 1 | | 1 | | | 3 | 5 |
| | Missing or Damaged Lock | | | | | | | 1 | | 1 | | | 3 | 5 |
| | Mishandling of Passenger Property | | | | 3 | 5 | 5 | 4 | 2 | 7 | 3 | 7 | 4 | 40 |
| | Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | 1 | | | | 2 |
| | Damaged/Missing Items--Checked Baggage | | | | 3 | 4 | 5 | 3 | 2 | 5 | 3 | 7 | 3 | 35 |
| | Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | 1 | | | 1 | 3 |
| | Patdown | | | | | | | | | | 1 | | | 1 |
| | Flyer | | | | | | | | | | 1 | | | 1 |
| | Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| | Internal Medical Devices | | | | | | | | 1 | | | | | 1 |
| | Screening | | | | | | 1 | 1 | | | 1 | | | 3 |
| | Procedures/Process | | | | | | 1 | 1 | | | 1 | | | 3 |
| 2017 | | 3 | 9 | 6 | 4 | 3 | 4 | | 4 | 7 | 1 | 4 | 2 | 47 |
| | Customer Service | | 2 | | | | | | 1 | 1 | | | | 4 |
| | TSO | | 2 | | | | | | 1 | 1 | | | | 4 |
| | Locks | | | 1 | 1 | | | | | 1 | | 2 | | 5 |
| | General | | | | | | | | | | | 1 | | 1 |
| | Missing or Damaged Lock | | | 1 | 1 | | | | | 1 | | 1 | | 4 |
| | Mishandling of Passenger Property | 2 | 5 | 3 | 1 | 3 | 3 | 2 | 5 | 1 | 1 | 1 | | 26 |
| | Damaged/Missing Items--Carry-on Luggage | | 2 | | | | | | | | | | | 2 |
| | Damaged/Missing Items--Checked Baggage | 1 | 3 | 3 | 1 | 2 | 3 | 2 | 5 | 1 | 1 | | | 22 |
| | Damaged/Missing Items--Unspecified Luggage | 1 | | | | | | | | | | | | 1 |
| | Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| | Patdown | | 1 | 1 | 1 | | | | | | | | | 3 |
| | Flyer | | 1 | 1 | 1 | | | | | | | | | 3 |
| | Property - Special Handling | | | | | | | 1 | | | | 1 | 2 | 4 |
| | Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| | Missing Items - Checked | | | | | | | 1 | | | | | 2 | 3 |
| | Screening | 1 | 1 | 1 | 1 | | 1 | | | | | | | 5 |
| | Crew Member or Airline Employee | | | | 1 | | | | | | | | | 1 |
| | Inconsistency | 1 | | | | | | | | | | | | 1 |
| | Procedures/Process | | 1 | 1 | | | 1 | | | | | | | 3 |
| 2018 | | 5 | 3 | 6 | | 2 | 6 | 4 | 2 | 6 | 6 | 4 | 2 | 46 |
| | Civil Rights | | | | | | | | | | | 1 | | 1 |
| | Racial Profiling or Discrimination | | | | | | | | | | | 1 | | 1 |
| | Customer Service | 3 | 1 | 1 | | | | 1 | | | | 2 | | 8 |
| | Others | | | | | | | | | | | 1 | | 1 |
| | TSO | 3 | 1 | 1 | | | | 1 | | | | 1 | | 7 |
| | Mishandling of Passenger Property | 2 | 2 | 1 | | 1 | 4 | 1 | 1 | 5 | 3 | | 2 | 22 |
| | Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 |
| | Damaged/Missing Items--Checked Baggage | 1 | 2 | 1 | | 1 | 2 | 1 | | 4 | 3 | | 1 | 16 |
| | Disarrayed Items--Carry-on or Checked | 1 | | | | | 2 | | 1 | 1 | | | | 5 |
| | Patdown | | | 1 | | | | 1 | | 1 | | 1 | | 4 |
| | Flyer | | | 1 | | | | 1 | | 1 | | 1 | | 4 |
| | Persons w/ Disabilities (PWD) | | | 1 | | 1 | | | | | | | | 2 |
| | Cognitive /Developmental /Mental Disability | | | 1 | | | | | | | | | | 1 |
| | Diapers/Garments/Dressings/Masks | | | | | 1 | | | | | | | | 1 |
| | Property - Special Handling | | | 1 | | | | | | | 3 | | | 4 |
| | Missing Items - Checked | | | 1 | | | | | | | 3 | | | 4 |
| | Screening | | | 1 | | | 2 | 1 | 1 | | | | | 5 |
| | Procedures/Process | | | 1 | | | 2 | 1 | 1 | | | | | 5 |
| 2019 | | 6 | 1 | 3 | 6 | 4 | 4 | 9 | | | | | | 33 |
| | Civil Rights | | | | 1 | 1 | | 2 | | | | | | 4 |
| | National Origin | | | | | | | 1 | | | | | | 1 |
| | Racial Profiling or Discrimination | | | | 1 | 1 | | | | | | | | 2 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 |
| | Customer Service | 1 | | | 2 | | | 2 | | | | | | 5 |
| | Others | | | | | | | 1 | | | | | | 1 |
| | TSO | 1 | | | 2 | | | 1 | | | | | | 4 |
| | Locks | | | | 1 | | | | | | | | | 1 |
| | Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| | Mishandling of Passenger Property | 4 | 1 | 1 | 1 | | | 2 | | | | | | 9 |
| | Damaged/Missing Items--Checked Baggage | 1 | 1 | | 1 | | | 1 | | | | | | 4 |
| | Disarrayed Items--Carry-on or Checked | 3 | | 1 | | | | 1 | | | | | | 5 |
| | Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| | General | 1 | | | | | | | | | | | | 1 |
| | Property - Special Handling | | | | 1 | 2 | 3 | 1 | | | | | | 7 |
| | Damaged Items - Checked | | | | | 2 | 1 | | | | | | | 3 |
| | Missing Items - Checked | | | | 1 | | 2 | 1 | | | | | | 4 |
| | Screening | | | 2 | | 1 | 1 | 2 | | | | | | 6 |
| | Crew Member or Airline Employee | | | 1 | | | | | | | | | | 1 |
| | Inconsistency | | | | | 1 | | | | | | | | 1 |
| | Lengthy Lines | | | | | | | 2 | | | | | | 2 |
| | Procedures/Process | | | 1 | | | 1 | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|-----|-----|----------|----------|-----|-----|----------|-----|-----|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| DBQ | | | | 2 | 2 | | | 2 | | | 3 | 2 | 2 | 13 |
| 2016 | | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | | 1 | 1 |
| General | | | | | | | | | | | | | 1 | 1 |
| 2017 | | | | | | | | 2 | | | 1 | 1 | | 4 |
| Mishandling of Passenger Property | | | | | | | | 2 | | | 1 | 1 | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | 1 | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 2 | | | | | | 2 |
| 2018 | | | | 2 | 2 | | | | | | 2 | 1 | 1 | 8 |
| Customer Service | | | | | 1 | | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | | 1 |
| Patdown | | | | 1 | | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | 1 | 1 | 3 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 | 2 |
| Screening | | | | 1 | 1 | | | | | | | | | 2 |
| Crew Member or Airline Employee | | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| DCA | 162 | 149 | 179 | 167 | 168 | 242 | 219 | 196 | 181 | 174 | 196 | 156 | 2,189 | |
| 2016 | | | | 35 | 39 | 49 | 52 | 57 | 59 | 51 | 72 | 51 | 465 | |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | | 1 | |
| Flyer | | | | | | | | 1 | | | | | 1 | |
| Civil Rights | | | | 1 | 1 | 2 | 2 | 2 | 1 | 3 | 6 | 3 | 21 | |
| National Origin | | | | | | | | | | | | 1 | 1 | |
| Perceived Religion | | | | | | | | | | | | 1 | 1 | |
| Racial Profiling or Discrimination | | | | 1 | 1 | 1 | | 1 | 1 | 3 | 4 | 1 | 13 | |
| Screening of Religious or Cultural Garments | | | | | | | 1 | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | | 1 | | 2 | |
| Sexual Orientation - Not Transgender | | | | | | | 1 | | | | | | 1 | |
| Transgender Screening | | | | | | 1 | | | | | 1 | | 2 | |
| Customer Service | | | | 3 | 5 | 6 | 16 | 13 | 22 | 13 | 10 | 10 | 98 | |
| Others | | | | | | 1 | 3 | 2 | 2 | 3 | | | 11 | |
| TSO | | | | 3 | 5 | 5 | 13 | 11 | 20 | 10 | 10 | 10 | 87 | |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 | |
| Domestic | | | | | 1 | | | | | | | | 1 | |
| Locks | | | | | 2 | 1 | 6 | 1 | 4 | 5 | 5 | 3 | 27 | |
| Missing or Damaged Lock | | | | | 2 | 1 | 6 | 1 | 4 | 5 | 5 | 3 | 27 | |
| Lost and Found | | | | | | 1 | 1 | | | 1 | | 2 | 5 | |
| Airport/TSA | | | | | | 1 | 1 | | | 1 | | 2 | 5 | |
| Mishandling of Passenger Property | | | | 19 | 24 | 30 | 19 | 24 | 24 | 19 | 34 | 19 | 212 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 3 | 5 | 4 | 1 | 6 | 10 | 2 | 4 | 4 | 39 | |
| Damaged/Missing Items--Checked Baggage | | | | 13 | 18 | 22 | 16 | 15 | 11 | 16 | 26 | 14 | 151 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | 3 | 1 | 4 | 2 | 3 | 2 | 1 | 4 | 1 | 21 | |
| Patdown | | | | 2 | 1 | 3 | | 3 | 2 | 2 | 4 | 6 | 23 | |
| Flyer | | | | | 1 | 3 | | 3 | 2 | 2 | 4 | 6 | 21 | |
| Flyer as Observer | | | | 1 | | | | | | | | | 1 | |
| General | | | | 1 | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 2 | 1 | 4 | 1 | 3 | | 2 | 3 | 1 | 17 | |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | 1 | | | 1 | |
| Diabetes | | | | | | | | 1 | | | | | 1 | |
| Medical Devices - Attached to the Body | | | | | | | | 1 | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | | | | | | 2 | | 3 | |
| Metal Implants (joint) | | | | | | | 1 | 1 | | 1 | | | 3 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 | |
| Visual Impairment | | | | | | 1 | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | 1 | 2 | | | | | 1 | 1 | 6 | |
| Screening | | | | 8 | 4 | 2 | 7 | 10 | 6 | 6 | 10 | 7 | 60 | |
| Crew Member or Airline Employee | | | | 1 | 1 | | | | | | 1 | 1 | 4 | |
| Inconsistency | | | | | | | 1 | 1 | 1 | 1 | | | 4 | |
| Lengthy Lines | | | | 2 | | 1 | 1 | 1 | | | | | 5 | |
| Procedures/Process | | | | 4 | 2 | | 5 | 8 | 4 | 4 | 7 | 5 | 39 | |
| Retrieving Abandoned/Confiscated Items | | | | 1 | 1 | | | | | | | | 2 | |
| Security Breach | | | | | | 1 | | | 1 | 1 | 2 | | 5 | |
| Traveling with Cash | | | | | | | | | | | | 1 | 1 | |
| 2017 | 53 | 41 | 72 | 51 | 48 | 51 | 48 | 72 | 54 | 55 | 59 | 60 | 664 | |
| Civil Rights | 1 | 1 | 1 | | 2 | | 2 | 2 | 1 | | 2 | 1 | 13 | |
| Hair Patdowns | | | | | | | | 1 | | | | | 1 | |
| Perceived Religion | | | | | 1 | | | | | | | | 1 | |
| Racial Profiling or Discrimination | 1 | 1 | 1 | | 1 | | 1 | 1 | 1 | | 2 | | 9 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | 1 | 2 | |
| Customer Service | 14 | 6 | 15 | 9 | 10 | 11 | 16 | 22 | 16 | 10 | 20 | 14 | 163 | |
| CSM | | | | | | 1 | | | | | | | 1 | |
| Others | 2 | | 1 | | | 1 | 1 | 1 | | 1 | 2 | | 9 | |
| TSO | 12 | 6 | 14 | 9 | 10 | 9 | 15 | 21 | 16 | 9 | 18 | 14 | 153 | |
| Human Capital | | | 1 | | | | | | | | | | 1 | |
| Current Employee | | | 1 | | | | | | | | | | 1 | |
| Identification (ID) Requirements | | 1 | 1 | | | | 1 | | | 1 | | | 4 | |
| Domestic | | 1 | 1 | | | | 1 | | | 1 | | | 4 | |
| Locks | 3 | 4 | 6 | 2 | 1 | 4 | 2 | 4 | 1 | 3 | 1 | | 31 | |
| Missing or Damaged Lock | 3 | 4 | 6 | 2 | 1 | 4 | 2 | 4 | 1 | 3 | 1 | | 31 | |
| Lost and Found | | | | | 2 | 2 | 2 | 1 | | | 2 | | 9 | |
| Airport/TSA | | | | | 2 | 2 | 2 | 1 | | | 2 | | 9 | |
| Mishandling of Passenger Property | 25 | 18 | 27 | 36 | 21 | 21 | 10 | 16 | 14 | 22 | 14 | 19 | 243 | |
| Damaged/Missing Items--Carry-on Luggage | 3 | 4 | 4 | 7 | 5 | 5 | 1 | 2 | 1 | 1 | 1 | 1 | 35 | |
| Damaged/Missing Items--Checked Baggage | 20 | 13 | 18 | 25 | 11 | 14 | 7 | 13 | 7 | 20 | 12 | 13 | 173 | |
| Damaged/Missing Items--Unspecified Luggage | | | | 2 | 1 | | | | | | | 1 | 4 | |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | 5 | 2 | 4 | 2 | 2 | 1 | 6 | 1 | 1 | 4 | 31 | |
| Patdown | 2 | 2 | 3 | 3 | 4 | 5 | 3 | 5 | 5 | 3 | 4 | 6 | 45 | |
| Flyer | 2 | 2 | 3 | 3 | 4 | 5 | 3 | 4 | 4 | 3 | 2 | 5 | 40 | |
| Flyer as Observer | | | | | | | | | | | 1 | 1 | 2 | |
| General | | | | | | | | | | | 1 | | 1 | |
| Non-Flyer | | | | | | | | 1 | 1 | | | | 2 | |
| Persons w/ Disabilities (PWD) | 1 | 1 | 6 | | 1 | 3 | 5 | 6 | 3 | 2 | 1 | 4 | 33 | |
| Breast Cancer | | | | | | 1 | | | | | | | 1 | |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 | |
| Diabetes | | | 1 | | | | | | | | | | 1 | |
| General | | | 1 | | | | | 1 | | 1 | | | 3 | |
| Hearing Impairment | | | 1 | | | | | 2 | | | | | 3 | |
| Internal Medical Devices | | | 1 | | | | | | | | | | 1 | |
| Medical Devices - Attached to the Body | | | | | | | | | | | | 1 | 1 | |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | | | | 1 | | | 2 | |
| Metal Implants (joint) | | | | | | | 2 | | | | | | 2 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | 2 | | | | 2 | | | | 1 | 1 | 7 |
| Ostomy/Ostomates | | | | | | 1 | | | | | | 1 | 2 |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Visual Impairment | | | | | | | | 1 | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | 1 | | | 2 | 3 | | | 1 | 7 |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 |
| Firearm/Ammunition | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | 6 | 12 | 8 | 11 | 8 | 11 | 56 |
| Damaged Items - Carry-On | | | | | | | 1 | 2 | | 2 | 1 | 3 | 9 |
| Damaged Items - Checked | | | | | | | 1 | | 2 | 3 | 2 | 3 | 11 |
| Missing Items - Carry-On | | | | | | | | 5 | 1 | 2 | | 3 | 11 |
| Missing Items - Checked | | | | | | | 4 | 5 | 5 | 4 | 5 | 2 | 25 |
| Request for Assistance | 1 | | | | | | | | | | | | 1 |
| Other | 1 | | | | | | | | | | | | 1 |
| Screening | 6 | 8 | 12 | 1 | 7 | 5 | 1 | 4 | 5 | 2 | 7 | 5 | 63 |
| Crew Member or Airline Employee | 1 | | | | | | | | | | | 1 | 2 |
| Inconsistency | 1 | 1 | | | | 1 | 1 | 1 | 1 | | 1 | 1 | 8 |
| Lengthy Lines | | | 2 | | | | | | | 1 | 1 | | 4 |
| Procedures/Process | 4 | 6 | 10 | 1 | 7 | 3 | | 3 | 2 | 1 | 4 | 3 | 44 |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | 1 | | | | | | | 2 |
| Security Breach | | | | | | | | | 2 | | 1 | | 3 |
| TSA Contact Information | | | | | | | | | 1 | | | | 1 |
| General | | | | | | | | | 1 | | | | 1 |
| 2018 | 59 | 52 | 51 | 49 | 39 | 71 | 65 | 67 | 68 | 68 | 65 | 45 | 699 |
| Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Civil Rights | 1 | | | | 1 | 1 | 4 | 5 | 4 | | 5 | 1 | 22 |
| Hair Patdowns | | | | | | | | 1 | | | | 1 | 2 |
| National Origin | | | | | | | | | 1 | | 2 | | 3 |
| Perceived Religion | | | | | | | 1 | | | | 1 | | 2 |
| Racial Profiling or Discrimination | 1 | | | | 1 | 1 | 2 | 3 | 2 | | | | 10 |
| Screening of Religious or Cultural Garments | | | | | | | 1 | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | | 2 | | 3 |
| Transgender Screening | | | | | | | | | 1 | | | | 1 |
| Customer Service | 16 | 23 | 14 | 18 | 8 | 18 | 19 | 23 | 19 | 22 | 22 | 14 | 216 |
| Others | | 4 | | 1 | | 1 | 2 | 4 | | | | | 12 |
| TSO | 16 | 19 | 14 | 17 | 8 | 17 | 17 | 19 | 19 | 22 | 22 | 14 | 204 |
| Locks | | 3 | 2 | 2 | 2 | 2 | 2 | | 1 | 4 | 5 | 1 | 24 |
| Missing or Damaged Lock | | 3 | 2 | 2 | 2 | 2 | 2 | | 1 | 4 | 5 | 1 | 24 |
| Lost and Found | 4 | | | 2 | | 1 | | 2 | | | 2 | 2 | 13 |
| Airport/TSA | 4 | | | 2 | | 1 | | 2 | | | 2 | 2 | 13 |
| Mishandling of Passenger Property | 8 | 10 | 5 | 6 | 12 | 13 | 12 | 17 | 6 | 9 | 10 | 13 | 121 |
| Damaged/Missing Items--Carry-on Luggage | 3 | 1 | | | 2 | 1 | 3 | 1 | | 1 | 1 | | 13 |
| Damaged/Missing Items--Checked Baggage | 3 | 7 | 5 | 5 | 8 | 9 | 8 | 12 | 4 | 5 | 9 | 12 | 87 |
| Disarrayed Items--Carry-on or Checked | 2 | 2 | | 1 | 2 | 3 | 1 | 4 | 2 | 3 | | 1 | 21 |
| Patdown | 8 | 2 | 3 | 3 | 4 | 7 | 3 | 4 | 6 | 4 | 2 | 3 | 49 |
| Children | | | | | | | | 1 | | | | | 1 |
| Flyer | 7 | 2 | 2 | 3 | 3 | 7 | 3 | 2 | 6 | 3 | 1 | 3 | 42 |
| Flyer as Observer | 1 | | 1 | | 1 | | | 1 | | 1 | | | 5 |
| Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 3 | 5 | 4 | 2 | 3 | 7 | 1 | 10 | 6 | 3 | 2 | 49 |
| Autism Spectrum | | | | 1 | | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | 1 | | | | | 1 | | | 1 | 3 |
| Diabetes | | 1 | | | | 1 | | | 2 | 2 | 1 | | 7 |
| General | | | | | | | | | 1 | 1 | | 1 | 3 |
| Hearing Impairment | | | | | | | | | 1 | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | 2 | | | 1 | | | 2 | | | | 5 |
| Metal Implants (joint) | | | 1 | | | | 1 | | 1 | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | 1 | | | 2 | | 1 | | | | 5 |
| Prosthesis/Amputees and Casts | | | | | 1 | | 1 | | | 1 | | | 3 |
| Service Animals | | | | | | 1 | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | 1 | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 2 | 2 | 1 | 1 | 1 | | 2 | 1 | 1 | 2 | 2 | | 15 |
| Wounded Warrior | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items | | | | | | 1 | | | | | | | 1 |
| Breast Milk/Baby Formula/Breast Pump | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 14 | 7 | 11 | 9 | 7 | 7 | 5 | 9 | 13 | 15 | 8 | 4 | 109 |
| Damaged Items - Carry-On | | 1 | 2 | 1 | | 2 | 3 | 2 | 3 | 6 | | | 20 |
| Damaged Items - Checked | 3 | 1 | 2 | | | 2 | 1 | | 3 | 2 | 2 | 1 | 17 |
| Missing Items - Carry-On | 4 | 4 | 2 | 5 | 5 | | | 3 | 2 | 4 | 1 | 1 | 31 |
| Missing Items - Checked | 7 | 1 | 5 | 3 | 2 | 3 | 1 | 4 | 5 | 3 | 5 | 2 | 41 |
| Request for Assistance | | | | | | 1 | 3 | | | | | | 4 |
| Other | | | | | | | 2 | | | | | | 2 |
| Wounded Warrior (MSIJSOC) | | | | | | 1 | 1 | | | | | | 2 |
| Screening | 5 | 4 | 11 | 4 | 3 | 17 | 10 | 6 | 9 | 8 | 8 | 5 | 90 |
| Crew Member or Airline Employee | | | | | | | | | | 1 | | | 1 |
| Inconsistency | | 1 | 1 | | 1 | 1 | 1 | 2 | | 2 | 1 | 1 | 11 |
| Lengthy Lines | 1 | | 1 | | | 3 | 3 | | 1 | | | | 9 |
| Procedures/Process | 4 | 3 | 8 | 4 | 2 | 12 | 4 | 4 | 7 | 5 | 6 | 4 | 63 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | 1 | 1 | | | | | | 3 |
| Security Breach | | | | | | | 1 | | 1 | | 1 | | 3 |
| 2019 | 50 | 56 | 56 | 32 | 42 | 71 | 54 | | | | | | 361 |
| Civil Rights | 7 | 1 | | 3 | 1 | 4 | 5 | | | | | | 21 |
| Age | | | | | | 1 | 1 | | | | | | 2 |
| National Origin | 1 | | | | | 1 | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Racial Profiling or Discrimination | 2 | 1 | | 1 | 1 | 1 | 2 | | | | | | 8 |
| Sex/Gender/Gender Identity- Not Transgender | 3 | | | 2 | | 1 | 1 | | | | | | 7 |
| Transgender Screening | 1 | | | | | | 1 | | | | | | 2 |
| Customer Service | 14 | 13 | 18 | 4 | 8 | 22 | 12 | | | | | | 91 |
| Others | | 1 | | | 2 | 1 | | | | | | | 4 |
| TSO | 14 | 12 | 18 | 4 | 6 | 21 | 12 | | | | | | 87 |
| Human Capital | | | | | | 1 | | | | | | | 1 |
| Prospective Employment with TSA | | | | | | 1 | | | | | | | 1 |
| Locks | 2 | 4 | 1 | 2 | 2 | 5 | 1 | | | | | | 17 |
| Missing or Damaged Lock | 2 | 4 | 1 | 2 | 2 | 5 | 1 | | | | | | 17 |
| Lost and Found | 1 | 1 | 1 | 1 | 3 | 3 | 1 | | | | | | 11 |
| Airport/TSA | 1 | 1 | 1 | 1 | 3 | 3 | 1 | | | | | | 11 |
| Mishandling of Passenger Property | 3 | 11 | 12 | 9 | 9 | 11 | 10 | | | | | | 65 |
| Damaged/Missing Items--Carry-on Luggage | | | 3 | | 1 | | | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | 1 | 10 | 7 | 9 | 7 | 9 | 7 | | | | | | 50 |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | 2 | | 1 | 2 | 3 | | | | | | 11 |
| Patdown | 1 | 5 | 7 | 2 | 2 | 5 | 2 | | | | | | 24 |
| Flyer | 1 | 5 | 6 | 1 | 2 | 5 | 2 | | | | | | 22 |
| Flyer as Observer | | | 1 | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 4 | 7 | 5 | 4 | 6 | 2 | 5 | | | | | | 33 |
| Autism Spectrum | | 1 | | | | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | 2 | 1 | | | | | | | | | | | 3 |
| Diabetes | 1 | 1 | 1 | | 1 | | 1 | | | | | | 5 |
| General | | | | | | 1 | | | | | | | 1 |
| Hearing Impairment | 1 | | | | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | | 1 | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | 1 | 3 | 1 | 1 | | | | | | 6 |
| Metal Implants (joint) | | | | | | | 1 | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | 2 | 1 | | | | | | | | 4 |
| Service Animals | | 1 | | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | 1 | 1 | | | | | | | | | | 2 |
| Visual Impairment | | | 1 | | | | 1 | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | 2 | 1 | 1 | | | | | | | | | 4 |
| Property - Special Handling | 9 | 5 | 8 | 2 | 8 | 6 | 7 | | | | | | 45 |
| Damaged Items - Carry-On | 1 | | | | 1 | | 1 | | | | | | 3 |
| Damaged Items - Checked | 1 | 1 | 2 | | 4 | 2 | | | | | | | 10 |
| Missing Items - Carry-On | 4 | 2 | 2 | | 2 | 1 | 1 | | | | | | 12 |
| Missing Items - Checked | 3 | 2 | 4 | 2 | 1 | 3 | 5 | | | | | | 20 |
| Request for Assistance | | 1 | | | 1 | | | | | | | | 2 |
| Other | | 1 | | | 1 | | | | | | | | 2 |
| Screening | 9 | 8 | 4 | 5 | 2 | 12 | 11 | | | | | | 51 |
| Children | | | | | | 1 | 1 | | | | | | 2 |
| Inconsistency | 2 | | | | 1 | | 1 | | | | | | 4 |
| Lengthy Lines | 1 | 1 | | | | | | | | | | | 2 |
| Procedures/Process | 6 | 6 | 3 | 5 | 1 | 10 | 8 | | | | | | 39 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | 1 | 1 | | | | | | 3 |
| Security Breach | | 1 | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| DEC | | | | 1 | | | 1 | 1 | | 1 | | | 4 |
| 2016 | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2017 | | | | 1 | | | | | | 1 | | | 2 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| 2018 | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | | 1 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--------------------------------|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| DEN | | 373 | 321 | 377 | 455 | 426 | 422 | 415 | 368 | 330 | 426 | 361 | 299 | 4,573 |
| 2016 | | | | | 117 | 139 | 119 | 138 | 131 | 80 | 124 | 105 | 105 | 1,058 |
| | Advanced Imaging Technology (AIT) | | | | 1 | | | | | 1 | 1 | | | 3 |
| | Flyer | | | | 1 | | | | | 1 | 1 | | | 3 |
| | Civil Rights | | | | 3 | 5 | 2 | 4 | 4 | | 4 | 4 | 4 | 30 |
| | Constitutional Rights | | | | | | | | | | | | 1 | 1 |
| | General Complaint and Discrimination | | | | 2 | 2 | | | | | | | | 4 |
| | Headwear | | | | | | | | 1 | | | | | 1 |
| | National Origin | | | | | | | | | | 1 | | | 1 |
| | Perceived Religion | | | | | | | | 1 | | | | 1 | 2 |
| | Racial Profiling or Discrimination | | | | 1 | 3 | 2 | 3 | 2 | | 2 | 3 | 2 | 18 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | 1 | | 2 |
| | Transgender Screening | | | | | | | | | | 1 | | | 1 |
| | Customer Service | | | | 17 | 36 | 21 | 13 | 29 | 15 | 21 | 15 | 18 | 185 |
| | CSM | | | | | | | | | 1 | | | | 1 |
| | Others | | | | 7 | 14 | 4 | 2 | 8 | 3 | 5 | 1 | 3 | 47 |
| | TCC | | | | | | | | | 1 | | | | 1 |
| | TSO | | | | 10 | 22 | 17 | 11 | 21 | 10 | 16 | 14 | 15 | 136 |
| | Identification (ID) Requirements | | | | 1 | | | | 1 | 1 | | | | 3 |
| | Domestic | | | | 1 | | | | | | | | | 1 |
| | ID Matching Ticket and Boarding Pass Issues | | | | | | | | | 1 | | | | 1 |
| | Minors Domestic | | | | | | | | | | | | | 1 |
| | Locks | | | | 5 | 7 | 3 | 7 | 4 | 6 | 2 | 5 | 3 | 42 |
| | General | | | | | | | 2 | | | | | | 2 |
| | Missing or Damaged Lock | | | | 5 | 7 | 3 | 5 | 4 | 6 | 2 | 5 | 3 | 40 |
| | Lost and Found | | | | 2 | | | | | 1 | 2 | 1 | | 6 |
| | Airport/TSA | | | | 2 | | | | | 1 | 2 | 1 | | 6 |
| | Mishandling of Passenger Property | | | | 52 | 49 | 66 | 66 | 36 | 34 | 66 | 49 | 55 | 473 |
| | Damaged/Missing Items--Carry-on Luggage | | | | 1 | 7 | 6 | 10 | 4 | 2 | 6 | 8 | 7 | 51 |
| | Damaged/Missing Items--Checked Baggage | | | | 49 | 37 | 52 | 48 | 30 | 29 | 49 | 40 | 46 | 380 |
| | Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | 1 | | | 1 | 3 |
| | Disarrayed Items--Carry-on or Checked | | | | 2 | 4 | 8 | 8 | 2 | 2 | 11 | 1 | 1 | 39 |
| | Patdown | | | | 3 | 4 | 3 | 6 | 11 | 3 | 4 | 5 | 7 | 46 |
| | Flyer | | | | 3 | 4 | 2 | 6 | 10 | 2 | 4 | 3 | 6 | 40 |
| | Flyer as Observer | | | | | | | | | 1 | | 1 | | 2 |
| | Non-Flyer | | | | | | 1 | | 1 | | | 1 | 1 | 4 |
| | Persons w/ Disabilities (PWD) | | | | 5 | 2 | 3 | 8 | 6 | 4 | 9 | 3 | 5 | 45 |
| | Autism Spectrum | | | | | | | | | | | 1 | | 1 |
| | Breast Cancer | | | | | | | | 1 | | | | | 1 |
| | Cancer (general) Not Breast Cancer | | | | 1 | | | 1 | | | | | | 2 |
| | Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| | Diabetes | | | | | | 1 | | 3 | | 2 | | 2 | 8 |
| | Diapers/Garments/Dressings/Masks | | | | | | | | | 1 | | | | 1 |
| | General | | | | | | | 1 | | 1 | 1 | | | 3 |
| | Internal Medical Devices | | | | | | | 2 | | | | | | 2 |
| | Medical Devices - Attached to the Body | | | | | | 1 | 1 | | | | | | 2 |
| | Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | | 1 | 1 | | 3 |
| | Metal Implants (joint) | | | | | | | | | | 1 | | 1 | 2 |
| | Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | 1 | | | 2 | | 1 | 5 |
| | Ostomy/Ostomates | | | | | | | | | 1 | | | | 1 |
| | Respiratory and Inhaler Equipment | | | | 1 | | | | | | 1 | | | 2 |
| | Service Animals | | | | | | | | | 1 | | 1 | | 2 |
| | Touch Aversion (pain/trauma) | | | | 1 | 1 | | | 1 | | 1 | | | 4 |
| | Wheelchair/ Scooter/ Segway | | | | | 1 | | 2 | 1 | | | | 1 | 5 |
| | Request for Assistance | | | | | | | 2 | 1 | | 1 | | | 4 |
| | Other | | | | | | | 2 | 1 | | 1 | | | 4 |
| | Screening | | | | 28 | 36 | 21 | 32 | 39 | 15 | 14 | 23 | 13 | 221 |
| | Crew Member or Airline Employee | | | | | 1 | | | | | | 2 | | 3 |
| | Inconsistency | | | | 2 | 1 | 1 | 1 | 1 | 5 | | 2 | 1 | 14 |
| | Lengthy Lines | | | | 18 | 23 | 11 | 25 | 14 | 3 | 1 | 10 | 2 | 107 |
| | Procedures/Process | | | | 7 | 11 | 7 | 5 | 22 | 6 | 13 | 9 | 9 | 89 |
| | Retrieving Abandoned/Confiscated Items | | | | 1 | | 2 | | 1 | | | | | 4 |
| | Security Breach | | | | | | | 1 | 1 | 1 | | | 1 | 4 |
| 2017 | | 100 | 97 | 137 | 110 | 94 | 92 | 78 | 96 | 124 | 143 | 110 | 97 | 1,278 |
| | Advanced Imaging Technology (AIT) | | | | | | | | | 2 | | | | 2 |
| | Flyer | | | | | | | | | 2 | | | | 2 |
| | Civil Rights | 2 | 2 | 2 | 2 | 3 | 4 | 7 | 4 | 4 | 5 | 4 | 1 | 40 |
| | Constitutional Rights | | | | | | | | | 1 | | | | 1 |
| | Hair Patdowns | | | | | | | | 1 | | | | | 1 |
| | National Origin | | 1 | | | | | | 1 | 1 | | | | 3 |
| | Perceived Religion | | | | | | | | | 1 | | 1 | | 2 |
| | Racial Profiling or Discrimination | 1 | 1 | 1 | 1 | 3 | 3 | 5 | 2 | 1 | 4 | 3 | | 25 |
| | Screening of Religious Cultural and Ceremonial Items | | | | 1 | | | | | | | | | 1 |
| | Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | 1 | 1 | | | 1 | | 1 | 5 |
| | Sexual Orientation - Not Transgender | | | 1 | | | | 1 | | | | | | 2 |
| | Customer Service | 20 | 18 | 22 | 18 | 20 | 20 | 19 | 19 | 28 | 36 | 31 | 25 | 276 |
| | Others | 2 | 1 | 4 | | 3 | 3 | 2 | 1 | 4 | 5 | 3 | 2 | 30 |
| | TSO | 18 | 17 | 18 | 18 | 17 | 17 | 17 | 18 | 24 | 31 | 28 | 23 | 246 |
| | Identification (ID) Requirements | | | | | | | | | 2 | 3 | | | 5 |
| | Domestic | | | | | | | | | 1 | 2 | | | 3 |
| | ID Matching Ticket and Boarding Pass Issues | | | | | | | | | 1 | | | | 1 |
| | Minors Domestic | | | | | | | | | | 1 | | | 1 |
| | Locks | 6 | 5 | 6 | 10 | 4 | 4 | 6 | 9 | 2 | 2 | 3 | 1 | 58 |
| | General | | | | 1 | | 1 | | | 1 | | | | 3 |
| | Missing or Damaged Lock | 6 | 5 | 6 | 9 | 4 | 3 | 6 | 9 | 1 | 2 | 3 | 1 | 55 |

| Airport, Fiscal Year, Category | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | Total |
|---|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|--------------|
| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | |
| Lost and Found | | 1 | | 1 | | 1 | | | 2 | 2 | | 1 | 8 |
| Airport/TSA | | 1 | | 1 | | 1 | | | 2 | 2 | | 1 | 8 |
| Mishandling of Passenger Property | 45 | 52 | 77 | 56 | 44 | 39 | 10 | 22 | 33 | 39 | 37 | 23 | 477 |
| Damaged/Missing Items--Carry-on Luggage | 8 | 11 | 4 | 4 | 5 | 5 | | | 4 | 5 | 2 | 3 | 51 |
| Damaged/Missing Items--Checked Baggage | 34 | 41 | 64 | 46 | 32 | 32 | 9 | 18 | 27 | 26 | 27 | 17 | 373 |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 3 | | 8 | 6 | 7 | 2 | 1 | 4 | 2 | 8 | 8 | 3 | 52 |
| Patdown | 8 | 7 | 12 | 3 | 8 | 10 | 12 | 11 | 4 | 10 | 5 | 7 | 97 |
| Children | | | | | | | | 1 | | | | 1 | 2 |
| Flyer | 6 | 6 | 11 | 3 | 8 | 9 | 11 | 8 | 3 | 9 | 4 | 6 | 84 |
| Flyer as Observer | 1 | | | | | 1 | 1 | 2 | | 1 | 1 | | 7 |
| Non-Flyer | 1 | 1 | 1 | | | | | | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) | 3 | 2 | 3 | 3 | 4 | 4 | 5 | 11 | 9 | 6 | 6 | 7 | 63 |
| Breast Cancer | | | | | | | | | 1 | 1 | | | 2 |
| Cancer (general) Not Breast Cancer | 1 | | | | | | | 1 | | | | | 2 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | | 1 | | 1 |
| Diabetes | 1 | | | | | 1 | 1 | 2 | 1 | 1 | 1 | | 8 |
| Diapers/Garments/Dressings/Masks | | | | | | | | | 1 | | 1 | | 2 |
| General | | | | 1 | 1 | | | 1 | 2 | | 1 | 1 | 7 |
| Hearing Impairment | | | | | 1 | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | | | | | 1 | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | 1 | 2 | | | | 1 | 5 |
| Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | 1 | | 1 | | 3 | | 2 | | | 8 |
| Ostomy/Ostomates | | | | | | 1 | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | 1 | | | | | | | | 1 |
| Service Animals | | | | | | | | | | | | 3 | 3 |
| Touch Aversion (pain/trauma) | | 1 | | | | | 1 | | | 1 | | | 3 |
| Visual Impairment | | | 1 | | | | | | 1 | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | 2 | 1 | | 1 | 2 | 1 | 1 | 1 | 2 | 2 | 13 |
| Wounded Warrior | 1 | | | | | | | | 1 | | | | 2 |
| Prohibited & Permitted Items | | 1 | 1 | | | | | | 5 | 1 | | 1 | 9 |
| Alcohol and Tobacco | | | | | | | | | | 1 | | | 1 |
| Breast Milk/Baby Formula/Breast Pump | | | | | | | | | 2 | | | | 2 |
| Firearm/Ammunition | | | 1 | | | | | | | | | | 1 |
| Food/Beverages | | 1 | | | | | | | | | | 1 | 2 |
| General | | | | | | | | | 1 | | | | 1 |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | | 1 | | | | 1 |
| Remains | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | 12 | 12 | 18 | 20 | 13 | 14 | 89 |
| Damaged Items - Carry-On | | | | | | | 1 | 1 | | | 2 | 1 | 5 |
| Damaged Items - Checked | | | | | | | 5 | 2 | 5 | 6 | 5 | 7 | 30 |
| Missing Items - Carry-On | | | | | | | 2 | 1 | 2 | 3 | 3 | 1 | 12 |
| Missing Items - Checked | | | | | | | 4 | 8 | 11 | 11 | 3 | 5 | 42 |
| Request for Assistance | | | | | | | | | 1 | 1 | 1 | 1 | 4 |
| Other | | | | | | | | | 1 | 1 | 1 | | 3 |
| Wounded Warrior (MSIJSOC) | | | | | | | | | | | | 1 | 1 |
| Screening | 16 | 9 | 13 | 17 | 11 | 10 | 7 | 8 | 14 | 18 | 10 | 16 | 149 |
| Crew Member or Airline Employee | | | | | | | | | | | 1 | | 1 |
| Inconsistency | | 1 | 2 | 1 | | 1 | | | 3 | 2 | | 1 | 11 |
| Lengthy Lines | 2 | 1 | 2 | | 1 | | 1 | 1 | 6 | 4 | 2 | 2 | 22 |
| Procedures/Process | 13 | 5 | 7 | 16 | 10 | 9 | 6 | 7 | 3 | 10 | 6 | 12 | 104 |
| Retrieving Abandoned/Confiscated Items | 1 | 1 | 1 | | | | | | 1 | 2 | 1 | 1 | 8 |
| Security Breach | | 1 | 1 | | | | | | 1 | | | | 3 |
| TSA Contact Information | | | 1 | | | | | | | | | | 1 |
| General | | | 1 | | | | | | | | | | 1 |
| 2018 | 137 | 136 | 125 | 153 | 104 | 112 | 108 | 141 | 126 | 159 | 146 | 97 | 1,544 |
| Advanced Imaging Technology (AIT) | | | | | | | 1 | 1 | | | | | 2 |
| Flyer | | | | | | | | 1 | | | | | 1 |
| Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Civil Rights | 3 | 2 | 7 | 4 | 4 | 1 | 2 | 3 | 1 | 6 | 2 | 4 | 39 |
| Age | | | | | 1 | | | 1 | 1 | | | | 3 |
| Constitutional Rights | | | 1 | | | | | | | | | 1 | 2 |
| Hair Patdowns | | | | | | 1 | | 1 | | 1 | | | 3 |
| Perceived Religion | | | 1 | | | | | | | 1 | | | 2 |
| Racial Profiling or Discrimination | 3 | 2 | 5 | 2 | 3 | | 2 | | | 3 | 2 | 1 | 23 |
| Sex/Gender/Gender Identity- Not Transgender | | | | 2 | | | | 1 | | 1 | | 1 | 5 |
| Transgender Screening | | | | | | | | | | | | 1 | 1 |
| Customer Service | 33 | 31 | 31 | 35 | 27 | 29 | 31 | 32 | 32 | 45 | 27 | 25 | 378 |
| Others | 5 | 4 | 4 | 7 | 4 | 9 | 10 | 7 | 11 | 14 | 10 | 9 | 94 |
| TSO | 28 | 27 | 27 | 28 | 23 | 20 | 21 | 25 | 21 | 31 | 17 | 16 | 284 |
| Identification (ID) Requirements | | | | | | | | | 1 | | | | 1 |
| Domestic | | | | | | | | | 1 | | | | 1 |
| Locks | 7 | 5 | 4 | 4 | 4 | 3 | 2 | 4 | 8 | 2 | 6 | 4 | 53 |
| General | 1 | | 1 | | | | 1 | | 1 | | | | 4 |
| Missing or Damaged Lock | 6 | 5 | 3 | 4 | 4 | 3 | 1 | 4 | 7 | 2 | 6 | 4 | 49 |
| Lost and Found | 2 | | | 2 | 3 | | 2 | | 1 | 3 | 3 | | 16 |
| Airport/TSA | 2 | | | 2 | 3 | | 2 | | 1 | 3 | 3 | | 16 |
| Mishandling of Passenger Property | 31 | 29 | 24 | 39 | 23 | 25 | 14 | 22 | 18 | 29 | 33 | 19 | 306 |
| Damaged/Missing Items--Carry-on Luggage | 3 | 4 | 2 | 2 | 3 | 2 | 1 | 3 | | 2 | 4 | 1 | 27 |
| Damaged/Missing Items--Checked Baggage | 22 | 20 | 18 | 36 | 18 | 17 | 9 | 15 | 14 | 25 | 22 | 14 | 230 |
| Damaged/Missing Items--Unspecified Luggage | 1 | 1 | | | 1 | | | | 1 | 1 | 1 | | 6 |
| Disarrayed Items--Carry-on or Checked | 5 | 4 | 4 | 1 | 1 | 6 | 4 | 4 | 3 | 1 | 6 | 4 | 43 |
| Patdown | 11 | 7 | 11 | 4 | 5 | 10 | 5 | 9 | 12 | 8 | 13 | 6 | 101 |
| Children | | | | | | | | | | | 1 | 1 | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|------------|-----------|------------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Flyer | 10 | 7 | 9 | 4 | 3 | 6 | 5 | 7 | 11 | 7 | 9 | 5 | 83 |
| Flyer as Observer | 1 | | 1 | | 1 | 4 | | 2 | 1 | | 1 | | 11 |
| General | | | 1 | | | | | | | | | | 1 |
| Non-Flyer | | | | | 1 | | | | | 1 | 2 | | 4 |
| Persons w/ Disabilities (PWD) | 9 | 11 | 8 | 6 | 8 | 7 | 7 | 14 | 9 | 15 | 13 | 5 | 112 |
| Autism Spectrum | | 1 | | | | | | | 1 | | | | 2 |
| Breast Cancer | | | | | | | 1 | | | | 1 | | 2 |
| Cancer (general) Not Breast Cancer | | | | | | | | | 1 | | 1 | | 2 |
| Cognitive /Developmental /Mental Disability | | 2 | | | | | 1 | | | | | | 3 |
| Diabetes | | 2 | 1 | 2 | | | 1 | | 2 | | 1 | 1 | 10 |
| Diapers/Garments/Dressings/Masks | | 1 | | | | | | | | | | | 1 |
| General | 1 | 1 | | 1 | 1 | 1 | | | 1 | 4 | 2 | | 12 |
| Hearing Impairment | 1 | | | | 1 | | | | | | | | 2 |
| Internal Medical Devices | | | | | | | | | | 1 | | | 1 |
| Medical Devices - Attached to the Body | | | | | | | 1 | 1 | | | | | 2 |
| Medically Necessary Medication and Medical | 1 | | 1 | 1 | | 1 | | 1 | | 1 | | | 6 |
| Metal Implants (joint) | 1 | | | | | | | 1 | | 1 | 2 | | 5 |
| Mobility Disability (Not Wheelchair or Scooter | 3 | 1 | 1 | | 1 | | 1 | 3 | 2 | 1 | 4 | 2 | 19 |
| Ostomy/Ostomates | | | | | | | | 1 | | 1 | | | 2 |
| Prosthesis/Amputees and Casts | | 1 | | | 1 | 1 | | 1 | | 1 | | | 5 |
| Respiratory and Inhaler Equipment | | | | | | | | 1 | | | | | 1 |
| Service Animals | | 1 | | | | | | 2 | | | | | 3 |
| Touch Aversion (pain/trauma) | | | 2 | | 2 | 2 | 1 | | 1 | | | | 8 |
| Visual Impairment | | | | | 1 | | | | | 1 | | | 2 |
| Wheelchair/ Scooter/ Segway | 2 | 1 | 3 | 2 | 1 | 1 | 1 | 3 | 1 | 4 | 2 | 2 | 23 |
| Wounded Warrior | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 25 | 21 | 27 | 29 | 10 | 19 | 22 | 20 | 15 | 22 | 22 | 17 | 249 |
| Damaged Items - Carry-On | 2 | 2 | | | | | 2 | | 2 | 1 | 1 | | 10 |
| Damaged Items - Checked | 6 | 9 | 6 | 6 | 2 | 5 | 3 | 6 | 5 | 7 | 10 | 6 | 71 |
| Missing Items - Carry-On | 6 | 7 | 7 | 13 | 4 | 8 | 7 | 5 | 4 | 2 | 2 | 6 | 71 |
| Missing Items - Checked | 11 | 3 | 14 | 10 | 4 | 6 | 10 | 9 | 4 | 12 | 9 | 5 | 97 |
| Request for Assistance | 1 | | | 2 | 2 | | | | | | | | 5 |
| Other | 1 | | | 2 | 1 | | | | | | | | 4 |
| Wounded Warrior (MSIJSOC) | | | | | 1 | | | | | | | | 1 |
| Screening | 15 | 30 | 13 | 28 | 18 | 18 | 22 | 36 | 29 | 29 | 27 | 17 | 282 |
| Children | | | | | | | | 1 | | 2 | | | 3 |
| Crew Member or Airline Employee | | | | | | | | | | | 1 | | 1 |
| Inconsistency | 1 | 3 | 2 | 1 | 1 | 1 | 2 | | 3 | 1 | 1 | 1 | 17 |
| Lengthy Lines | 4 | 7 | 4 | 5 | 2 | 3 | 3 | 13 | 6 | 8 | 3 | 3 | 61 |
| Procedures/Process | 10 | 20 | 7 | 19 | 14 | 13 | 17 | 21 | 20 | 17 | 15 | 11 | 184 |
| Retrieving Abandoned/Confiscated Items | | | | 3 | 1 | | | 1 | | | 5 | | 10 |
| Security Breach | | | | | | 1 | | | | 1 | 2 | 2 | 6 |
| 2019 | 136 | 88 | 115 | 75 | 89 | 99 | 91 | | | | | | 693 |
| Advanced Imaging Technology (AIT) | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Civil Rights | 9 | 5 | 6 | 4 | 5 | 5 | 3 | | | | | | 37 |
| Age | | | | 1 | | | | | | | | | 1 |
| Hair Patdowns | 1 | | | | 1 | | | | | | | | 2 |
| Perceived Religion | 1 | 1 | | | | | | | | | | | 2 |
| Racial Profiling or Discrimination | 3 | 2 | 1 | 2 | 2 | 1 | | | | | | | 11 |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | 1 | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 3 | 2 | 5 | 1 | 2 | 3 | 1 | | | | | | 17 |
| Transgender Screening | 1 | | | | | 1 | 1 | | | | | | 3 |
| Customer Service | 30 | 18 | 33 | 12 | 18 | 18 | 17 | | | | | | 146 |
| Others | 7 | 3 | 1 | | | 1 | 1 | | | | | | 13 |
| TSO | 23 | 15 | 32 | 12 | 18 | 17 | 16 | | | | | | 133 |
| Identification (ID) Requirements | | | | | | | 1 | | | | | | 1 |
| Domestic | | | | | | | 1 | | | | | | 1 |
| Locks | 5 | 7 | 3 | 3 | 5 | 3 | 2 | | | | | | 28 |
| Missing or Damaged Lock | 5 | 7 | 3 | 3 | 5 | 3 | 2 | | | | | | 28 |
| Lost and Found | 1 | | | | | 1 | | | | | | | 2 |
| Airport/TSA | 1 | | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | 25 | 12 | 17 | 17 | 22 | 14 | 19 | | | | | | 126 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | 1 | 1 | 1 | | | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | 24 | 11 | 14 | 16 | 18 | 9 | 13 | | | | | | 105 |
| Disarrayed Items--Carry-on or Checked | | 1 | 2 | | 3 | 5 | 6 | | | | | | 17 |
| Patdown | 8 | 4 | 7 | 1 | 6 | 4 | 4 | | | | | | 34 |
| Children | | | 1 | | | | | | | | | | 1 |
| Flyer | 7 | 4 | 6 | 1 | 5 | 3 | 4 | | | | | | 30 |
| Flyer as Observer | | | | | 1 | | | | | | | | 1 |
| General | | | | | | 1 | | | | | | | 1 |
| Non-Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 17 | 8 | 9 | 7 | 3 | 8 | 3 | | | | | | 55 |
| Breast Cancer | | | 1 | | | 1 | | | | | | | 2 |
| Diabetes | 2 | | | 1 | 1 | | 1 | | | | | | 5 |
| General | | | 2 | 1 | | 3 | | | | | | | 6 |
| Internal Medical Devices | | | | | | | 1 | | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | 1 | | | | | | | | | | | 2 |
| Metal Implants (joint) | 2 | 1 | 1 | | | | | | | | | | 4 |
| Mobility Disability (Not Wheelchair or Scooter | 3 | 3 | 1 | 3 | | 2 | | | | | | | 12 |
| Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Respiratory and Inhaler Equipment | 2 | 1 | | 1 | | | | | | | | | 4 |
| Service Animals | 1 | | | | 1 | | | | | | | | 2 |
| Touch Aversion (pain/trauma) | 1 | 1 | | 1 | | 1 | | | | | | | 4 |
| Wheelchair/ Scooter/ Segway | 5 | 1 | 2 | | 1 | 1 | 1 | | | | | | 11 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Wounded Warrior | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 19 | 18 | 20 | 24 | 13 | 21 | 21 | | | | | | 136 |
| Damaged Items - Carry-On | | | 4 | | 1 | 3 | 1 | | | | | | 9 |
| Damaged Items - Checked | 8 | 5 | 4 | 11 | 5 | 6 | 6 | | | | | | 45 |
| Missing Items - Carry-On | 4 | 4 | 2 | 2 | 1 | 3 | 6 | | | | | | 22 |
| Missing Items - Checked | 7 | 9 | 10 | 11 | 6 | 9 | 8 | | | | | | 60 |
| Request for Assistance | 1 | 1 | | | | | 1 | | | | | | 3 |
| Other | 1 | 1 | | | | | 1 | | | | | | 3 |
| Screening | 21 | 15 | 20 | 7 | 17 | 24 | 20 | | | | | | 124 |
| Children | | | 1 | | | | | | | | | | 1 |
| Inconsistency | | 2 | 1 | 1 | 1 | | | | | | | | 5 |
| International Screening | | | 1 | | | | | | | | | | 1 |
| Lengthy Lines | 6 | 1 | 1 | | 3 | 2 | 5 | | | | | | 18 |
| Procedures/Process | 13 | 11 | 15 | 6 | 13 | 20 | 11 | | | | | | 89 |
| Retrieving Abandoned/Confiscated Items | 2 | 1 | | | | 1 | 2 | | | | | | 6 |
| Security Breach | | | 1 | | | 1 | 2 | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| DFW | 418 | 405 | 430 | 465 | 422 | 534 | 527 | 426 | 415 | 391 | 407 | 347 | 5,187 | |
| 2016 | | | | 113 | 93 | 133 | 117 | 167 | 133 | 110 | 129 | 105 | 1,100 | |
| Civil Rights | | | | 4 | 5 | 2 | 2 | 1 | 4 | 4 | 6 | 4 | 32 | |
| General Complaint and Discrimination | | | | 2 | 1 | | | | | | | | 3 | |
| Headwear | | | | | | | | | 1 | | | | 1 | |
| National Origin | | | | | | | 1 | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | 1 | 2 | 2 | 1 | 1 | 2 | 4 | 5 | 3 | 21 | |
| Screening of Religious Cultural and Ceremonial Items | | | | | 2 | | | | | | | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | 1 | 1 | 3 | |
| Transgender Screening | | | | 1 | | | | | | | | | 1 | |
| Customer Service | | | | 33 | 22 | 46 | 32 | 50 | 30 | 27 | 29 | 28 | 297 | |
| CSM | | | | | | 1 | | | 1 | | | | 2 | |
| Others | | | | 7 | 4 | 9 | 15 | 19 | 7 | 3 | 4 | 4 | 72 | |
| TSO | | | | 26 | 18 | 36 | 17 | 31 | 22 | 24 | 25 | 24 | 223 | |
| Identification (ID) Requirements | | | | | | | | | | | | 1 | 1 | |
| Minors Domestic | | | | | | | | | | | | 1 | 1 | |
| Locks | | | | 5 | 6 | 5 | 1 | 12 | 6 | 5 | 7 | 8 | 55 | |
| General | | | | | | | | 2 | | | 1 | | 3 | |
| Missing or Damaged Lock | | | | 5 | 6 | 5 | 1 | 10 | 6 | 5 | 6 | 8 | 52 | |
| Lost and Found | | | | | | 2 | | | 2 | | | | 4 | |
| Airport/TSA | | | | | | 2 | | | 2 | | | | 4 | |
| Mishandling of Passenger Property | | | | 59 | 43 | 60 | 45 | 53 | 57 | 49 | 61 | 44 | 471 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 8 | 6 | 7 | 9 | 6 | 12 | 10 | 6 | 9 | 73 | |
| Damaged/Missing Items--Checked Baggage | | | | 47 | 30 | 51 | 34 | 42 | 42 | 37 | 53 | 34 | 370 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | 3 | | | | | | | | 3 | |
| Disarrayed Items--Carry-on or Checked | | | | 4 | 4 | 2 | 2 | 5 | 3 | 2 | 2 | 1 | 25 | |
| Patdown | | | | 1 | 3 | 2 | 2 | 1 | 11 | 6 | 7 | 4 | 37 | |
| Children | | | | | | | | | | 1 | | | 1 | |
| Flyer | | | | 1 | 3 | 2 | 2 | 1 | 10 | 4 | 6 | 3 | 32 | |
| Flyer as Observer | | | | | | | | | 1 | 1 | | 1 | 3 | |
| Non-Flyer | | | | | | | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 2 | | 3 | 6 | 3 | 5 | 5 | 3 | 4 | 31 | |
| Cancer (general) Not Breast Cancer | | | | | | | | | | | | 1 | 1 | |
| Diabetes | | | | | | | 1 | | 1 | | | | 2 | |
| General | | | | | | | | | | 1 | 1 | | 2 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | 1 | | 2 | 1 | 1 | 6 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | 1 | 2 | | 2 | | | 1 | 7 | |
| Ostomy/Ostomates | | | | | | | | | | | 1 | | 1 | |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | 1 | | | 2 | |
| Respiratory and Inhaler Equipment | | | | | | | 1 | | | | | | 1 | |
| Service Animals | | | | | | | | | 1 | | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 | |
| Visual Impairment | | | | | | | | | 1 | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | | 1 | 1 | 1 | | 1 | | 1 | 6 | |
| Prohibited & Permitted Items | | | | | | | 1 | | | | | | 1 | |
| Food/Beverages | | | | | | | 1 | | | | | | 1 | |
| Request for Assistance | | | | | | | | | | 2 | | | 2 | |
| Other | | | | | | | | | | 2 | | | 2 | |
| Screening | | | | 9 | 14 | 13 | 28 | 47 | 18 | 12 | 16 | 12 | 169 | |
| Crew Member or Airline Employee | | | | | 1 | | | | 1 | 1 | | | 3 | |
| Inconsistency | | | | | 2 | 1 | 3 | 2 | 1 | 1 | 2 | 3 | 15 | |
| Lengthy Lines | | | | 2 | 6 | 3 | 19 | 24 | 2 | 1 | 1 | | 58 | |
| Procedures/Process | | | | 7 | 4 | 9 | 6 | 20 | 11 | 9 | 11 | 7 | 84 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | | 1 | |
| Security Breach | | | | | 1 | | | 1 | 2 | | 2 | 2 | 8 | |
| 2017 | 115 | 119 | 137 | 135 | 104 | 140 | 124 | 122 | 135 | 136 | 127 | 150 | 1,544 | |
| Advanced Imaging Technology (AIT) | | | | | | 1 | | | 1 | 2 | | | 4 | |
| Flyer | | | | | | 1 | | | 1 | 2 | | | 4 | |
| Civil Rights | 4 | 2 | 3 | 5 | 5 | 3 | 6 | 2 | 3 | 4 | 2 | 4 | 43 | |
| Hair Patdowns | | | | | | | | | | 1 | | | 1 | |
| Headwear | | | | | 1 | | | | | | | | 1 | |
| National Origin | | | | | 1 | | 1 | | | | | | 2 | |
| Perceived Religion | 1 | | | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | 3 | 2 | 3 | 4 | 2 | 3 | 4 | 1 | 3 | 3 | 2 | 4 | 34 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | 1 | | | | | | 2 | |
| Sexual Orientation - Not Transgender | | | | | 1 | | | 1 | | | | | 2 | |
| Customer Service | 29 | 25 | 30 | 33 | 18 | 39 | 32 | 26 | 39 | 33 | 41 | 32 | 377 | |
| CSM | | 1 | | 2 | | | | | | | | | 3 | |
| Others | 6 | 1 | | 4 | | 1 | 6 | 3 | 4 | 1 | 6 | 4 | 36 | |
| TSO | 23 | 23 | 30 | 27 | 18 | 38 | 26 | 23 | 35 | 32 | 35 | 28 | 338 | |
| Human Capital | | | 1 | | | | | | | | | | 1 | |
| Prospective Employment with TSA | | | 1 | | | | | | | | | | 1 | |
| Identification (ID) Requirements | | | 2 | | | | | | | 2 | | | 4 | |
| Domestic | | | 2 | | | | | | | 2 | | | 4 | |
| Locks | 5 | 6 | 5 | 6 | 6 | 4 | 7 | 9 | 8 | 7 | 3 | 10 | 76 | |
| General | | 1 | | | | 1 | | 1 | | 1 | | | 4 | |
| Missing or Damaged Lock | 5 | 5 | 5 | 6 | 6 | 3 | 7 | 8 | 8 | 6 | 3 | 10 | 72 | |
| Lost and Found | 4 | 1 | 1 | | | | 1 | | 2 | | 1 | | 10 | |
| Airport/TSA | 4 | 1 | 1 | | | | 1 | | 2 | | 1 | | 10 | |
| Mishandling of Passenger Property | 48 | 56 | 63 | 71 | 62 | 72 | 42 | 41 | 33 | 36 | 46 | 44 | 614 | |
| Damaged/Missing Items--Carry-on Luggage | 8 | 7 | 4 | 6 | 5 | 12 | 4 | | 4 | 5 | 3 | 2 | 60 | |
| Damaged/Missing Items--Checked Baggage | 36 | 46 | 55 | 59 | 53 | 54 | 30 | 32 | 26 | 29 | 35 | 38 | 493 | |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | 1 | 2 | 2 | | 2 | | | | | 8 | |
| Disarrayed Items--Carry-on or Checked | 4 | 3 | 3 | 5 | 2 | 4 | 8 | 7 | 3 | 2 | 8 | 4 | 53 | |
| Patdown | 4 | 5 | 7 | 3 | 2 | 5 | 2 | 6 | 11 | 3 | 4 | 3 | 55 | |

| Airport, Fiscal Year, Category | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | Total |
|--|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|--------------|
| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | |
| Flyer | 3 | 4 | 7 | 3 | 2 | 4 | 2 | 5 | 8 | 3 | 4 | 2 | 47 |
| Flyer as Observer | 1 | | | | | | | 1 | 3 | | | 1 | 6 |
| Non-Flyer | | 1 | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 6 | 5 | 2 | 2 | 2 | 4 | 5 | 6 | 2 | 12 | 2 | 6 | 54 |
| Autism Spectrum | 1 | | | | | | | | | | | 1 | 2 |
| Diabetes | 1 | | | | | | 1 | 1 | 1 | 2 | | | 6 |
| Diapers/Garments/Dressings/Masks | | | | | | | | | | 1 | | 1 | 2 |
| General | | 1 | | | | | | 1 | | 1 | 1 | | 4 |
| Hearing Impairment | | | | | | 1 | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | | | | | 1 | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | 3 | | | 1 | 1 | | | 1 | | | 1 | 9 |
| Metal Implants (joint) | 1 | | | | | 1 | | 1 | | 4 | | 2 | 9 |
| Mobility Disability (Not Wheelchair or Scooter | 1 | | 2 | | 1 | 1 | 2 | | | 2 | | | 9 |
| Ostomy/Ostomates | | | | | | | | | | 1 | | | 1 |
| Prosthesis/Amputees and Casts | | 1 | | 1 | | | | | | | | | 2 |
| Respiratory and Inhaler Equipment | | | | | | | | 1 | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | 1 | 1 | | | 1 | | 3 |
| Wheelchair/ Scooter/ Segway | 1 | | | 1 | | | 1 | | | | | 1 | 4 |
| Prohibited & Permitted Items | | | | | | | | | 1 | 3 | | | 4 |
| Electronic Devices | | | | | | | | | | 1 | | | 1 |
| Firearm/Ammunition | | | | | | | | | 1 | 1 | | | 2 |
| Lighters/Matches | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | 17 | 17 | 19 | 20 | 18 | 26 | 117 |
| Damaged Items - Carry-On | | | | | | | 3 | 1 | 2 | 2 | 1 | 2 | 11 |
| Damaged Items - Checked | | | | | | | 3 | 4 | 5 | 9 | 5 | 5 | 31 |
| Missing Items - Carry-On | | | | | | | 3 | 3 | | | 4 | 5 | 15 |
| Missing Items - Checked | | | | | | | 8 | 9 | 12 | 9 | 8 | 14 | 60 |
| Request for Assistance | | | | | | 1 | 1 | | 2 | | | | 4 |
| Other | | | | | | | 1 | | 1 | | | | 2 |
| Wounded Warrior (MSIJSOC) | | | | | | 1 | | | 1 | | | | 2 |
| Screening | 15 | 19 | 23 | 14 | 9 | 11 | 11 | 15 | 14 | 14 | 10 | 25 | 180 |
| Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 |
| Inconsistency | 2 | 4 | 2 | | 1 | | 4 | 2 | 1 | 2 | 1 | 1 | 20 |
| International Screening | | | | | | | | | | 1 | | | 1 |
| Lengthy Lines | 5 | 3 | 3 | | 1 | 4 | 2 | 3 | 1 | 2 | 2 | 6 | 32 |
| Military | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | 8 | 11 | 16 | 12 | 6 | 6 | 5 | 9 | 11 | 8 | 7 | 16 | 115 |
| Retrieving Abandoned/Confiscated Items | | | 1 | 1 | 1 | 1 | | | 1 | 1 | | | 6 |
| Security Breach | | | 1 | 1 | | | | 1 | | | | 1 | 4 |
| TSA Contact Information | | | | 1 | | | | | | | | | 1 |
| General | | | | 1 | | | | | | | | | 1 |
| 2018 | 158 | 156 | 152 | 121 | 120 | 138 | 143 | 137 | 147 | 145 | 151 | 92 | 1,660 |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | 1 |
| Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 6 | 7 | 5 | 3 | 8 | 4 | 7 | 3 | 5 | 8 | 4 | 4 | 64 |
| Age | | | | | | | | | 1 | | | | 1 |
| National Origin | 1 | 1 | | | | | | | | | 1 | | 3 |
| Perceived Religion | | | | | 2 | 2 | | | | | | 1 | 5 |
| Racial Profiling or Discrimination | 4 | 4 | 5 | 2 | 6 | 2 | 4 | 3 | 4 | 6 | 2 | 3 | 45 |
| Screening of Religious or Cultural Garments | | | | | | | 1 | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | 1 | | | 2 | 1 | | 5 |
| Sexual Orientation - Not Transgender | | 1 | | | | | | | | | | | 1 |
| Transgender Screening | 1 | | | 1 | | | 1 | | | | | | 3 |
| Customer Service | 38 | 40 | 39 | 35 | 33 | 28 | 43 | 31 | 38 | 55 | 47 | 25 | 452 |
| Others | 3 | 4 | 4 | 4 | 3 | 4 | 2 | 3 | 2 | 4 | 5 | 3 | 41 |
| TSO | 35 | 36 | 35 | 31 | 30 | 24 | 41 | 28 | 36 | 51 | 42 | 22 | 411 |
| Locks | 12 | 7 | 9 | 3 | 5 | 4 | 7 | 6 | 5 | 4 | 5 | 6 | 73 |
| General | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | 12 | 7 | 9 | 3 | 5 | 4 | 7 | 5 | 5 | 4 | 5 | 6 | 72 |
| Lost and Found | | 2 | | | 1 | | 1 | 1 | 2 | 1 | 2 | 1 | 11 |
| Airport/TSA | | 2 | | | 1 | | 1 | 1 | 2 | 1 | 2 | 1 | 11 |
| Mishandling of Passenger Property | 31 | 33 | 35 | 31 | 16 | 31 | 25 | 27 | 29 | 22 | 28 | 18 | 326 |
| Damaged/Missing Items--Carry-on Luggage | 3 | 3 | 6 | 2 | | | 2 | 5 | 3 | | 1 | 4 | 29 |
| Damaged/Missing Items--Checked Baggage | 23 | 25 | 23 | 28 | 15 | 23 | 19 | 19 | 21 | 21 | 24 | 12 | 253 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | 1 | 1 | 3 |
| Disarrayed Items--Carry-on or Checked | 5 | 5 | 6 | 1 | 1 | 8 | 3 | 3 | 5 | 1 | 2 | 1 | 41 |
| Patdown | 4 | 4 | 3 | 6 | 8 | 5 | 6 | 5 | 4 | 7 | 2 | 2 | 56 |
| Children | | | | | | | 1 | | | | | | 1 |
| Flyer | 3 | 4 | 3 | 3 | 8 | 4 | 5 | 4 | 4 | 6 | 2 | 2 | 48 |
| Flyer as Observer | 1 | | | | | 1 | | 1 | | 1 | | | 4 |
| General | | | | 1 | | | | | | | | | 1 |
| Non-Flyer | | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 11 | 8 | 7 | 3 | 5 | 5 | 8 | 6 | 7 | 6 | 1 | 4 | 71 |
| Breast Cancer | 1 | | | | | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | 1 | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | 1 | | | | | | | 1 |
| Diabetes | | | | | | | 1 | | | 1 | | | 2 |
| General | | 1 | | | | | | | 1 | | | | 2 |
| Hearing Impairment | | | | | | | | | 1 | 1 | | | 2 |
| Internal Medical Devices | 1 | | 2 | | 1 | | | | | | 1 | | 5 |
| Medical Devices - Attached to the Body | 1 | | | | | | 1 | | | | | | 2 |
| Medically Necessary Medication and Medical | 4 | 1 | | | 2 | | | | 1 | 1 | | | 9 |
| Metal Implants (joint) | | | | | | 2 | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter | 3 | 1 | 2 | 2 | 1 | 1 | 3 | 2 | 2 | | | | 17 |
| Ostomy/Ostomates | | | | | | | | 1 | | | | 1 | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|------------|------------|------------|-----------|------------|------------|------------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Prosthesis/Amputees and Casts | | 1 | | | | 1 | | | 1 | | | | 3 |
| Service Animals | | | | | | | 1 | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | 1 | | | | | | | | | | 1 |
| Visual Impairment | | | | | | | | 1 | | | | 1 | 2 |
| Wheelchair/ Scooter/ Segway | 1 | 4 | 2 | | 1 | | 2 | 2 | 1 | 3 | | 2 | 18 |
| Property - Special Handling | 19 | 21 | 29 | 12 | 22 | 22 | 15 | 20 | 31 | 19 | 35 | 16 | 261 |
| Damaged Items - Carry-On | 4 | 3 | 5 | 1 | 4 | 4 | 2 | 2 | 4 | 5 | 7 | 7 | 48 |
| Damaged Items - Checked | 6 | 6 | 8 | 5 | 5 | 3 | 5 | 5 | 8 | 4 | 16 | 3 | 74 |
| Missing Items - Carry-On | 2 | 1 | 3 | 3 | | 3 | 3 | 3 | 3 | 3 | 1 | 1 | 26 |
| Missing Items - Checked | 7 | 11 | 13 | 3 | 13 | 12 | 5 | 10 | 16 | 7 | 11 | 5 | 113 |
| Request for Assistance | | | | 1 | | | | | | 1 | 1 | | 3 |
| Other | | | | 1 | | | | | | 1 | | | 2 |
| Wounded Warrior (MSIJSOC) | | | | | | | | | | | 1 | | 1 |
| Screening | 37 | 33 | 25 | 27 | 22 | 39 | 31 | 38 | 26 | 22 | 26 | 16 | 342 |
| Children | | | | 1 | | | | | | | | | 1 |
| Crew Member or Airline Employee | | | | 1 | 1 | | | | 1 | | 1 | 1 | 5 |
| Inconsistency | | 2 | 1 | | | 4 | 2 | 1 | 2 | | | 2 | 14 |
| Lengthy Lines | 20 | 20 | 6 | 8 | 9 | 9 | 8 | 15 | 6 | 9 | 6 | 2 | 118 |
| Procedures/Process | 16 | 11 | 17 | 15 | 12 | 23 | 19 | 20 | 16 | 13 | 16 | 10 | 188 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | 2 | 1 | | 1 | | | 1 | 6 |
| Security Breach | 1 | | | 2 | | 1 | 1 | 2 | | | 3 | | 10 |
| 2019 | 145 | 130 | 141 | 96 | 105 | 123 | 143 | | | | | | 883 |
| Advanced Imaging Technology (AIT) | | 1 | 1 | | | | | | | | | | 2 |
| Flyer | | 1 | 1 | | | | | | | | | | 2 |
| Civil Rights | 7 | 10 | 6 | 5 | 5 | 4 | 8 | | | | | | 45 |
| Age | | 1 | | | | | | | | | | | 1 |
| Constitutional Rights | 1 | | | | | 1 | | | | | | | 2 |
| Hair Patdowns | 1 | 1 | | | | | | | | | | | 2 |
| National Origin | | 1 | | | | | | | | | | | 1 |
| Perceived Religion | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 3 | 5 | 4 | 3 | 2 | 1 | 5 | | | | | | 23 |
| Screening of Religious Cultural and Ceremoni | 1 | | | | | | | | | | | | 1 |
| Screening of Religious or Cultural Garments | | | | | | 1 | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | 1 | 2 | 1 | 3 | 1 | 3 | | | | | | 12 |
| Sexual Orientation - Not Transgender | | | | 1 | | | | | | | | | 1 |
| Customer Service | 42 | 40 | 39 | 29 | 24 | 34 | 30 | | | | | | 238 |
| Others | 3 | 3 | 4 | 4 | | 1 | 2 | | | | | | 17 |
| TSO | 39 | 37 | 35 | 25 | 24 | 33 | 28 | | | | | | 221 |
| Locks | 6 | 10 | 2 | 2 | 7 | 8 | 5 | | | | | | 40 |
| Missing or Damaged Lock | 6 | 10 | 2 | 2 | 7 | 8 | 5 | | | | | | 40 |
| Lost and Found | | | 1 | 1 | 3 | 2 | | | | | | | 7 |
| Airport/TSA | | | 1 | 1 | 3 | 2 | | | | | | | 7 |
| Mishandling of Passenger Property | 32 | 18 | 25 | 20 | 12 | 18 | 34 | | | | | | 159 |
| Damaged/Missing Items--Carry-on Luggage | 2 | 1 | 4 | 5 | 1 | 3 | 4 | | | | | | 20 |
| Damaged/Missing Items--Checked Baggage | 19 | 14 | 21 | 11 | 11 | 13 | 24 | | | | | | 113 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 11 | 3 | | 4 | | 1 | 6 | | | | | | 25 |
| Patdown | 5 | 4 | 3 | 1 | 2 | 4 | 5 | | | | | | 24 |
| Flyer | 5 | 4 | 2 | 1 | 2 | 4 | 5 | | | | | | 23 |
| Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 8 | 11 | 9 | 4 | 8 | 12 | | | | | | 57 |
| Autism Spectrum | | | 1 | | | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | 1 | | | | 1 | | | | | | | | 2 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | 1 | | | | | | 2 |
| Diabetes | 2 | | 1 | | 1 | 1 | 2 | | | | | | 7 |
| General | 1 | | | | | | | | | | | | 1 |
| Hearing Impairment | | | | | | 1 | | | | | | | 1 |
| Internal Medical Devices | | | | | | 1 | 1 | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | 2 | | | 1 | | | | | | 3 |
| Metal Implants (joint) | | | 3 | 1 | | 3 | | | | | | | 7 |
| Mobility Disability (Not Wheelchair or Scooter) | | 4 | 2 | 1 | | 2 | 3 | | | | | | 12 |
| Ostomy/Ostomates | | 1 | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | 1 | 3 | 1 | | | | 1 | | | | | | 6 |
| Service Animals | | | | 1 | 1 | | 1 | | | | | | 3 |
| Touch Aversion (pain/trauma) | | | | | | | 2 | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | 3 | 3 | 1 | | | | | | | | 7 |
| Property - Special Handling | 18 | 20 | 29 | 23 | 23 | 25 | 25 | | | | | | 163 |
| Damaged Items - Carry-On | 3 | 3 | 5 | | 3 | 2 | 8 | | | | | | 24 |
| Damaged Items - Checked | 5 | 2 | 2 | 4 | 3 | 7 | 3 | | | | | | 26 |
| Missing Items - Carry-On | 3 | 5 | 5 | 2 | 6 | 3 | 4 | | | | | | 28 |
| Missing Items - Checked | 7 | 10 | 17 | 17 | 11 | 13 | 10 | | | | | | 85 |
| Request for Assistance | 2 | | | | | 1 | | | | | | | 3 |
| Other | 2 | | | | | | | | | | | | 2 |
| Wounded Warrior (MSIJSOC) | | | | | | 1 | | | | | | | 1 |
| Screening | 28 | 19 | 24 | 6 | 25 | 19 | 24 | | | | | | 145 |
| Children | | | | | | | 1 | | | | | | 1 |
| Inconsistency | 1 | 1 | 3 | 1 | 2 | 1 | | | | | | | 9 |
| Lengthy Lines | 15 | 2 | 1 | 1 | 5 | 5 | 5 | | | | | | 34 |
| Procedures/Process | 12 | 15 | 19 | 3 | 17 | 12 | 15 | | | | | | 93 |
| Retrieving Abandoned/Confiscated Items | | 1 | 1 | 1 | | 1 | 2 | | | | | | 6 |
| Security Breach | | | | | 1 | | 1 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|-----|----------|----------|----------|----------|----------|----------|----------|-----|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| DHN | 3 | | 4 | 1 | 2 | 6 | 2 | 2 | 6 | | 4 | 7 | 37 |
| 2016 | | | | | 1 | 2 | | 2 | | | 1 | 2 | 8 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | 2 | | | 1 | 2 | 6 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | 2 | | | 1 | 2 | 6 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2017 | | | | | | 3 | 1 | | 3 | | 1 | 1 | 9 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | 2 | 1 | | 2 | | | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | | | 2 | 1 | | | | | | 3 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 2 | | | | 2 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | 1 | | | | | 1 | | 2 |
| Procedures/Process | | | | | | 1 | | | | | 1 | | 2 |
| 2018 | 2 | | 2 | 1 | | 1 | | | 3 | | 2 | 4 | 15 |
| Locks | 1 | | 1 | | | | | | 1 | | | | 3 |
| Missing or Damaged Lock | 1 | | 1 | | | | | | 1 | | | | 3 |
| Mishandling of Passenger Property | 1 | | 1 | 1 | | | | | 1 | | 1 | 3 | 8 |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | 1 | | | | | 1 | | 1 | 3 | 8 |
| Property - Special Handling | | | | | | | | | 1 | | 1 | | 2 |
| Damaged Items - Checked | | | | | | | | | 1 | | 1 | | 2 |
| Screening | | | | | | 1 | | | | | | 1 | 2 |
| Inconsistency | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2019 | 1 | | 2 | | 1 | | 1 | | | | | | 5 |
| Mishandling of Passenger Property | 1 | | 2 | | | | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | | 2 | | | | | | | | | | 3 |
| Property - Special Handling | | | | | 1 | | 1 | | | | | | 2 |
| Damaged Items - Carry-On | | | | | 1 | | | | | | | | 1 |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| DIK | 5 | 1 | 5 | 4 | 2 | 4 | 3 | 2 | 2 | 3 | 4 | 3 | 38 |
| 2016 | | | | 3 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 10 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | 2 | | | 1 | 1 | 1 | | 1 | 1 | 7 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | | | 1 | | 1 | | | | 4 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | 1 | 2 |
| Screening | | | | 1 | | 1 | | | | | | | 2 |
| Procedures/Process | | | | 1 | | 1 | | | | | | | 2 |
| 2017 | 1 | | | 1 | | 2 | | 1 | | 1 | 3 | 2 | 11 |
| Customer Service | 1 | | | | | | | | | | 1 | 1 | 3 |
| TSO | 1 | | | | | | | | | | 1 | 1 | 3 |
| Locks | | | | | | | | | | | 1 | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | 1 | | 2 | | | | 1 | 1 | 1 | 6 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 2 | | | | 1 | 1 | | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2018 | 3 | | 3 | | 2 | 1 | 1 | | 1 | 1 | | | 12 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | 1 | | | 1 | 1 | | | 3 |
| Flyer | | | | | | 1 | | | 1 | 1 | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 1 | | 2 | | | | | | | | | | 3 |
| Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | 1 | | 1 | | | | | | | | | | 2 |
| Screening | 2 | | | | | | 1 | | | | | | 3 |
| Procedures/Process | 1 | | | | | | 1 | | | | | | 2 |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | | | | | | | | 1 |
| 2019 | 1 | 1 | 2 | | | | 1 | | | | | | 5 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| DLG | | | | | | | | | 1 | 3 | 1 | | 5 |
| 2017 | | | | | | | | | 1 | 2 | | | 3 |
| Mishandling of Passenger Property | | | | | | | | | 1 | 1 | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | 1 | | | 2 |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | | | 1 | | | 1 |
| 2018 | | | | | | | | | | 1 | 1 | | 2 |
| Property - Special Handling | | | | | | | | | | 1 | 1 | | 2 |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| DLH | 5 | 3 | 6 | 2 | 3 | 3 | | 4 | 8 | 3 | 3 | 6 | 46 |
| 2016 | | | | | 1 | 2 | | 1 | 2 | | 3 | 2 | 11 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | 1 | 1 | | | 2 | 5 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | 1 | 1 | | | 2 | 5 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Flyer | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | 1 | | | 1 | | 2 | | 4 |
| Inconsistency | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | 2 | | 3 |
| 2017 | | | 3 | | 2 | 1 | | 3 | 4 | 1 | | 2 | 16 |
| Civil Rights | | | 1 | | 1 | | | | | | | | 2 |
| Racial Profiling or Discrimination | | | 1 | | 1 | | | | | | | | 2 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | | 1 | 1 | | 1 | 1 | 1 | | | 5 |
| Flyer | | | | | | 1 | | 1 | 1 | 1 | | | 4 |
| Flyer as Observer | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | 2 | | | | 3 |
| Damaged Items - Checked | | | | | | | | 1 | 1 | | | | 2 |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | 1 | | | | | 1 | | | | 2 | 4 |
| Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | 2 | 3 |
| 2018 | 4 | 3 | 2 | 2 | | | | | 2 | 2 | | 2 | 17 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Customer Service | 1 | | 1 | | | | | | | | | | 2 |
| TSO | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | 1 | 1 | | | | | | | | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | | 1 | 1 | | | | | | | | 1 | 3 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | | | | | | | 1 | 2 | | 1 | 7 |
| Damaged Items - Carry-On | 1 | 1 | | | | | | | | | | | 2 |
| Damaged Items - Checked | | | | | | | | | | 2 | | 1 | 3 |
| Missing Items - Checked | 1 | | | | | | | | 1 | | | | 2 |
| Screening | | 1 | | | | | | | 1 | | | | 2 |
| Procedures/Process | | 1 | | | | | | | 1 | | | | 2 |
| 2019 | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|-----|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| DRO | 1 | 3 | 1 | 5 | 3 | 3 | 3 | 1 | | 3 | 4 | 6 | 33 |
| 2016 | | | | 2 | 1 | 2 | 2 | 1 | | 1 | 1 | 1 | 11 |
| Customer Service | | | | 1 | | | 2 | | | | | | 3 |
| TSO | | | | 1 | | | 2 | | | | | | 3 |
| Mishandling of Passenger Property | | | | 1 | 1 | 2 | | 1 | | 1 | 1 | | 7 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | 2 | | 1 | | 1 | 1 | | 7 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | | 1 | 1 |
| 2017 | 1 | | | 1 | 1 | | 1 | | | 1 | 1 | 3 | 9 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | 1 | 3 | 5 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | 1 | 2 | 4 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | 1 | 1 | | | | | | | | 2 |
| Flyer | | | | 1 | 1 | | | | | | | | 2 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Inconsistency | | | | | | | 1 | | | | | | 1 |
| 2018 | | 1 | 1 | 2 | 1 | 1 | | | | 1 | 2 | 2 | 11 |
| Customer Service | | | | 1 | | | | | | 1 | | | 2 |
| TSO | | | | 1 | | | | | | 1 | | | 2 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | 1 | | 1 | 1 | | | | | | | 3 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | 1 | | | | | | | | 2 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Flyer | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | 1 | | 1 | | | | | | | 1 | 1 | 4 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Missing Items - Carry-On | | | | 1 | | | | | | | 1 | | 2 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| 2019 | | 2 | | | | | | | | | | | 2 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| DRT | | | | | | | 1 | | | | | | 1 |
| 2019 | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| DSM | 17 | 16 | 14 | 24 | 17 | 16 | 13 | 20 | 12 | 20 | 13 | 16 | 198 | |
| 2016 | | | | 5 | 2 | 2 | 3 | 10 | 8 | 10 | 5 | 6 | 51 | |
| Civil Rights | | | | | | | | 1 | | | 1 | | 2 | |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | 1 | | 2 | |
| Customer Service | | | | 1 | 1 | | | | 1 | 2 | 1 | | 6 | |
| Others | | | | | | | | | 1 | | | | 1 | |
| TSO | | | | 1 | 1 | | | | | 2 | 1 | | 5 | |
| Locks | | | | | | | | | 1 | | | | 1 | |
| Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 | |
| Mishandling of Passenger Property | | | | 4 | | 1 | 3 | 6 | 2 | 5 | 1 | 2 | 24 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 2 | 1 | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | 4 | | 1 | 3 | 4 | | 5 | 1 | 2 | 20 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | | | 1 | |
| Patdown | | | | | | 1 | | | 1 | 1 | 1 | 1 | 5 | |
| Flyer | | | | | | 1 | | | 1 | 1 | 1 | | 4 | |
| Non-Flyer | | | | | | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | 1 | 2 | 4 | |
| Diabetes | | | | | | | | | 1 | | | | 1 | |
| Service Animals | | | | | | | | | | | | 1 | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | | | | | | 1 | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | 1 | | 1 | |
| Prohibited & Permitted Items | | | | | | | | | | | | 1 | 1 | |
| Electronic Devices | | | | | | | | | | | | 1 | 1 | |
| Request for Assistance | | | | | | | | | 1 | | | | 1 | |
| Other | | | | | | | | | 1 | | | | 1 | |
| Screening | | | | | 1 | | | 3 | 1 | 2 | | | 7 | |
| Lengthy Lines | | | | | | | | 1 | | | | | 1 | |
| Procedures/Process | | | | | 1 | | | 1 | 1 | 2 | | | 5 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | 1 | | | | | 1 | |
| 2017 | 6 | 8 | 5 | 5 | 3 | 3 | 1 | 4 | 1 | 5 | 5 | 5 | 51 | |
| Customer Service | 1 | 3 | | | 1 | 1 | | | | 1 | | 1 | 8 | |
| TSO | 1 | 3 | | | 1 | 1 | | | | 1 | | 1 | 8 | |
| Identification (ID) Requirements | | | | | | | | | | 1 | | | 1 | |
| Domestic | | | | | | | | | | 1 | | | 1 | |
| Locks | 1 | 1 | | 1 | | | | | | 1 | | | 4 | |
| Missing or Damaged Lock | 1 | 1 | | 1 | | | | | | 1 | | | 4 | |
| Lost and Found | 1 | | | | | | | | | | | | 1 | |
| Airport/TSA | 1 | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | 2 | 4 | 3 | 1 | | | 3 | 1 | 1 | 2 | 1 | 19 | |
| Damaged/Missing Items--Carry-on Luggage | | | 2 | 1 | | | | 1 | | | | | 4 | |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | 2 | 2 | 1 | | | 2 | 1 | 1 | 2 | 1 | 15 | |
| Patdown | | | | 1 | 1 | | | | | | | | 2 | |
| Flyer | | | | 1 | 1 | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | 1 | | 1 | 1 | 1 | 4 | |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Damaged Items - Checked | | | | | | | | | | 1 | | 1 | 2 | |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Screening | 2 | 1 | 1 | | | 2 | 1 | | | | | 2 | 11 | |
| Crew Member or Airline Employee | 1 | | 1 | | | | | | | | | | 2 | |
| Inconsistency | | 1 | | | | | | | | | | | 1 | |
| Procedures/Process | 1 | | | | | 2 | 1 | | | | 2 | 1 | 7 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | 1 | 1 | |
| 2018 | 4 | 4 | 5 | 9 | 7 | 10 | 4 | 6 | 3 | 5 | 3 | 5 | 65 | |
| Civil Rights | | | | | | | | | 1 | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 | |
| Customer Service | 2 | | | 2 | 1 | 3 | | | | | 2 | 1 | 11 | |
| Others | | | | | | 1 | | | | | | 1 | 2 | |
| TSO | 2 | | | 2 | 1 | 2 | | | | | 2 | | 9 | |
| Locks | | 1 | | 1 | | | | | | 1 | | | 3 | |
| Missing or Damaged Lock | | 1 | | 1 | | | | | | 1 | | | 3 | |
| Mishandling of Passenger Property | 1 | 1 | 3 | 3 | | 1 | 1 | 3 | | 1 | | 3 | 17 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 3 | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 3 | 3 | | 1 | 1 | | | 1 | | 2 | 13 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 | |
| Patdown | | | | 2 | 2 | | | | | | | | 4 | |
| Flyer | | | | 2 | 2 | | | | | | | | 4 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | 1 | | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | | | | | 1 | |
| Visual Impairment | | | | | | | | | | 1 | | | 1 | |
| Prohibited & Permitted Items | | | | | | | | | 1 | | | | 1 | |
| Liquids/Gels/Aerosols | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | | 1 | 1 | 1 | 2 | 3 | 1 | 1 | 1 | 2 | 1 | 1 | 15 | |
| Damaged Items - Checked | | | | | 1 | 2 | | | | 1 | 1 | | 5 | |
| Missing Items - Carry-On | | | | | 1 | 1 | | | 1 | | | 1 | 4 | |
| Missing Items - Checked | | 1 | 1 | 1 | | | 1 | 1 | | 1 | | | 6 | |
| Screening | 1 | 1 | 1 | | 2 | 3 | 1 | 2 | | | | | 11 | |
| Inconsistency | | | | | | | 1 | | | | | | 1 | |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | 1 | 1 | 1 | | 2 | 2 | | 2 | | | | | 9 | |
| 2019 | 7 | 4 | 4 | 5 | 5 | 1 | 5 | | | | | | 31 | |
| Civil Rights | | | | | 1 | | | | | | | | 1 | |
| Constitutional Rights | | | | | 1 | | | | | | | | 1 | |
| Customer Service | 1 | | | 1 | | | | | | | | | 2 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| TSO | 1 | | | 1 | | | | | | | | | 2 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Lost and Found | | 1 | | | | | | | | | | | 1 |
| Airport/TSA | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | 3 | 3 | | 1 | | | | | | 9 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | 3 | 2 | | 1 | | | | | | 8 |
| Patdown | 1 | 2 | 1 | | | | | | | | | | 4 |
| Flyer | 1 | 2 | 1 | | | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | | | | | | | | 2 |
| General | 1 | | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | | 2 | 1 | | | 2 | | | | | | 7 |
| Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| Missing Items - Carry-On | | | 1 | 1 | | | | | | | | | 2 |
| Missing Items - Checked | 1 | | 1 | | | | 1 | | | | | | 3 |
| Screening | 1 | | | | 1 | 1 | 1 | | | | | | 4 |
| Procedures/Process | 1 | | | | 1 | 1 | 1 | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| DTW | 175 | 186 | 190 | 209 | 164 | 212 | 226 | 178 | 177 | 216 | 206 | 183 | 2,322 | |
| 2016 | | | | 52 | 41 | 52 | 60 | 61 | 52 | 64 | 70 | 60 | 512 | |
| Advanced Imaging Technology (AIT) | | | | | 1 | | | | | | | | 1 | |
| Flyer | | | | | 1 | | | | | | | | 1 | |
| Civil Rights | | | | | 1 | | 1 | 2 | 5 | 2 | 4 | 4 | 19 | |
| National Origin | | | | | | | | | 1 | | | | 1 | |
| Perceived Religion | | | | | | | | | 1 | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | 1 | 3 | 2 | 4 | 3 | 13 | |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | | | | | | 1 | 1 | |
| Screening of Religious or Cultural Garments | | | | | 1 | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 | |
| Transgender Screening | | | | | | | | 1 | | | | | 1 | |
| Customer Service | | | | 11 | 8 | 9 | 6 | 13 | 14 | 6 | 8 | 10 | 85 | |
| CSM | | | | | | | | | | | | 1 | 1 | |
| Others | | | | 3 | | 5 | 3 | | 3 | 1 | 1 | 2 | 18 | |
| TSO | | | | 8 | 8 | 4 | 3 | 13 | 11 | 5 | 7 | 7 | 66 | |
| Intranet/Internet Inquiries | | | | | | | | | | 1 | | | 1 | |
| General | | | | | | | | | | 1 | | | 1 | |
| Locks | | | | 2 | 4 | 2 | 3 | 5 | 2 | 7 | 3 | 1 | 29 | |
| General | | | | | 1 | | | | | | | | 1 | |
| Missing or Damaged Lock | | | | 2 | 3 | 2 | 3 | 5 | 2 | 7 | 3 | 1 | 28 | |
| Lost and Found | | | | 2 | | 1 | 4 | | 1 | 1 | | 1 | 10 | |
| Airport/TSA | | | | 2 | | 1 | 4 | | 1 | 1 | | 1 | 10 | |
| Mishandling of Passenger Property | | | | 28 | 14 | 30 | 26 | 24 | 20 | 36 | 42 | 31 | 251 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 3 | 1 | 3 | 2 | 3 | 2 | 1 | 5 | 3 | 23 | |
| Damaged/Missing Items--Checked Baggage | | | | 25 | 13 | 25 | 22 | 21 | 18 | 31 | 33 | 27 | 215 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | 1 | | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 2 | 1 | | | 4 | 3 | 1 | 11 | |
| Patdown | | | | 3 | 4 | 1 | 1 | 1 | | 2 | 2 | 5 | 19 | |
| Flyer | | | | 3 | 4 | 1 | 1 | 1 | | 2 | 2 | 5 | 19 | |
| Persons w/ Disabilities (PWD) | | | | 2 | 3 | 3 | 4 | 2 | 2 | 4 | 2 | 3 | 25 | |
| Breast Cancer | | | | | | | | 1 | | | | | 1 | |
| Cancer (general) Not Breast Cancer | | | | | | | | | | 1 | | | 1 | |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | 1 | | 2 | |
| Diabetes | | | | | 2 | | | | | | | 1 | 3 | |
| Hearing Impairment | | | | 1 | 1 | | | 1 | | | | | 3 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 | |
| Metal Implants (joint) | | | | | | 2 | | | | | 1 | | 3 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | 1 | 2 | | 1 | 5 | |
| Prosthesis/Amputees and Casts | | | | | | | 1 | | | | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | | | | | | 1 | 1 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | 1 | | 1 | 1 | | | 4 | |
| Request for Assistance | | | | | | | 1 | | | 1 | | | 2 | |
| Other | | | | | | | 1 | | | | | | 1 | |
| Wounded Warrior (MSIJSOC) | | | | | | | | | | 1 | | | 1 | |
| Screening | | | | 4 | 6 | 6 | 14 | 14 | 8 | 4 | 9 | 5 | 70 | |
| Inconsistency | | | | | | | 2 | | 1 | | 2 | 2 | 7 | |
| Lengthy Lines | | | | 1 | 2 | 3 | 6 | 5 | | | 1 | | 18 | |
| Procedures/Process | | | | 2 | 4 | 2 | 6 | 9 | 6 | 4 | 6 | 1 | 40 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | | 1 | |
| Security Breach | | | | 1 | | 1 | | | | | | 2 | 4 | |
| 2017 | 49 | 63 | 66 | 74 | 40 | 53 | 45 | 58 | 76 | 73 | 65 | 70 | 732 | |
| Civil Rights | 1 | 7 | 2 | 2 | 2 | 4 | 2 | 2 | 1 | 1 | 2 | 2 | 28 | |
| Constitutional Rights | | 1 | | | | | | | | | | | 1 | |
| Hair Patdowns | | | | | | | 1 | | | | | | 1 | |
| Headwear | | | | | | | | | 1 | | | | 1 | |
| National Origin | | | 1 | | | 1 | | | | | | | 2 | |
| Perceived Religion | | | | 1 | | 1 | | | | | | | 2 | |
| Racial Profiling or Discrimination | | 4 | | | 1 | 1 | 1 | 2 | | 1 | 2 | 2 | 14 | |
| Screening of Religious Cultural and Ceremonial Items | | | | | 1 | 1 | | | | | | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | 1 | 1 | | 1 | | | | | | | | | 3 | |
| Transgender Screening | | 1 | 1 | | | | | | | | | | 2 | |
| Customer Service | 7 | 12 | 7 | 8 | 4 | 8 | 7 | 10 | 11 | 14 | 11 | 17 | 116 | |
| CSM | | | | | | | | | 1 | | | | 1 | |
| Others | | 1 | 1 | | | | | | | | | | 2 | |
| TSO | 7 | 11 | 6 | 8 | 4 | 8 | 7 | 10 | 10 | 14 | 11 | 17 | 113 | |
| Locks | 1 | 2 | 2 | 4 | 4 | 4 | 2 | 5 | 6 | 5 | 2 | 2 | 39 | |
| General | | | | | 1 | | | | 1 | | | | 2 | |
| Missing or Damaged Lock | 1 | 2 | 2 | 4 | 3 | 4 | 2 | 5 | 5 | 5 | 2 | 2 | 37 | |
| Lost and Found | | 3 | 4 | 6 | | | 1 | 1 | 2 | 1 | 2 | 2 | 22 | |
| Airport/TSA | | 3 | 4 | 6 | | | 1 | 1 | 2 | 1 | 2 | 2 | 22 | |
| Mishandling of Passenger Property | 31 | 24 | 30 | 38 | 21 | 28 | 15 | 16 | 27 | 34 | 23 | 20 | 307 | |
| Damaged/Missing Items--Carry-on Luggage | 2 | 6 | 5 | 5 | 1 | 5 | | 3 | 2 | 1 | 1 | | 31 | |
| Damaged/Missing Items--Checked Baggage | 27 | 15 | 24 | 30 | 19 | 22 | 13 | 12 | 17 | 31 | 19 | 16 | 245 | |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | 2 | 2 | 1 | 3 | 1 | 1 | 2 | 1 | 8 | 2 | 3 | 4 | 30 | |
| Patdown | 2 | 6 | 9 | 3 | 3 | 2 | 4 | 3 | 5 | 2 | 4 | 2 | 45 | |
| Flyer | 2 | 6 | 8 | 3 | 1 | 2 | 4 | 3 | 5 | 2 | 4 | 1 | 41 | |
| Flyer as Observer | | | 1 | | 2 | | | | | | | | 3 | |
| Non-Flyer | | | | | | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) | | 3 | 5 | 1 | 1 | 1 | | 3 | 2 | 1 | 5 | 6 | 28 | |
| Cancer (general) Not Breast Cancer | | | | | | | | | | | | 1 | 1 | |
| Cognitive /Developmental /Mental Disability | | | | | | | | 1 | | | 1 | | 2 | |
| Diabetes | | | 1 | 1 | | 1 | | | | | | | 3 | |
| General | | | | | | | | | | | | 1 | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Hearing Impairment | | | | | | | | 1 | | | | | 1 |
| Internal Medical Devices | | | 1 | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | 1 | | | | | 1 | 1 | | 1 | | 5 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | 1 | | | | 1 | | | 1 | 5 |
| Respiratory and Inhaler Equipment | | | | | | | | | | | 1 | | 1 |
| Service Animals | | | | | | | | | | | | 1 | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | | | 1 | | 1 |
| Wheelchair/ Scooter/ Segway | | 2 | 1 | | | | | | | 1 | | 2 | 6 |
| Prohibited & Permitted Items | | | | | | | | | 1 | | | 1 | 2 |
| Alcohol and Tobacco | | | | | | | | | | | | 1 | 1 |
| Firearm/Ammunition | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | 9 | 10 | 11 | 10 | 11 | 7 | 58 |
| Damaged Items - Carry-On | | | | | | | | 1 | 1 | 1 | 1 | | 4 |
| Damaged Items - Checked | | | | | | | 2 | 2 | 3 | 1 | 6 | 3 | 17 |
| Missing Items - Carry-On | | | | | | | | 1 | 2 | 1 | | 2 | 6 |
| Missing Items - Checked | | | | | | | 7 | 6 | 5 | 7 | 4 | 2 | 31 |
| Request for Assistance | | | | 1 | | | | | 1 | | | | 2 |
| Other | | | | 1 | | | | | | | | | 1 |
| Wounded Warrior (MSISJOC) | | | | | | | | | 1 | | | | 1 |
| Screening | 7 | 6 | 7 | 11 | 5 | 6 | 5 | 8 | 9 | 5 | 5 | 11 | 85 |
| Inconsistency | | 1 | 1 | 2 | | | | 4 | | 2 | 2 | | 12 |
| International Screening | 1 | | | | | | | | | | | | 1 |
| Lengthy Lines | | | | | | | | | | | 1 | 1 | 2 |
| Procedures/Process | 5 | 4 | 6 | 9 | 5 | 6 | 4 | 3 | 9 | 2 | 2 | 8 | 63 |
| Retrieving Abandoned/Confiscated Items | | | | | | | 1 | 1 | | 1 | | 2 | 5 |
| Security Breach | 1 | 1 | | | | | | | | | | | 2 |
| 2018 | 64 | 68 | 66 | 50 | 39 | 56 | 60 | 59 | 49 | 79 | 71 | 53 | 714 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | 1 |
| Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Civil Rights | 3 | 4 | 2 | 2 | 2 | 1 | 3 | 3 | 3 | 4 | 6 | 3 | 36 |
| Age | | | | | | | | | | | | 1 | 1 |
| Headwear | | | | | | | | | 1 | 1 | | | 2 |
| National Origin | | | | | | | 1 | | | 1 | | | 2 |
| Racial Profiling or Discrimination | 3 | 3 | 2 | 2 | 2 | 1 | 2 | 3 | 2 | | 5 | 2 | 27 |
| Sexual Orientation - Not Transgender | | | | | | | | | | | 1 | | 1 |
| Transgender Screening | | 1 | | | | | | | | 2 | | | 3 |
| Customer Service | 13 | 16 | 10 | 7 | 10 | 10 | 9 | 19 | 9 | 13 | 7 | 15 | 138 |
| CSM | | | 1 | | | | | | | | | | 1 |
| Others | | | | 1 | | 1 | 1 | | | 1 | | | 4 |
| TSO | 13 | 16 | 9 | 6 | 10 | 9 | 8 | 19 | 9 | 12 | 7 | 15 | 133 |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | 1 |
| Domestic | | | | 1 | | | | | | | | | 1 |
| Locks | 1 | 2 | 6 | 3 | 4 | 1 | 4 | 4 | 2 | 4 | 4 | 2 | 37 |
| General | 1 | | | 1 | | | | | | | | | 2 |
| Missing or Damaged Lock | | 2 | 6 | 2 | 4 | 1 | 4 | 4 | 2 | 4 | 4 | 2 | 35 |
| Lost and Found | 1 | | 2 | 7 | | 1 | 1 | 1 | 2 | 3 | 4 | | 22 |
| Airport/TSA | 1 | | 2 | 7 | | 1 | 1 | 1 | 2 | 3 | 4 | | 22 |
| Mishandling of Passenger Property | 18 | 17 | 14 | 8 | 11 | 11 | 9 | 9 | 18 | 22 | 23 | 14 | 174 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | 1 | | 2 | 1 | 1 | 2 | 8 |
| Damaged/Missing Items--Checked Baggage | 14 | 13 | 14 | 6 | 11 | 10 | 7 | 7 | 14 | 16 | 18 | 11 | 141 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | 1 | | | | | 1 | 3 |
| Disarrayed Items--Carry-on or Checked | 4 | 3 | | 2 | | | | 2 | 2 | 5 | 4 | | 22 |
| Patdown | 1 | 6 | 2 | 5 | 4 | 3 | 2 | 7 | 1 | 2 | 3 | | 36 |
| Flyer | 1 | 6 | 1 | 4 | 4 | 3 | 1 | 5 | 1 | 2 | 3 | | 31 |
| Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| General | | | 1 | | | | | | | | | | 1 |
| Non-Flyer | | | | 1 | | | | 2 | | | | | 3 |
| Persons w/ Disabilities (PWD) | 2 | 3 | 4 | 1 | 2 | 7 | | 2 | 1 | 8 | 2 | 4 | 36 |
| Cancer (general) Not Breast Cancer | | | | | | 1 | | 1 | | | 1 | | 3 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Diabetes | | 1 | | | | 2 | | | | | | 1 | 4 |
| Diapers/Garments/Dressings/Masks | | | | | | 1 | | | | | | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| Internal Medical Devices | | | | | 1 | | | 1 | | | | | 2 |
| Medical Devices - Attached to the Body | | | | | | | | | | 2 | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | 1 | | | | | | | | | 1 | 2 |
| Metal Implants (joint) | 1 | | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | 1 | | | 1 | 1 | | | | 1 | | | 5 |
| Ostomy/Ostomates | | 1 | 2 | | | | | | | 2 | | | 5 |
| Respiratory and Inhaler Equipment | | | | | | | | | | | | 1 | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | | 2 | | 1 | 3 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | 2 | | | 1 | 1 | | | 5 |
| Property - Special Handling | 13 | 10 | 15 | 16 | 5 | 17 | 17 | 7 | 7 | 13 | 8 | 10 | 138 |
| Damaged Items - Carry-On | 1 | 1 | | | | 1 | 1 | | 2 | 1 | | | 7 |
| Damaged Items - Checked | 4 | 3 | 3 | 5 | 2 | 5 | 3 | 3 | | 4 | 2 | 3 | 37 |
| Missing Items - Carry-On | 1 | 2 | 2 | 2 | | 2 | 4 | 3 | 2 | 1 | 2 | 5 | 26 |
| Missing Items - Checked | 7 | 4 | 10 | 9 | 3 | 9 | 9 | 1 | 3 | 7 | 4 | 2 | 68 |
| Request for Assistance | | | | | | 1 | 1 | | | 1 | | | 3 |
| Other | | | | | | 1 | 1 | | | 1 | | | 3 |
| Screening | 12 | 10 | 11 | | 1 | 4 | 14 | 7 | 6 | 8 | 14 | 5 | 92 |
| Crew Member or Airline Employee | 2 | | | | | | | | | 1 | | | 3 |
| Inconsistency | | | 1 | | | | 4 | 2 | | 1 | 2 | 1 | 11 |
| Lengthy Lines | 3 | 3 | 2 | | | 2 | 3 | | | 2 | | | 15 |
| Procedures/Process | 6 | 7 | 7 | | 1 | 2 | 5 | 4 | 4 | 4 | 11 | 3 | 54 |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | | | | | | | 1 | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| Security Breach | | | 1 | | | | 2 | 1 | 1 | | 1 | | 6 | |
| Shoe Screening | | | | | | | | | 1 | | | | 1 | |
| 2019 | 62 | 55 | 58 | 33 | 44 | 51 | 61 | | | | | | 364 | |
| Civil Rights | 6 | 5 | 3 | 1 | | 2 | 1 | | | | | | 18 | |
| Age | 1 | | | | | | | | | | | | 1 | |
| Headwear | | | 1 | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | 3 | 4 | 1 | 1 | | 2 | 1 | | | | | | 12 | |
| Sex/Gender/Gender Identity- Not Transgender | 2 | 1 | | | | | | | | | | | 3 | |
| Sexual Orientation - Not Transgender | | | 1 | | | | | | | | | | 1 | |
| Customer Service | 9 | 9 | 13 | 4 | 5 | 13 | 19 | | | | | | 72 | |
| Others | | 1 | | | | 1 | 1 | | | | | | 3 | |
| TSO | 9 | 8 | 13 | 4 | 5 | 12 | 18 | | | | | | 69 | |
| Locks | 4 | | 1 | 1 | 2 | 2 | 3 | | | | | | 13 | |
| Missing or Damaged Lock | 4 | | 1 | 1 | 2 | 2 | 3 | | | | | | 13 | |
| Lost and Found | 4 | | | | 1 | | 1 | | | | | | 6 | |
| Airport/TSA | 4 | | | | 1 | | 1 | | | | | | 6 | |
| Mishandling of Passenger Property | 11 | 12 | 18 | 11 | 10 | 15 | 16 | | | | | | 93 | |
| Damaged/Missing Items--Carry-on Luggage | | | 2 | 1 | 1 | | | | | | | | 4 | |
| Damaged/Missing Items--Checked Baggage | 7 | 9 | 14 | 9 | 7 | 12 | 13 | | | | | | 71 | |
| Disarrayed Items--Carry-on or Checked | 4 | 3 | 2 | 1 | 2 | 3 | 3 | | | | | | 18 | |
| Patdown | 4 | 4 | 1 | 1 | 2 | 1 | 4 | | | | | | 17 | |
| Flyer | 3 | 4 | 1 | 1 | | | 3 | | | | | | 12 | |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 | |
| General | | | | | 1 | | | | | | | | 1 | |
| Non-Flyer | 1 | | | | 1 | | 1 | | | | | | 3 | |
| Persons w/ Disabilities (PWD) | 3 | 7 | 6 | | 6 | 3 | 5 | | | | | | 30 | |
| Autism Spectrum | | | 1 | | | | | | | | | | 1 | |
| Cancer (general) Not Breast Cancer | | | | | 1 | | | | | | | | 1 | |
| Cognitive /Developmental /Mental Disability | | | | | | 1 | 1 | | | | | | 2 | |
| Diabetes | | | | | | | 1 | | | | | | 1 | |
| General | 1 | | | | 1 | 1 | | | | | | | 3 | |
| Internal Medical Devices | | 1 | 1 | | | | | | | | | | 2 | |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | | | | | | | 1 | |
| Metal Implants (joint) | | 1 | | | 2 | | | | | | | | 3 | |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | 2 | 1 | | 1 | | 1 | | | | | | 6 | |
| Ostomy/Ostomates | | | | | | | 1 | | | | | | 1 | |
| Respiratory and Inhaler Equipment | | | | | | | 1 | | | | | | 1 | |
| Service Animals | | | | | 1 | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | 1 | 2 | 3 | | | 1 | | | | | | | 7 | |
| Property - Special Handling | 13 | 9 | 10 | 14 | 15 | 11 | 9 | | | | | | 81 | |
| Damaged Items - Carry-On | | | 1 | 1 | 1 | 1 | | | | | | | 4 | |
| Damaged Items - Checked | 4 | 3 | 1 | 5 | 4 | 2 | 2 | | | | | | 21 | |
| Missing Items - Carry-On | 3 | 2 | 4 | 3 | 4 | 2 | 3 | | | | | | 21 | |
| Missing Items - Checked | 6 | 4 | 4 | 5 | 6 | 6 | 4 | | | | | | 35 | |
| Screening | 8 | 9 | 6 | 1 | 3 | 4 | 3 | | | | | | 34 | |
| Inconsistency | 1 | | 1 | | | | | | | | | | 2 | |
| Lengthy Lines | | 1 | | | | 1 | | | | | | | 2 | |
| Procedures/Process | 6 | 8 | 5 | 1 | 3 | 3 | 3 | | | | | | 29 | |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| DUJ | | | 1 | 1 | | 1 | | | | | | | 3 | |
| 2016 | | | | 1 | | | | | | | | | 1 | |
| Customer Service | | | | 1 | | | | | | | | | 1 | |
| TSO | | | | 1 | | | | | | | | | 1 | |
| 2018 | | | 1 | | | 1 | | | | | | | 2 | |
| Customer Service | | | | | | 1 | | | | | | | 1 | |
| TSO | | | | | | 1 | | | | | | | 1 | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| DVL | 2 | | | 1 | | | | | 1 | | | | | 4 |
| 2016 | | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | | 1 |
| 2017 | | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | | 1 | | | | | 1 |
| 2019 | | | | 2 | | | | | | | | | | 2 |
| Customer Service | | | | 1 | | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | | | 1 | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| EAR | 1 | | | 1 | | 2 | 1 | | 1 | 1 | | 1 | 8 |
| 2017 | 1 | | | 1 | | 1 | 1 | | | 1 | | 1 | 6 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | 1 | | | | | | 1 | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| 2018 | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Flyer | | | | | | | | | 1 | | | | 1 |
| 2019 | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| EAT | | 8 | 6 | 7 | 6 | 5 | 4 | 6 | 4 | 5 | 1 | 6 | 5 | 63 |
| 2016 | | | | | 3 | 1 | 1 | 1 | 2 | | | 2 | 1 | 11 |
| Customer Service | | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | | 1 |
| Locks | | | | | 1 | | | | 1 | | | | | 2 |
| Missing or Damaged Lock | | | | | 1 | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property | | | | | 1 | | 1 | 1 | 1 | | | 1 | 1 | 6 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 1 | 1 | 1 | | | 1 | 1 | 6 |
| Screening | | | | | 1 | | | | | | | 1 | | 2 |
| Procedures/Process | | | | | 1 | | | | | | | 1 | | 2 |
| 2017 | | 3 | 4 | 2 | 1 | | 1 | 2 | | 2 | 1 | 3 | | 19 |
| Customer Service | | | 1 | | | | | 1 | | | | | | 2 |
| TSO | | | 1 | | | | | 1 | | | | | | 2 |
| Locks | | | 1 | 1 | | | | | | | | | | 2 |
| Missing or Damaged Lock | | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | 3 | 2 | | 1 | | | 1 | | 2 | 1 | 2 | | 12 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 3 | 1 | | 1 | | | 1 | | | | 2 | | 8 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | 1 | 1 | | | 3 |
| Patdown | | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | | 1 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | | 1 |
| Screening | | | | 1 | | | | | | | | | | 1 |
| Crew Member or Airline Employee | | | | 1 | | | | | | | | | | 1 |
| 2018 | | 3 | 2 | 2 | 1 | 2 | | 2 | 2 | 3 | | 1 | 4 | 22 |
| Locks | | | | | | | | | | 1 | | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | 1 | 1 | | | 2 | 2 | 2 | | | 2 | 12 |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | 1 | 1 | | | 2 | 2 | | | | 1 | 9 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 2 | | | 1 | 3 |
| Patdown | | 1 | | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 | 2 |
| Diabetes | | | | | | | | | | | | | 1 | 1 |
| Internal Medical Devices | | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | 1 | | | | | | 1 | 1 | 4 |
| Damaged Items - Carry-On | | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 | 2 |
| Screening | | | 1 | | | 1 | | | | | | | | 2 |
| Procedures/Process | | | 1 | | | 1 | | | | | | | | 2 |
| 2019 | | 2 | | 3 | 1 | 2 | 2 | 1 | | | | | | 11 |
| Civil Rights | | | | | | 1 | | | | | | | | 1 |
| Sexual Orientation - Not Transgender | | | | | | 1 | | | | | | | | 1 |
| Locks | | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | 1 | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | 1 | | | | | | | | 2 |
| Diabetes | | | | | | 1 | | | | | | | | 1 |
| Medically Necessary Medication and Medical | | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | 2 | 1 | | | | | | | | | 3 |
| Damaged Items - Checked | | | | 1 | 1 | | | | | | | | | 2 |
| Missing Items - Checked | | | | 1 | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | 1 | | | | | | 2 |
| Procedures/Process | | | | 1 | | | | 1 | | | | | | 2 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| EAU | | 1 | 2 | 1 | 2 | | | 2 | | 2 | 1 | 1 | 2 | 14 |
| 2016 | | | | | | | | | | 2 | | | 1 | 3 |
| Mishandling of Passenger Property | | | | | | | | | | 2 | | | 1 | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 2 | | | 1 | 3 |
| 2017 | | | | 1 | | 1 | | 1 | | | 1 | 1 | | 5 |
| Mishandling of Passenger Property | | | | 1 | | 1 | | 1 | | | 1 | 1 | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | 1 | | | 1 | 1 | | 4 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | | 1 |
| 2018 | | | 1 | 1 | 1 | | | | | | | | 1 | 4 |
| Customer Service | | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | 1 | 1 | 1 | | | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | 1 | | | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | | 1 |
| 2019 | | | | | | 1 | | 1 | | | | | | 2 |
| Patdown | | | | | | | | 1 | | | | | | 1 |
| Flyer as Observer | | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | | 1 |
| General | | | | | | 1 | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|----------|----------|-----------|----------|-----------|-----------|-----------|----------|-----------|-----------|----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ECP | 15 | 8 | 9 | 10 | 7 | 13 | 21 | 15 | 8 | 16 | 11 | 6 | 139 |
| 2016 | | | | 1 | 1 | 1 | 4 | 6 | 1 | 6 | 4 | 2 | 26 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | | 3 | 4 | | 4 | 2 | 1 | 16 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | 2 | 4 | | 4 | 2 | | 14 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Flyer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | 1 | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | 1 | | 1 |
| Wounded Warrior | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | 1 | 1 | 1 | 1 | 1 | 1 | 6 |
| International Screening | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | 1 | 1 | 1 | 1 | 5 |
| 2017 | 5 | 3 | 1 | 3 | 3 | 5 | 8 | 3 | 2 | 5 | 1 | 1 | 40 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | | 1 | | | 1 | 2 | 1 | | | 1 | 1 | | 7 |
| Others | | | | | 1 | 1 | | | | | 1 | | 3 |
| TSO | | 1 | | | | 1 | 1 | | | 1 | | | 4 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 3 | 1 | 1 | 3 | 1 | 3 | 4 | | 2 | 1 | | 1 | 20 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | 1 | 3 | 1 | 3 | 3 | | 1 | | | 1 | 16 |
| Damaged/Missing Items--Unspecified Luggag | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | 1 | | | | 2 |
| Patdown | 1 | | | | | | | 1 | | 1 | | | 3 |
| Flyer | 1 | | | | | | | 1 | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | 1 | | | | | | 2 |
| Diapers/Garments/Dressings/Masks | | | | | | | 1 | | | | | | 1 |
| General | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | 1 | | | 2 |
| Missing Items - Checked | | | | | | | | 1 | | 1 | | | 2 |
| Screening | 1 | | | | 1 | | 1 | 1 | | | | | 4 |
| Inconsistency | | | | | 1 | | | | | | | | 1 |
| Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | 1 | | | | | | 1 | | | | | | 2 |
| 2018 | 5 | 2 | 4 | 5 | 1 | 3 | 4 | 6 | 5 | 5 | 6 | 3 | 49 |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | 1 | | | 2 |
| Flyer | | | | | | | | 1 | | | | | 1 |
| General | | | | | | | | | | 1 | | | 1 |
| Civil Rights | 1 | | | | | | 1 | | | | | | 2 |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 |
| Customer Service | 1 | | | 3 | 1 | 1 | 1 | | 2 | 1 | 1 | 1 | 12 |
| Others | | | | | | 1 | | | | | | | 1 |
| TSO | 1 | | | 3 | 1 | | 1 | | 2 | 1 | 1 | 1 | 11 |
| Locks | | | 1 | | | 1 | | 1 | | | | | 3 |
| General | | | 1 | | | | | 1 | | | | | 2 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | 1 | | | 1 | 1 | 2 | 1 | 2 | 3 | 2 | 15 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | 2 | | 1 | | | | 1 | 2 | 1 | 2 | 3 | 1 | 13 |
| Patdown | 1 | | 1 | | | | 1 | 1 | 1 | 1 | | | 6 |
| Flyer | 1 | | 1 | | | | 1 | 1 | 1 | 1 | | | 6 |
| Property - Special Handling | | 1 | | 1 | | | | 1 | | | 1 | | 4 |
| Damaged Items - Checked | | | | 1 | | | | | | | 1 | | 2 |
| Missing Items - Checked | | 1 | | | | | | 1 | | | | | 2 |
| Screening | | 1 | 1 | 1 | | | | | 1 | | 1 | | 5 |
| Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | 1 | | 1 | | 4 |
| 2019 | 5 | 3 | 4 | 1 | 2 | 4 | 5 | | | | | | 24 |
| Customer Service | 1 | | 2 | | | 2 | | | | | | | 5 |
| Others | | | 1 | | | | | | | | | | 1 |
| TSO | 1 | | 1 | | | 2 | | | | | | | 4 |
| Mishandling of Passenger Property | 3 | 1 | 1 | | | 1 | 1 | | | | | | 7 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | 1 | | | | | | | | | | 4 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Patdown | | 2 | | | 1 | | 2 | | | | | | 5 |
| Flyer | | 2 | | | 1 | | 2 | | | | | | 5 |
| Property - Special Handling | 1 | | | 1 | | | 1 | | | | | | 3 |
| Missing Items - Checked | 1 | | | 1 | | | 1 | | | | | | 3 |
| Screening | | | 1 | | 1 | 1 | 1 | | | | | | 4 |
| Lengthy Lines | | | | | 1 | | 1 | | | | | | 2 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| EGE | 1 | | 3 | 5 | 3 | 7 | 2 | | | 3 | 3 | 1 | 28 |
| 2016 | | | | 2 | 1 | 3 | 1 | | | 1 | 1 | | 9 |
| Customer Service | | | | 1 | 1 | 1 | | | | | | | 3 |
| Others | | | | 1 | 1 | 1 | | | | | | | 3 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | 1 | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | 1 | | | 2 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | 1 | 2 |
| Procedures/Process | | | | 1 | | | | | | | 1 | | 2 |
| 2017 | 1 | | 2 | | | 3 | | | | 2 | 1 | 1 | 10 |
| Customer Service | | | 1 | | | | | | | 1 | 1 | | 3 |
| Others | | | 1 | | | | | | | | | | 1 |
| TSO | | | | | | | | | | 1 | 1 | | 2 |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 |
| Domestic | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | 1 | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | 1 | | | 2 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Diabetes | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Missing Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2018 | | | | 1 | | | 1 | | | | 1 | | 3 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Breast Cancer | | | | | | | | | | | 1 | | 1 |
| 2019 | | | 1 | 2 | 2 | 1 | | | | | | | 6 |
| Mishandling of Passenger Property | | | | 1 | 2 | | | | | | | | 3 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Children | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| EKO | 2 | 2 | 5 | | 3 | 2 | 4 | 4 | 3 | | | 2 | 27 |
| 2016 | | | | | 1 | | | 1 | 1 | | | | 3 |
| Mishandling of Passenger Property | | | | | 1 | | | 1 | 1 | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | 1 | | | | 2 |
| 2017 | | | 1 | | | 2 | 1 | 1 | | | | 1 | 6 |
| Mishandling of Passenger Property | | | 1 | | | 1 | 1 | 1 | | | | 1 | 5 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | 1 | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | 1 | | | | 1 | 3 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2018 | 1 | 1 | 2 | | 1 | | 1 | 2 | 2 | | | 1 | 11 |
| Customer Service | | | | | | | 1 | 1 | 1 | | | | 3 |
| TSO | | | | | | | 1 | 1 | 1 | | | | 3 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | 1 | | | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Unspecified Luggage | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | 1 | 2 |
| Property - Special Handling | | | | | 1 | | | | | | | | 1 |
| Damaged Items - Checked | | | | | 1 | | | | | | | | 1 |
| Screening | | | 2 | | | | | 1 | | | | | 3 |
| Procedures/Process | | | 2 | | | | | 1 | | | | | 3 |
| 2019 | 1 | 1 | 2 | | 1 | | 2 | | | | | | 7 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| TSO | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | 1 | | 2 | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | 1 | | | | | | 2 |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | 1 | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| ELM | 5 | 1 | 1 | 4 | 2 | 2 | 2 | 4 | 2 | 4 | 3 | 2 | 32 |
| 2016 | | | | 2 | 1 | | 1 | 1 | 2 | | | 1 | 8 |
| Customer Service | | | | | | | 1 | 1 | | | | | 2 |
| TSO | | | | | | | 1 | 1 | | | | | 2 |
| Mishandling of Passenger Property | | | | 2 | 1 | | | | 1 | | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | 1 | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Diabetes | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Security Breach | | | | | | | | | 1 | | | | 1 |
| 2017 | | 1 | | | 1 | 1 | 1 | 2 | | 1 | | 1 | 8 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | 1 | 1 | | | | 1 | | 1 | 5 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | 1 | | | | | | 1 | 3 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Flyer | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Damaged Items - Checked | | | | | | | | 1 | | | | | 1 |
| 2018 | 2 | | 1 | 1 | | 1 | | 1 | | 3 | 3 | | 12 |
| Locks | | | | | | | | | | 1 | 1 | | 2 |
| Missing or Damaged Lock | | | | | | | | | | 1 | 1 | | 2 |
| Mishandling of Passenger Property | 1 | | | 1 | | | | 1 | | 2 | 2 | | 7 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | 1 | | 2 | 2 | | 6 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | | | | | | | | | | 2 |
| Damaged Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2019 | 3 | | | 1 | | | | | | | | | 4 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Hair Patdowns | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 2 | | | | | | | | | | | | 2 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ELP | 46 | 36 | 33 | 35 | 36 | 40 | 48 | 22 | 40 | 44 | 28 | 25 | 433 |
| 2016 | | | | 10 | 11 | 17 | 15 | 6 | 14 | 17 | 10 | 11 | 111 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| Civil Rights | | | | | | | | | 1 | 1 | | 2 | 4 |
| National Origin | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | 2 | 3 |
| Customer Service | | | | 1 | 1 | | 2 | | 2 | 4 | 1 | | 11 |
| Others | | | | 1 | | | | | | | 1 | | 2 |
| TSO | | | | | 1 | | 2 | | 2 | 4 | | | 9 |
| Locks | | | | 1 | 1 | 2 | | 1 | | 1 | | | 6 |
| Missing or Damaged Lock | | | | 1 | 1 | 2 | | 1 | | 1 | | | 6 |
| Mishandling of Passenger Property | | | | 7 | 7 | 15 | 12 | 4 | 9 | 9 | 8 | 6 | 77 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | 1 | 2 | | 1 | | | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | 5 | 7 | 13 | 10 | 3 | 7 | 7 | 7 | 4 | 63 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | 1 | 1 | 2 | | 2 | 8 |
| Patdown | | | | 1 | 2 | | | | 1 | 1 | | 1 | 6 |
| Flyer | | | | 1 | 2 | | | | 1 | | | 1 | 5 |
| Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | 1 | 1 | 1 | | 1 | 2 | 6 |
| Lengthy Lines | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | | | | 1 | 1 | | | 1 | 2 | 5 |
| 2017 | 17 | 13 | 17 | 15 | 8 | 7 | 12 | 10 | 12 | 14 | 10 | 12 | 147 |
| Civil Rights | | 1 | | | | | | 1 | | | | | 2 |
| Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | | | | 1 |
| Customer Service | 1 | 4 | 1 | 2 | | | 1 | | 3 | 2 | 1 | 2 | 17 |
| TSO | 1 | 4 | 1 | 2 | | | 1 | | 3 | 2 | 1 | 2 | 17 |
| Locks | | | | | | | 5 | 1 | | 1 | | 3 | 10 |
| General | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | 5 | 1 | | 1 | | 2 | 9 |
| Mishandling of Passenger Property | 15 | 7 | 12 | 12 | 7 | 5 | 3 | 3 | 4 | 8 | 5 | 2 | 83 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | 1 | | 1 | | | | | 1 | 1 | 5 |
| Damaged/Missing Items--Checked Baggage | 12 | 7 | 11 | 11 | 6 | 2 | 3 | 2 | 4 | 6 | 4 | 1 | 69 |
| Disarrayed Items--Carry-on or Checked | 3 | | | | 1 | 2 | | 1 | | 2 | | | 9 |
| Patdown | | | | | 1 | | | 1 | | | | | 2 |
| Flyer | | | | | 1 | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | 1 | | 1 | | 1 | 1 | 5 |
| Internal Medical Devices | | | 1 | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | 1 | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | 1 | 1 | 2 |
| Prohibited & Permitted Items | | | | | | 1 | | | | | | | 1 |
| Firearm/Ammunition | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | 2 | 4 | 3 | 2 | 2 | 2 | 15 |
| Damaged Items - Checked | | | | | | | 2 | | | | | 2 | 4 |
| Missing Items - Carry-On | | | | | | | | 1 | 1 | | | | 2 |
| Missing Items - Checked | | | | | | | | 3 | 2 | 2 | 2 | | 9 |
| Screening | 1 | 1 | 3 | 1 | | 1 | | | 1 | 1 | 1 | 2 | 12 |
| Military | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | 3 | 1 | | 1 | | | 1 | 1 | 1 | 2 | 11 |
| 2018 | 19 | 10 | 7 | 6 | 10 | 7 | 13 | 6 | 14 | 13 | 8 | 2 | 115 |
| Civil Rights | 1 | | | | | | | 1 | 3 | | | | 5 |
| Hair Patdowns | 1 | | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 1 | 3 | | | | 4 |
| Customer Service | 2 | | 1 | 1 | | | 3 | 1 | | 2 | | | 10 |
| TSO | 2 | | 1 | 1 | | | 3 | 1 | | 2 | | | 10 |
| Identification (ID) Requirements | | 1 | | | | | | | | | | | 1 |
| Domestic | | 1 | | | | | | | | | | | 1 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Airport/TSA | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 9 | 3 | 2 | 2 | 4 | 5 | 2 | 2 | 6 | 2 | 5 | 1 | 43 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 8 | 3 | 2 | 2 | 3 | 3 | 1 | 2 | 5 | | 5 | 1 | 35 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | 1 | 2 | | | 1 | 2 | | | 7 |
| Patdown | 2 | | | | | | 1 | | 1 | | | | 4 |
| Flyer | 2 | | | | | | 1 | | | | | | 3 |
| Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | 3 | | | | | | | 3 | | | | 6 |
| Hearing Impairment | | | | | | | | | 1 | | | | 1 |
| Internal Medical Devices | | 1 | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | 2 | | | | 3 |
| Prosthesis/Amputees and Casts | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 2 | 3 | 2 | 4 | 1 | 5 | | 1 | 6 | 2 | | 28 |
| Damaged Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Damaged Items - Checked | 2 | | 2 | 1 | 2 | 1 | 2 | | 1 | 1 | 2 | | 14 |
| Missing Items - Carry-On | | | | | | | | | | 2 | | | 2 |
| Missing Items - Checked | | 1 | 1 | 1 | 2 | | 3 | | | 3 | | | 11 |
| Screening | 3 | 1 | 1 | 1 | 2 | 1 | 2 | 2 | | 2 | 1 | | 16 |
| Children | | | | | 1 | | | | | | | | 1 |
| Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | 3 | | 1 | 1 | 1 | 1 | 2 | 1 | | 1 | | | 11 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | 1 | 1 | | 2 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| Security Breach | | | | | | | | | 1 | | | | | 1 |
| 2019 | | 10 | 13 | 9 | 4 | 7 | 9 | 8 | | | | | | 60 |
| Civil Rights | | | 1 | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | 2 | 1 | | 1 | | | | | | | | 4 |
| TSO | | | 2 | 1 | | 1 | | | | | | | | 4 |
| Locks | | 1 | 3 | | | 1 | 1 | | | | | | | 6 |
| General | | | 1 | | | | | | | | | | | 1 |
| Missing or Damaged Lock | | 1 | 2 | | | 1 | 1 | | | | | | | 5 |
| Mishandling of Passenger Property | | 6 | 3 | 6 | 1 | 2 | 2 | 3 | | | | | | 23 |
| Damaged/Missing Items--Checked Baggage | | 6 | 3 | 6 | | 1 | 1 | 2 | | | | | | 19 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | 1 | 1 | 1 | | | | | | 4 |
| Patdown | | | 1 | | 1 | 2 | | 1 | | | | | | 5 |
| Flyer | | | 1 | | 1 | 2 | | 1 | | | | | | 5 |
| Persons w/ Disabilities (PWD) | | | 2 | | | | | | | | | | | 2 |
| Diapers/Garments/Dressings/Masks | | | 1 | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | | | | 1 | | | | | | 1 |
| Marijuana | | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | 1 | 1 | 2 | 2 | | 4 | 2 | | | | | | 12 |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | | | 1 |
| Damaged Items - Checked | | 1 | | | | | 1 | 1 | | | | | | 3 |
| Missing Items - Carry-On | | | 1 | | | | | | | | | | | 1 |
| Missing Items - Checked | | | | 2 | 2 | | 3 | | | | | | | 7 |
| Screening | | 2 | | | | 1 | 2 | 1 | | | | | | 6 |
| Procedures/Process | | 1 | | | | 1 | 1 | 1 | | | | | | 4 |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | | 1 |
| Security Breach | | | | | | | 1 | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| ELY | | | | | | | 1 | | | | | | 1 |
| 2017 | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|----------|-----|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| ENV | 2 | | 1 | 5 | 2 | 4 | 3 | 4 | 4 | 1 | 1 | 2 | 29 |
| 2016 | | | | 3 | 1 | 3 | 2 | 1 | | | | 1 | 11 |
| Customer Service | | | | 2 | 1 | | | | | | | | 3 |
| TSO | | | | 2 | 1 | | | | | | | | 3 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | 2 | 2 | 1 | | | | | 5 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | 1 | 1 | | | | | 3 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | 1 | | 1 | | | | | | | 2 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| 2017 | 1 | | | 1 | | | 1 | | 2 | 1 | 1 | 1 | 8 |
| Customer Service | | | | | | | 1 | | | | 1 | | 2 |
| TSO | | | | | | | 1 | | | | 1 | | 2 |
| Mishandling of Passenger Property | 1 | | | 1 | | | | | 2 | | | | 4 |
| Damaged/Missing Items--Checked Baggage | 1 | | | 1 | | | | | 2 | | | | 4 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| 2018 | 1 | | 1 | | 1 | 1 | | 3 | 2 | | | | 9 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Age | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | 1 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | | | 1 | | 1 | | | | | 4 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | 1 | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| 2019 | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| ERI | 3 | 1 | 2 | 3 | 2 | 4 | 4 | | | 1 | 4 | | 24 | |
| 2016 | | | 1 | 1 | | | 1 | 1 | | | 4 | | 8 | |
| Civil Rights | | | | | | | | 1 | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 | |
| Locks | | | | | 1 | | 1 | | | | | | 2 | |
| Missing or Damaged Lock | | | | | 1 | | 1 | | | | | | 2 | |
| Mishandling of Passenger Property | | | | 1 | | | | | | | 3 | | 4 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | 2 | | 3 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 | |
| Screening | | | | | | | | | | | 1 | | 1 | |
| Procedures/Process | | | | | | | | | | | 1 | | 1 | |
| 2017 | | 1 | 1 | | 1 | 1 | | 1 | | | | | 5 | |
| Locks | | 1 | | | | | | 1 | | | | | 2 | |
| Missing or Damaged Lock | | 1 | | | | | | 1 | | | | | 2 | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 | |
| Patdown | | | | | | 1 | | | | | | | 1 | |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 | |
| Screening | | | | | 1 | | | | | | | | 1 | |
| Procedures/Process | | | | | 1 | | | | | | | | 1 | |
| 2018 | | 1 | | | 1 | 1 | | 2 | | 1 | | | 6 | |
| Customer Service | | | | | 1 | | | 1 | | | | | 2 | |
| TSO | | | | | 1 | | | 1 | | | | | 2 | |
| Mishandling of Passenger Property | | 1 | | | | 1 | | | | | | | 2 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 | |
| Patdown | | | | | | | | 1 | | | | | 1 | |
| Flyer | | | | | | | | 1 | | | | | 1 | |
| Screening | | | | | | | | | | 1 | | | 1 | |
| Procedures/Process | | | | | | | | | | 1 | | | 1 | |
| 2019 | | 1 | | 1 | | | 3 | | | | | | 5 | |
| Civil Rights | | | | | | | 1 | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 | |
| Current Topic | | | | 1 | | | | | | | | | 1 | |
| Current Topic | | | | 1 | | | | | | | | | 1 | |
| Patdown | | 1 | | | | | 2 | | | | | | 3 | |
| Flyer | | | | | | | 1 | | | | | | 1 | |
| Flyer as Observer | | | | | | | 1 | | | | | | 1 | |
| Non-Flyer | | 1 | | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| ESC | 1 | | 2 | | | | | | | | 1 | 1 | 5 | |
| 2016 | | | 1 | | | | | | | | 1 | | 2 | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | 1 | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 | |
| 2017 | 1 | | 1 | | | | | | | | | | 2 | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 | |
| Screening | | | 1 | | | | | | | | | | 1 | |
| Procedures/Process | | | 1 | | | | | | | | | | 1 | |
| 2018 | | | | | | | | | | | | 1 | 1 | |
| Locks | | | | | | | | | | | | 1 | 1 | |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|----------|----------|----------|----------|-----------|-----------|-----------|----------|-----------|----------|-----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| EUG | 10 | 3 | 4 | 2 | 7 | 11 | 11 | 12 | 7 | 11 | 8 | 12 | 98 |
| 2016 | | | | 1 | 5 | 4 | 2 | 6 | 3 | 2 | 5 | 4 | 32 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Headwear | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | 3 | 2 | | 2 | | | 1 | | 8 |
| CSM | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | 3 | 1 | | | | | 1 | | 7 |
| Locks | | | | | | | 1 | 1 | | 1 | | | 3 |
| Missing or Damaged Lock | | | | | | | 1 | 1 | | 1 | | | 3 |
| Mishandling of Passenger Property | | | | | 2 | 2 | 1 | | 3 | 1 | 3 | 2 | 14 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 2 | 2 | | | 3 | 1 | 3 | 2 | 13 |
| Patdown | | | | 1 | | | | 1 | | | | | 2 |
| Flyer | | | | 1 | | | | 1 | | | | | 2 |
| Screening | | | | | | | | 2 | | | 1 | 1 | 4 |
| Inconsistency | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | | 2 | | | 1 | | 3 |
| 2017 | 2 | 2 | 3 | | 1 | 3 | 3 | 4 | 2 | 6 | 1 | 4 | 31 |
| Customer Service | | | 1 | | | | | | 1 | 1 | | 1 | 4 |
| Others | | | | | | | | | | 1 | | | 1 |
| TSO | | | 1 | | | | | | 1 | | | 1 | 3 |
| Locks | | | | | | | | | | | | 2 | 2 |
| General | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Lost and Found | | | | | | | | 1 | | | | | 1 |
| Airport/TSA | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | 2 | 2 | 2 | | 1 | 2 | 1 | | 1 | 3 | | 1 | 15 |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | 2 | | 1 | 2 | 1 | | 1 | 2 | | 1 | 13 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | 1 | | | 2 |
| Patdown | | | | | | | | 1 | | 2 | | | 3 |
| Flyer | | | | | | | | 1 | | 2 | | | 3 |
| Property - Special Handling | | | | | | | 2 | 1 | | | 1 | | 4 |
| Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Damaged Items - Checked | | | | | | | 1 | 1 | | | | | 2 |
| Missing Items - Carry-On | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | 1 | | 1 | | | | | 2 |
| Procedures/Process | | | | | | 1 | | 1 | | | | | 2 |
| 2018 | 1 | 1 | | | 1 | 4 | 3 | 2 | 2 | 3 | 2 | 4 | 23 |
| Civil Rights | | | | | | | 1 | | | | | 1 | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | 1 | 2 |
| Mishandling of Passenger Property | 1 | | | | | 1 | | 1 | 1 | 2 | | 1 | 7 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | 1 | | 1 | 1 | 2 | | | 6 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Notice of Violation/Civil Penalties | | | | | | | | | | | | 1 | 1 |
| General | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | | | 2 | 1 | | 1 | | | | 4 |
| Flyer | | | | | | 2 | 1 | | 1 | | | | 4 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Metal Implants (joint) | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | 1 | | 1 | 1 | | 3 |
| Damaged Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | 1 | | | 1 | | 2 |
| Screening | | 1 | | | 1 | 1 | 1 | | | | | 1 | 5 |
| Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | 1 | | | | | | 1 | 3 |
| Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | 1 |
| 2019 | 7 | | 1 | 1 | | | 3 | | | | | | 12 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | | | | | | 1 | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | 3 | | | | | | 1 | | | | | | 4 |
| Property - Special Handling | 2 | | 1 | | | | 2 | | | | | | 5 |
| Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | 2 | | 1 | | | | 1 | | | | | | 4 |
| Screening | 1 | | | 1 | | | | | | | | | 2 |
| Procedures/Process | 1 | | | 1 | | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| EVV | 4 | 4 | 1 | 2 | 2 | 2 | 3 | 4 | 2 | 5 | 4 | 1 | 34 |
| 2016 | | | | | 1 | | 1 | | 1 | 4 | 3 | | 10 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | 3 | 3 | | 7 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | 3 | 3 | | 7 |
| Screening | | | | | | | 1 | | 1 | | | | 2 |
| Procedures/Process | | | | | | | 1 | | 1 | | | | 2 |
| 2017 | 2 | 1 | | 1 | 1 | | | 4 | 1 | 1 | | | 11 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | 1 | 1 | | | 2 | | 1 | | | 7 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | 1 | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | 1 | | | 1 | | 1 | | | 4 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 2 | 1 | | | | 3 |
| Damaged Items - Checked | | | | | | | | 1 | | | | | 1 |
| Missing Items - Checked | | | | | | | | 1 | 1 | | | | 2 |
| 2018 | 2 | 2 | | 1 | | | 1 | | | | 1 | 1 | 8 |
| Mishandling of Passenger Property | 1 | 2 | | | | | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | | | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Respiratory and Inhaler Equipment | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | 1 | | | 1 | | | 1 | | | | | | 3 |
| Inconsistency | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | 1 | | | | | | 2 |
| 2019 | | 1 | 1 | | | 2 | 1 | | | | | | 5 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | 1 | 1 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | 1 | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Damaged Items - Checked | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| EWN | 6 | 3 | 8 | 1 | 4 | 5 | 5 | 1 | 1 | 5 | 4 | 1 | 44 |
| 2016 | | | | 1 | | 3 | 1 | | 1 | 2 | 2 | | 10 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | 1 | | | 1 | | 1 | | 3 |
| TSO | | | | | | 1 | | | 1 | | 1 | | 3 |
| Mishandling of Passenger Property | | | | | | 2 | 1 | | | 1 | 1 | | 5 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | 1 | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | 1 | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2017 | 2 | 2 | 4 | | 4 | 2 | 2 | 1 | | 2 | | 1 | 20 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | 1 | | | 1 | | 1 | | | | 1 | 4 |
| TSO | | | 1 | | | 1 | | 1 | | | | 1 | 4 |
| Mishandling of Passenger Property | 2 | 1 | 2 | | 3 | | | | | | | | 8 |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | 2 | | 2 | | | | | | | | 7 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | 1 | | 1 | | | 1 | | | 3 |
| Flyer | | | | | | | 1 | | | 1 | | | 2 |
| Non-Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Metal Implants (joint) | | | 1 | | | | | | | | | | 1 |
| Screening | | | | | | 1 | 1 | | | 1 | | | 3 |
| Inconsistency | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | 1 | | | 2 |
| 2018 | 2 | 1 | 2 | | | | 1 | | | 1 | 2 | | 9 |
| Customer Service | | | | | | | | | | 1 | 1 | | 2 |
| TSO | | | | | | | | | | 1 | 1 | | 2 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | | 1 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | 1 | | | | | | 3 |
| Property - Special Handling | 1 | | | | | | | | | | 1 | | 2 |
| Damaged Items - Carry-On | 1 | | | | | | | | | | 1 | | 2 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Inconsistency | | | 1 | | | | | | | | | | 1 |
| 2019 | 2 | | 2 | | | | 1 | | | | | | 5 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | 1 | | | | | | 2 |
| Damaged Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Inconsistency | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| EWB | 461 | 478 | 505 | 625 | 540 | 706 | 641 | 608 | 519 | 551 | 568 | 423 | 6,625 | |
| 2016 | | | | 172 | 154 | 252 | 206 | 248 | 157 | 164 | 206 | 160 | 1,719 | |
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | 1 | |
| Flyer | | | | | | | | | | 1 | | | 1 | |
| Civil Rights | | | | 3 | 4 | 8 | 5 | 8 | 2 | 3 | 3 | | 36 | |
| General Complaint and Discrimination | | | | 2 | 2 | | | | | | | | 4 | |
| Perceived Religion | | | | | | 1 | | 1 | | | 1 | | 3 | |
| Racial Profiling or Discrimination | | | | | 2 | 6 | 4 | 7 | 2 | 1 | 2 | | 24 | |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | | | | 1 | | | 1 | |
| Screening of Religious or Cultural Garments | | | | 1 | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | 1 | | | | | | 2 | |
| Transgender Screening | | | | | | | | | | 1 | | | 1 | |
| Customer Service | | | | 33 | 41 | 62 | 49 | 72 | 43 | 32 | 41 | 22 | 395 | |
| CSM | | | | | 1 | | 1 | | 2 | | | | 4 | |
| Others | | | | 11 | 14 | 27 | 9 | 14 | 8 | 5 | 10 | 3 | 101 | |
| TSO | | | | 22 | 26 | 35 | 39 | 58 | 33 | 27 | 31 | 19 | 290 | |
| Flying Armed | | | | | | | 1 | | | | | | 1 | |
| General | | | | | | | 1 | | | | | | 1 | |
| Identification (ID) Requirements | | | | | | 1 | | 1 | | | | 1 | 3 | |
| Domestic | | | | | | 1 | | 1 | | | | | 2 | |
| ID Matching Ticket and Boarding Pass Issues | | | | | | | | | | | | 1 | 1 | |
| Intranet/Internet Inquiries | | | | | | | 1 | | | | | | 1 | |
| General | | | | | | | 1 | | | | | | 1 | |
| Locks | | | | 9 | 9 | 11 | 11 | 8 | 6 | 9 | 23 | 11 | 97 | |
| General | | | | | | | 1 | | | 2 | 1 | | 4 | |
| Missing or Damaged Lock | | | | 9 | 9 | 11 | 10 | 8 | 6 | 7 | 22 | 11 | 93 | |
| Lost and Found | | | | 10 | 2 | 12 | 8 | 16 | 15 | 17 | 25 | 14 | 119 | |
| Airport/TSA | | | | 10 | 2 | 12 | 8 | 16 | 15 | 17 | 25 | 14 | 119 | |
| Mishandling of Passenger Property | | | | 83 | 58 | 69 | 74 | 67 | 60 | 69 | 86 | 88 | 654 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 13 | 10 | 13 | 8 | 12 | 13 | 13 | 5 | 8 | 95 | |
| Damaged/Missing Items--Checked Baggage | | | | 62 | 46 | 49 | 61 | 53 | 45 | 50 | 72 | 72 | 510 | |
| Disarrayed Items--Carry-on or Checked | | | | 8 | 2 | 7 | 5 | 2 | 2 | 6 | 9 | 8 | 49 | |
| Patdown | | | | 5 | | 2 | 2 | 9 | 3 | 5 | 3 | 3 | 32 | |
| Children | | | | | | | | 1 | | | | | 1 | |
| Flyer | | | | 5 | | 2 | 1 | 7 | 3 | 5 | 3 | 3 | 29 | |
| Flyer as Observer | | | | | | | 1 | 1 | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | 5 | 4 | 6 | 4 | 5 | 7 | 10 | 6 | 5 | 52 | |
| Autism Spectrum | | | | | | 1 | | | | | | | 1 | |
| Cancer (general) Not Breast Cancer | | | | | | | | | | 1 | | | 1 | |
| Cognitive /Developmental /Mental Disability | | | | | | | | 2 | | 1 | | 1 | 4 | |
| Diabetes | | | | 1 | | 2 | 1 | | 1 | | | | 5 | |
| General | | | | | 1 | | | 1 | 1 | | 1 | | 4 | |
| Internal Medical Devices | | | | | 1 | | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | 3 | 1 | | 1 | 1 | | | 1 | 1 | 8 | |
| Metal Implants (joint) | | | | | 1 | 1 | | | | 1 | 1 | | 4 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | 1 | 1 | | 4 | 2 | 2 | 1 | 12 | |
| Prosthesis/Amputees and Casts | | | | | | | | | | | | 2 | 2 | |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | 1 | 1 | 1 | 5 | 1 | | 10 | |
| Request for Assistance | | | | | | | | 1 | | | | | 1 | |
| Other | | | | | | | | 1 | | | | | 1 | |
| Screening | | | | 24 | 36 | 81 | 51 | 61 | 21 | 18 | 19 | 15 | 326 | |
| Crew Member or Airline Employee | | | | | | 1 | | | | | 1 | | 2 | |
| Inconsistency | | | | 1 | | 5 | 1 | 3 | | 2 | 1 | 3 | 16 | |
| Lengthy Lines | | | | 16 | 29 | 58 | 39 | 42 | 4 | 5 | | 3 | 196 | |
| Procedures/Process | | | | 7 | 6 | 16 | 9 | 14 | 16 | 11 | 16 | 9 | 104 | |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | 1 | 1 | | | | | | 3 | |
| Security Breach | | | | | | | 1 | 2 | 1 | | 1 | | 5 | |
| TSA Contact Information | | | | | | | | | | | | 1 | 1 | |
| General | | | | | | | | | | | | 1 | 1 | |
| 2017 | 139 | 158 | 167 | 190 | 130 | 162 | 142 | 190 | 191 | 206 | 187 | 143 | 2,005 | |
| Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | 1 | |
| Non-Flyer | | | | 1 | | | | | | | | | 1 | |
| Civil Rights | 1 | 6 | 2 | 8 | 3 | 7 | 5 | 4 | 6 | 8 | 1 | 3 | 54 | |
| Constitutional Rights | | | | | 1 | | | | | 1 | | | 2 | |
| Hair Patdowns | | | | | | | | | | 1 | | | 1 | |
| Headwear | | | | 1 | | | 1 | | | | | | 2 | |
| National Origin | | | | | 1 | 2 | | 1 | | | | | 4 | |
| Perceived Religion | | | | | | | | 1 | 1 | | | | 2 | |
| Racial Profiling or Discrimination | 1 | 5 | 2 | 7 | 1 | 5 | 3 | 2 | 3 | 5 | 1 | 3 | 38 | |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | 1 | | 1 | | | | 3 | |
| Sexual Orientation - Not Transgender | | | | | | | | | | 1 | | | 1 | |
| Transgender Screening | | | | | | | | | 1 | | | | 1 | |
| Customer Service | 36 | 27 | 32 | 39 | 27 | 56 | 46 | 61 | 52 | 65 | 51 | 46 | 538 | |
| CSM | | 1 | | 1 | | | | | | | | | 2 | |
| Others | 12 | 3 | 7 | 9 | 2 | 5 | 4 | 9 | 8 | 9 | 6 | 3 | 77 | |
| TSO | 24 | 23 | 25 | 29 | 25 | 51 | 42 | 52 | 44 | 56 | 45 | 43 | 459 | |
| Identification (ID) Requirements | | 1 | 2 | | | | 1 | | | | | | 4 | |
| Domestic | | 1 | 2 | | | | 1 | | | | | | 4 | |
| Locks | 12 | 15 | 8 | 10 | 12 | 4 | 8 | 15 | 11 | 18 | 12 | 9 | 134 | |
| General | | | | 1 | | | | 1 | 3 | 2 | 1 | 1 | 9 | |
| Missing or Damaged Lock | 12 | 15 | 8 | 9 | 12 | 4 | 8 | 14 | 8 | 16 | 11 | 8 | 125 | |
| Lost and Found | 10 | 14 | 12 | 13 | 4 | 7 | 8 | 3 | 5 | 4 | 6 | 1 | 87 | |
| Airport/TSA | 10 | 14 | 12 | 13 | 4 | 7 | 8 | 3 | 5 | 4 | 6 | 1 | 87 | |
| Mishandling of Passenger Property | 55 | 68 | 81 | 89 | 59 | 60 | 30 | 36 | 55 | 46 | 57 | 42 | 678 | |
| Damaged/Missing Items--Carry-on Luggage | 7 | 12 | 10 | 12 | 8 | 6 | 1 | 5 | 8 | 3 | 4 | 4 | 80 | |

| Airport, Fiscal Year, Category | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | Total |
|---|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | |
| Damaged/Missing Items--Checked Baggage | 47 | 49 | 63 | 72 | 44 | 49 | 23 | 28 | 38 | 37 | 45 | 31 | 526 |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | 1 | 1 | | | | 2 | | | 5 |
| Disarrayed Items--Carry-on or Checked | 1 | 7 | 7 | 5 | 6 | 4 | 6 | 3 | 9 | 4 | 8 | 7 | 67 |
| Patdown | 5 | 9 | 6 | 6 | 1 | 5 | 5 | 8 | 5 | 6 | 4 | 4 | 64 |
| Children | | | | | | | | | | | | 1 | 1 |
| Flyer | 3 | 9 | 5 | 6 | 1 | 5 | 5 | 6 | 4 | 6 | 3 | 3 | 56 |
| Flyer as Observer | 1 | | | | | | | 2 | | | 1 | | 4 |
| General | 1 | | | | | | | | | | | | 1 |
| Non-Flyer | | | 1 | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | 4 | 4 | 6 | 4 | 3 | 6 | 2 | 10 | 5 | 9 | 10 | 2 | 65 |
| Breast Cancer | | | | | | | | 1 | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | 1 | | | | | | | | | | | | 1 |
| Diabetes | | | 1 | | | 1 | | | 1 | 1 | | | 4 |
| General | | 1 | | | 1 | | 1 | | 1 | 1 | | | 5 |
| Hearing Impairment | | | | | | | | 1 | | | | | 1 |
| Internal Medical Devices | | | 1 | 1 | | | | 2 | | 1 | 1 | | 6 |
| Medically Necessary Medication and Medical | 1 | 2 | | 2 | | 1 | | 2 | 1 | 2 | | 1 | 12 |
| Metal Implants (joint) | | | 1 | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 2 | | 1 | | | 1 | 1 | 2 | 2 | 1 | 10 |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | | 1 | | 2 |
| Respiratory and Inhaler Equipment | | | | | | | | | | | 1 | | 1 |
| Service Animals | 1 | 1 | 1 | 1 | | | | | | | 3 | | 7 |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 |
| Visual Impairment | | | | | | | 1 | 1 | | | 1 | | 3 |
| Wheelchair/ Scooter/ Segway | 1 | | | | | 3 | | 1 | 1 | 2 | 1 | | 9 |
| Prohibited & Permitted Items | | | | | | | 1 | | | 1 | 1 | 1 | 4 |
| Breast Milk/Baby Formula/Breast Pump | | | | | | | 1 | | | | | | 1 |
| General | | | | | | | | | | 1 | | | 1 |
| Liquids/Gels/Aerosols | | | | | | | | | | | | 1 | 1 |
| Sporting Goods | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | 26 | 28 | 22 | 24 | 20 | 15 | 135 |
| Damaged Items - Carry-On | | | | | | | 1 | 1 | 1 | | 1 | 3 | 7 |
| Damaged Items - Checked | | | | | | | 6 | 6 | 6 | 7 | 5 | 5 | 35 |
| Missing Items - Carry-On | | | | | | | 5 | 4 | 4 | 4 | 4 | 2 | 23 |
| Missing Items - Checked | | | | | | | 14 | 17 | 11 | 13 | 10 | 5 | 70 |
| Request for Assistance | | | | | | | | | | 1 | 1 | | 2 |
| Other | | | | | | | | | | 1 | 1 | | 2 |
| Screening | 16 | 14 | 18 | 20 | 21 | 17 | 10 | 25 | 29 | 25 | 23 | 20 | 238 |
| Crew Member or Airline Employee | | | | | | | 1 | | | 1 | 2 | 3 | 7 |
| Inconsistency | 1 | | 1 | | 3 | | | 1 | 3 | 2 | 3 | 1 | 15 |
| International Screening | 1 | | | | | | | | | | | | 1 |
| Lengthy Lines | 3 | 3 | 4 | 5 | 2 | 6 | 2 | 5 | 7 | 8 | 4 | 5 | 54 |
| Procedures/Process | 8 | 10 | 13 | 14 | 16 | 10 | 7 | 18 | 18 | 12 | 13 | 11 | 150 |
| Retrieving Abandoned/Confiscated Items | 2 | 1 | | 1 | | 1 | | | | 1 | 1 | | 7 |
| Security Breach | 1 | | | | | | | 1 | 1 | 1 | | | 4 |
| TSA Contact Information | | | | | | | | | | | 1 | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| 2018 | 174 | 159 | 187 | 154 | 136 | 142 | 153 | 170 | 171 | 181 | 175 | 120 | 1,922 |
| Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | 1 | | 2 |
| Children | | | | | | | | | | | 1 | | 1 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Civil Rights | 3 | 4 | 7 | 3 | 3 | 5 | 4 | 3 | 7 | 7 | 6 | 3 | 55 |
| Constitutional Rights | | | | | | | | | | 1 | | | 1 |
| Hair Patdowns | | | 1 | | | | | | | | | | 1 |
| Headwear | 1 | | | | | | 1 | | | 1 | | | 3 |
| National Origin | | | | 1 | | | | | | 1 | | | 2 |
| Perceived Religion | | | | | | | 1 | 1 | | | 2 | | 4 |
| Racial Profiling or Discrimination | 2 | 4 | 4 | | 2 | 3 | 1 | 1 | 5 | 4 | 4 | 2 | 32 |
| Sex/Gender/Gender Identity- Not Transgender | | | 2 | 2 | 1 | 1 | | 1 | 1 | | | | 8 |
| Sexual Orientation - Not Transgender | | | | | | 1 | | | 1 | | | 1 | 3 |
| Transgender Screening | | | | | | | 1 | | | | | | 1 |
| Customer Service | 61 | 46 | 54 | 45 | 46 | 47 | 50 | 59 | 40 | 61 | 36 | 20 | 565 |
| Others | 12 | 8 | 6 | 6 | 9 | 7 | 5 | 8 | 6 | 9 | 6 | | 82 |
| TSO | 49 | 38 | 48 | 39 | 37 | 40 | 45 | 51 | 34 | 52 | 30 | 20 | 483 |
| Locks | 9 | 7 | 4 | 5 | 3 | 11 | 5 | 10 | 8 | 16 | 10 | 12 | 100 |
| General | | 1 | | 1 | | 1 | | | | 2 | | | 5 |
| Missing or Damaged Lock | 9 | 6 | 4 | 4 | 3 | 10 | 5 | 10 | 8 | 14 | 10 | 12 | 95 |
| Lost and Found | 5 | 4 | 7 | 2 | 3 | 4 | 4 | 6 | 8 | 6 | 5 | 3 | 57 |
| Airport/TSA | 5 | 4 | 7 | 2 | 3 | 4 | 4 | 6 | 8 | 6 | 5 | 3 | 57 |
| Mishandling of Passenger Property | 35 | 31 | 40 | 28 | 38 | 26 | 31 | 34 | 36 | 36 | 51 | 35 | 421 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 3 | 4 | | | 2 | 4 | 5 | 1 | 2 | 2 | 2 | 26 |
| Damaged/Missing Items--Checked Baggage | 28 | 22 | 28 | 23 | 32 | 19 | 23 | 26 | 29 | 27 | 43 | 28 | 328 |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | | | | 1 | | 1 | 1 | | 4 |
| Disarrayed Items--Carry-on or Checked | 6 | 5 | 8 | 5 | 6 | 5 | 4 | 2 | 6 | 6 | 5 | 5 | 63 |
| Patdown | 3 | 4 | 5 | 4 | 2 | 3 | 4 | 3 | 4 | 5 | 6 | | 43 |
| Flyer | 3 | 4 | 4 | 4 | 2 | 3 | 2 | 3 | 4 | 5 | 6 | | 40 |
| Flyer as Observer | | | 1 | | | | 2 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 6 | 9 | 8 | 10 | 5 | 4 | 7 | 4 | 7 | 3 | 9 | 5 | 77 |
| Autism Spectrum | 1 | | | | 1 | | | | 1 | | | | 3 |
| Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | | | | | 1 | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | 3 | | | 1 | | | | | | 4 |
| Diabetes | 1 | 1 | 2 | | | | | | | 1 | 2 | | 7 |
| General | | | 1 | | | | 1 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Hearing Impairment | | | | | 1 | | | | | | | | 1 |
| Internal Medical Devices | | | | | | | | | 1 | | 1 | | 2 |
| Medical Devices - Attached to the Body | | | | | | 1 | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | 1 | | 1 | | 2 |
| Metal Implants (joint) | | 1 | | 1 | 1 | 1 | | | 1 | 1 | 1 | 1 | 8 |
| Mobility Disability (Not Wheelchair or Scooter) | | 2 | | 3 | 1 | | 2 | 2 | 1 | | 2 | | 13 |
| Ostomy/Ostomates | | | | | | | | | | | | 1 | 1 |
| Respiratory and Inhaler Equipment | | | | | | | | | | | | 1 | 1 |
| Touch Aversion (pain/trauma) | | 1 | | 1 | | | 2 | 1 | | 1 | | | 6 |
| Visual Impairment | 2 | | | | | | | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | 2 | 4 | 5 | 2 | | 2 | 1 | 1 | 1 | | 2 | 2 | 22 |
| Prohibited & Permitted Items | | | | | | | 1 | | | | | | 1 |
| Firearm/Ammunition | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 29 | 23 | 30 | 35 | 22 | 17 | 20 | 23 | 42 | 24 | 26 | 25 | 316 |
| Damaged Items - Carry-On | 2 | 3 | 3 | 2 | 3 | 3 | 3 | 1 | 4 | 1 | 1 | 1 | 27 |
| Damaged Items - Checked | 5 | 5 | 8 | 11 | 3 | 3 | 1 | 1 | 8 | 9 | 7 | 8 | 69 |
| Missing Items - Carry-On | 8 | 1 | 2 | 6 | 6 | 3 | 4 | 9 | 13 | 4 | 6 | 4 | 66 |
| Missing Items - Checked | 14 | 14 | 17 | 16 | 10 | 8 | 12 | 12 | 17 | 10 | 12 | 12 | 154 |
| Request for Assistance | | | | 1 | | | 1 | 2 | 1 | | 1 | | 6 |
| Other | | | | 1 | | | 1 | 1 | 1 | | 1 | | 5 |
| Wounded Warrior (MSIJSOC) | | | | | | | | 1 | | | | | 1 |
| Screening | 23 | 31 | 32 | 20 | 14 | 25 | 26 | 26 | 18 | 23 | 24 | 17 | 279 |
| Crew Member or Airline Employee | 1 | | 1 | | | | | | | | | | 2 |
| Inconsistency | 3 | 2 | 2 | 1 | 2 | | 2 | 1 | 1 | | 1 | 1 | 16 |
| International Screening | | | | 1 | | | | | | | | | 1 |
| Lengthy Lines | 5 | 17 | 15 | 5 | 5 | 5 | 8 | 8 | 4 | 5 | 5 | 7 | 89 |
| Procedures/Process | 12 | 10 | 14 | 11 | 5 | 19 | 16 | 17 | 12 | 17 | 17 | 7 | 157 |
| Retrieving Abandoned/Confiscated Items | 1 | 2 | | 2 | | | | | 1 | 1 | 1 | 2 | 10 |
| Security Breach | 1 | | | | 2 | 1 | | | | | | | 4 |
| 2019 | 148 | 161 | 151 | 109 | 120 | 150 | 140 | | | | | | 979 |
| Civil Rights | 2 | 6 | 6 | 9 | 5 | 6 | 4 | | | | | | 38 |
| Age | | 1 | | 1 | 1 | 1 | 1 | | | | | | 5 |
| Constitutional Rights | | | | | | 1 | | | | | | | 1 |
| Headwear | | | | | | | 1 | | | | | | 1 |
| National Origin | | 1 | | 2 | | | | | | | | | 3 |
| Perceived Religion | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | 2 | 2 | 4 | 2 | 3 | 3 | 1 | | | | | | 17 |
| Screening of Religious Cultural and Ceremonial Items | | | | 1 | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | 2 | 2 | 1 | | | | | | | | | 5 |
| Sexual Orientation - Not Transgender | | | | 1 | 1 | | | | | | | | 2 |
| Transgender Screening | | | | 1 | | 1 | | | | | | | 2 |
| Customer Service | 34 | 41 | 41 | 14 | 28 | 42 | 44 | | | | | | 244 |
| Others | 4 | 7 | 5 | 1 | 2 | 11 | 6 | | | | | | 36 |
| TSO | 30 | 34 | 36 | 13 | 26 | 31 | 38 | | | | | | 208 |
| Locks | 9 | 10 | 10 | 7 | 8 | 8 | 8 | | | | | | 60 |
| General | | | 1 | | | | 1 | | | | | | 2 |
| Missing or Damaged Lock | 9 | 10 | 9 | 7 | 8 | 8 | 7 | | | | | | 58 |
| Lost and Found | 2 | 4 | 3 | 6 | 7 | 4 | 7 | | | | | | 33 |
| Airport/TSA | 2 | 4 | 3 | 6 | 7 | 4 | 7 | | | | | | 33 |
| Mishandling of Passenger Property | 34 | 34 | 32 | 23 | 25 | 32 | 20 | | | | | | 200 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 3 | | 4 | | 3 | 1 | | | | | | 12 |
| Damaged/Missing Items--Checked Baggage | 24 | 30 | 28 | 18 | 19 | 21 | 16 | | | | | | 156 |
| Damaged/Missing Items--Unspecified Luggage | 2 | | | | 1 | | 1 | | | | | | 4 |
| Disarrayed Items--Carry-on or Checked | 7 | 1 | 4 | 1 | 5 | 8 | 2 | | | | | | 28 |
| Patdown | 4 | 3 | 5 | 1 | 6 | 6 | 3 | | | | | | 28 |
| Flyer | 3 | 3 | 5 | | 6 | 5 | 2 | | | | | | 24 |
| Flyer as Observer | | | | 1 | | | | | | | | | 1 |
| General | | | | | | 1 | | | | | | | 1 |
| Non-Flyer | 1 | | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 13 | 6 | 4 | 3 | 4 | 5 | 4 | | | | | | 39 |
| Autism Spectrum | 2 | 1 | | | | | | | | | | | 3 |
| Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Cancer (general) Not Breast Cancer | 2 | | | | | | | | | | | | 2 |
| Diabetes | 1 | | 1 | 1 | | 1 | | | | | | | 4 |
| General | | | | | 1 | | | | | | | | 1 |
| Internal Medical Devices | 3 | 1 | | | | | 1 | | | | | | 5 |
| Medically Necessary Medication and Medical | 1 | | | | 1 | 2 | | | | | | | 4 |
| Metal Implants (joint) | | | 1 | | | 1 | | | | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | 3 | 1 | | | | | | | | | | | 4 |
| Service Animals | | 1 | 1 | 1 | | | | | | | | | 3 |
| Touch Aversion (pain/trauma) | | | | | | | 1 | | | | | | 1 |
| Visual Impairment | | | 1 | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | 1 | | 1 | 2 | 1 | 1 | | | | | | 7 |
| Prohibited & Permitted Items | 1 | | 1 | | | | | | | | | | 2 |
| Alcohol and Tobacco | 1 | | | | | | | | | | | | 1 |
| General | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 30 | 28 | 27 | 28 | 23 | 18 | 34 | | | | | | 188 |
| Damaged Items - Carry-On | 4 | 1 | | 5 | 1 | 2 | 5 | | | | | | 18 |
| Damaged Items - Checked | 8 | 6 | 5 | 5 | 2 | 7 | 7 | | | | | | 40 |
| Missing Items - Carry-On | 5 | 7 | 10 | 6 | 7 | 1 | 9 | | | | | | 45 |
| Missing Items - Checked | 13 | 14 | 12 | 12 | 13 | 8 | 13 | | | | | | 85 |
| Request for Assistance | 1 | 1 | | 1 | | | 2 | | | | | | 5 |
| Other | 1 | 1 | | 1 | | | 2 | | | | | | 5 |
| Screening | 18 | 28 | 22 | 17 | 14 | 29 | 14 | | | | | | 142 |
| Children | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Inconsistency | | | 1 | | | 2 | | | | | | | 3 |
| Lengthy Lines | 4 | 6 | 4 | 5 | 5 | 8 | 2 | | | | | | 34 |
| Procedures/Process | 12 | 21 | 17 | 11 | 8 | 17 | 11 | | | | | | 97 |
| Retrieving Abandoned/Confiscated Items | 1 | 1 | | | | 1 | 1 | | | | | | 4 |
| Security Breach | | | | 1 | 1 | 1 | | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| EYW | 3 | 3 | 4 | 2 | 7 | 3 | 8 | 7 | 5 | 7 | 6 | 55 | | |
| 2016 | | | 3 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 1 | 15 | | |
| Customer Service | | | 2 | | 1 | | | 1 | | 1 | | 5 | | |
| Others | | | 1 | | 1 | | | | | | | 2 | | |
| TSO | | | 1 | | | | | | 1 | | 1 | 3 | | |
| Mishandling of Passenger Property | | | 1 | | | | | | | 1 | 1 | 4 | | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | 1 | | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | 1 | | 3 | | |
| Patdown | | | | | 1 | | | | | | | 1 | | |
| Flyer | | | | | 1 | | | | | | | 1 | | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | 1 | | |
| Ostomy/Ostomates | | | | | | | | 1 | | | | 1 | | |
| Screening | | | | | | | 2 | 1 | 1 | | | 4 | | |
| Inconsistency | | | | | | | 1 | | | | | 1 | | |
| Procedures/Process | | | | | | | 1 | 1 | 1 | | | 3 | | |
| 2017 | 1 | 2 | | | | 5 | | 2 | 2 | 1 | | 2 | 15 | |
| Civil Rights | | | | | | | | | 1 | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 | |
| Customer Service | | | 1 | | | 4 | | | | | | | 5 | |
| TSO | | | 1 | | | 4 | | | | | | | 5 | |
| Identification (ID) Requirements | | | | | | | | | 1 | | | | 1 | |
| Domestic | | | | | | | | | 1 | | | | 1 | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | 1 | 2 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | | | | 1 | |
| Property - Special Handling | | | | | | | | 1 | | 1 | | 1 | 3 | |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 | |
| Missing Items - Checked | | | | | | | | 1 | | | | 1 | 2 | |
| Screening | | | 1 | | | 1 | | | | | | | 2 | |
| Procedures/Process | | | | | | 1 | | | | | | | 1 | |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 | |
| 2018 | | | | 1 | | | | 4 | 3 | 3 | 5 | 3 | 19 | |
| Customer Service | | | | 1 | | | | 1 | | 1 | 1 | 1 | 5 | |
| Others | | | | | | | | | | 1 | | | 1 | |
| TSO | | | | 1 | | | | 1 | | | 1 | 1 | 4 | |
| Mishandling of Passenger Property | | | | | | | | | 1 | | 1 | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | | | 1 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | 1 | |
| Patdown | | | | | | | | | 1 | 2 | 2 | 1 | 6 | |
| Flyer | | | | | | | | | 1 | 1 | 2 | | 4 | |
| Flyer as Observer | | | | | | | | | | | | 1 | 1 | |
| General | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | | | | | | | | | | | 1 | 1 | 2 | |
| Damaged Items - Checked | | | | | | | | | | | | 1 | 1 | |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Screening | | | | | | | | 3 | 1 | | | | 4 | |
| Crew Member or Airline Employee | | | | | | | | 1 | | | | | 1 | |
| Procedures/Process | | | | | | | | 1 | | | | | 1 | |
| Security Breach | | | | | | | | 1 | 1 | | | | 2 | |
| 2019 | 2 | 1 | | | 1 | 1 | 1 | | | | | | 6 | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 | |
| General | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 | |
| Damaged Items - Checked | | 1 | | | | | | | | | | | 1 | |
| Screening | | 1 | 1 | | 1 | | | | | | | | 3 | |
| Inconsistency | | | 1 | | | | | | | | | | 1 | |
| Procedures/Process | | 1 | | | 1 | | | | | | | | 2 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| FAI | 27 | 19 | 18 | 21 | 26 | 23 | 16 | 17 | 22 | 24 | 27 | 23 | 263 | |
| 2016 | | | | 2 | 5 | 3 | 1 | 7 | 3 | 6 | 7 | 11 | 45 | |
| Customer Service | | | | | 2 | | | 1 | 1 | 1 | 1 | | 6 | |
| Others | | | | | | | | | 1 | | | | 1 | |
| TSO | | | | | 2 | | | 1 | | 1 | 1 | | 5 | |
| Mishandling of Passenger Property | | | | 2 | 2 | | | 4 | 2 | 4 | 5 | 8 | 27 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 2 | 2 | | | 4 | 2 | 4 | 4 | 8 | 26 | |
| Patdown | | | | | 1 | 2 | | 1 | | 1 | | 1 | 6 | |
| Flyer | | | | | 1 | 2 | | 1 | | 1 | | 1 | 6 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 1 | 1 | | | | | 3 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | | | | 1 | |
| Ostomy/Ostomates | | | | | | 1 | | | | | | | 1 | |
| Screening | | | | | | | | | | | 1 | 2 | 3 | |
| Procedures/Process | | | | | | | | | | | 1 | 2 | 3 | |
| 2017 | 9 | 3 | 6 | 9 | 5 | 10 | 3 | 6 | 12 | 5 | 10 | 5 | 83 | |
| Customer Service | 1 | | | | 1 | 2 | | 1 | 1 | 1 | 3 | | 10 | |
| TSO | 1 | | | | 1 | 2 | | 1 | 1 | 1 | 3 | | 10 | |
| Locks | | | | 2 | | | | | | | | | 2 | |
| Missing or Damaged Lock | | | | 2 | | | | | | | | | 2 | |
| Mishandling of Passenger Property | 8 | 3 | 4 | 4 | 3 | 3 | 1 | 2 | 3 | 3 | 3 | 4 | 41 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | 1 | | | | | | | | 1 | | 3 | |
| Damaged/Missing Items--Checked Baggage | 6 | 3 | 1 | 4 | 3 | 2 | | 1 | 3 | 3 | 2 | 4 | 32 | |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | 1 | | 1 | | | 1 | 1 | 1 | | | | | 5 | |
| Patdown | | | | 1 | | 2 | | 1 | 1 | | 1 | | 6 | |
| Flyer | | | | 1 | | 2 | | 1 | 1 | | 1 | | 6 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 2 | | | | 2 | |
| Diabetes | | | | | | | | | 1 | | | | 1 | |
| Hearing Impairment | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | 2 | 5 | | | 1 | 9 | |
| Damaged Items - Carry-On | | | | | | | | | 1 | | | | 1 | |
| Damaged Items - Checked | | | | | | | | 2 | 1 | | | 1 | 4 | |
| Missing Items - Carry-On | | | | | | | | | 2 | | | | 2 | |
| Missing Items - Checked | | | | | | | 1 | | 1 | | | | 2 | |
| Screening | | | 2 | 2 | 1 | 3 | 1 | | | 1 | 3 | | 13 | |
| Inconsistency | | | | | | 1 | | | | | | | 1 | |
| Lengthy Lines | | | | | 1 | 1 | | | | | | | 2 | |
| Procedures/Process | | | 2 | 2 | | 1 | 1 | | | 1 | 3 | | 10 | |
| 2018 | 12 | 10 | 7 | 7 | 9 | 3 | 7 | 4 | 7 | 13 | 10 | 7 | 96 | |
| Civil Rights | | | | | | | | | | | | 1 | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 | |
| Customer Service | 2 | 1 | 3 | 4 | 3 | 1 | | 1 | | 2 | | | 17 | |
| Others | | | 1 | | | | | | | | | | 1 | |
| TSO | 2 | 1 | 2 | 4 | 3 | 1 | | 1 | | 2 | | | 16 | |
| Locks | | | 1 | | 1 | | | | | | 3 | 3 | 8 | |
| Missing or Damaged Lock | | | 1 | | 1 | | | | | | 3 | 3 | 8 | |
| Mishandling of Passenger Property | | 2 | 1 | | 1 | 1 | 1 | 1 | 2 | 7 | 1 | 2 | 19 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | 1 | | 2 | |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | | 1 | 1 | | 1 | 2 | 6 | | 2 | 15 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | 1 | | | | | | 2 | |
| Patdown | 1 | 1 | | | 2 | | 2 | 1 | 2 | 3 | 1 | | 13 | |
| Flyer | 1 | 1 | | | 2 | | 2 | 1 | 2 | 2 | | | 11 | |
| Flyer as Observer | | | | | | | | | | 1 | 1 | | 2 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | 1 | | 1 | 1 | 4 | |
| Diabetes | | | | | | | | | | | 1 | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | 1 | | | 1 | 3 | |
| Property - Special Handling | 4 | 1 | | 2 | 1 | | 1 | | 2 | | | | 11 | |
| Damaged Items - Checked | 1 | 1 | | 1 | 1 | | | | 1 | | | | 5 | |
| Missing Items - Carry-On | 1 | | | 1 | | | | | | | | | 2 | |
| Missing Items - Checked | 2 | | | | | | 1 | | 1 | | | | 4 | |
| Screening | 5 | 4 | 2 | 1 | 1 | 1 | 3 | 1 | | 1 | 4 | | 23 | |
| Inconsistency | 3 | | | | | | | | | 1 | | | 4 | |
| Lengthy Lines | 1 | 3 | 2 | | | | | | | | | | 6 | |
| Procedures/Process | 1 | 1 | | 1 | 1 | 1 | 3 | 1 | | | 4 | | 13 | |
| 2019 | 6 | 6 | 5 | 3 | 7 | 7 | 5 | | | | | | 39 | |
| Civil Rights | | | | 2 | | | | | | | | | 2 | |
| Age | | | | 1 | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 | |
| Customer Service | 1 | 1 | 1 | | 1 | 3 | 3 | | | | | | 10 | |
| Others | 1 | | | | | | | | | | | | 1 | |
| TSO | | 1 | 1 | | 1 | 3 | 3 | | | | | | 9 | |
| Mishandling of Passenger Property | | | | 1 | 1 | 4 | 1 | | | | | | 7 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | 3 | 1 | | | | | | 6 | |
| Patdown | 1 | 1 | 1 | | | | | | | | | | 3 | |
| Flyer | 1 | 1 | 1 | | | | | | | | | | 3 | |
| Persons w/ Disabilities (PWD) | | 2 | 1 | | | | | | | | | | 3 | |
| Cancer (general) Not Breast Cancer | | 1 | | | | | | | | | | | 1 | |
| Hearing Impairment | | 1 | | | | | | | | | | | 1 | |
| Touch Aversion (pain/trauma) | | | 1 | | | | | | | | | | 1 | |
| Property - Special Handling | 1 | | 1 | | | | | | | | | | 2 | |
| Damaged Items - Checked | | | 1 | | | | | | | | | | 1 | |
| Missing Items - Checked | 1 | | | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Screening | 3 | 2 | 1 | | 5 | | 1 | | | | | | 12 |
| Inconsistency | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | 3 | 2 | 1 | | 4 | | 1 | | | | | | 11 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| FAR | 9 | 7 | 11 | 7 | 13 | 8 | 8 | 4 | 11 | 10 | 5 | 7 | 100 | |
| 2016 | | | | | 3 | | | | | | | | 21 | |
| Civil Rights | | | | | 1 | | | | | | | 1 | 2 | |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | 1 | 2 | |
| Customer Service | | | | | | | 1 | | | 1 | | | 2 | |
| TSO | | | | | | | 1 | | | 1 | | | 2 | |
| Mishandling of Passenger Property | | | | | | | 2 | | 5 | 1 | | 1 | 9 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | 2 | | 4 | 1 | | 1 | 8 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 | |
| Patdown | | | | | 1 | | 1 | | | | | | 2 | |
| Flyer | | | | | 1 | | 1 | | | | | | 2 | |
| Screening | | | | | 1 | | | 1 | 3 | | | 1 | 6 | |
| Inconsistency | | | | | | | | 1 | 2 | | | | 3 | |
| Procedures/Process | | | | | | | | | 1 | | | 1 | 2 | |
| Security Breach | | | | | 1 | | | | | | | | 1 | |
| 2017 | 2 | 2 | | 4 | 1 | 3 | | 1 | 1 | 4 | 2 | 2 | 22 | |
| Customer Service | | | | 1 | | | | | | 2 | | 1 | 4 | |
| TSO | | | | 1 | | | | | | 2 | | 1 | 4 | |
| Mishandling of Passenger Property | 1 | 2 | | 3 | 1 | 2 | | | | | 2 | 1 | 12 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | 1 | | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | | 2 | | 2 | | | | | 1 | 1 | 9 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 | |
| Patdown | | | | | | | | 1 | 1 | 1 | | | 3 | |
| Flyer | | | | | | | | 1 | 1 | 1 | | | 3 | |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 | |
| Missing Items - Carry-On | | | | | | | | | | 1 | | | 1 | |
| Screening | 1 | | | | | 1 | | | | | | | 2 | |
| Procedures/Process | 1 | | | | | 1 | | | | | | | 2 | |
| 2018 | 1 | 3 | 4 | 2 | 8 | 4 | 2 | 2 | 2 | 4 | 3 | 2 | 37 | |
| Civil Rights | | | | | 1 | | 1 | | | 2 | 1 | | 5 | |
| Age | | | | | | | | | | 1 | | | 1 | |
| Hair Patdowns | | | | | | | 1 | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | 1 | | | | | 1 | | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | 1 | |
| Customer Service | | 1 | | | | | | | | | | | 1 | |
| TSO | | 1 | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | 2 | 1 | | 3 | 1 | | | 1 | 1 | 1 | | 11 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 1 | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 1 | | 2 | | | | 1 | 1 | | | 7 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | 1 | | 2 | |
| Patdown | | | | | 1 | | 1 | | | | | | 2 | |
| Flyer | | | | | 1 | | 1 | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | 1 | | | | | 1 | | 3 | |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 | |
| Metal Implants (joint) | | | | | | 1 | | | | | 1 | | 2 | |
| Property - Special Handling | | | 1 | 1 | 1 | 1 | | | 2 | | | 2 | 8 | |
| Damaged Items - Checked | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | | | 1 | 1 | 1 | 1 | | | | | | 2 | 6 | |
| Screening | | | 2 | 1 | 1 | 1 | | | 1 | 1 | | | 7 | |
| Inconsistency | | | 1 | 1 | | | | | | | | | 2 | |
| Lengthy Lines | | | | | 1 | | | | | | | | 1 | |
| Procedures/Process | | | 1 | | | 1 | | | 1 | 1 | | | 4 | |
| 2019 | 6 | 2 | 7 | 1 | 1 | 1 | 2 | | | | | | 20 | |
| Civil Rights | 2 | 1 | | | | | | | | | | | 3 | |
| Racial Profiling or Discrimination | 1 | 1 | | | | | | | | | | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | | | | | | | 1 | |
| Customer Service | 1 | | 1 | | | | | | | | | | 2 | |
| TSO | 1 | | 1 | | | | | | | | | | 2 | |
| Mishandling of Passenger Property | 1 | | 3 | | | | | | | | | | 4 | |
| Damaged/Missing Items--Checked Baggage | 1 | | 3 | | | | | | | | | | 4 | |
| Patdown | | | | | | | 1 | | | | | | 1 | |
| Flyer | | | | | | | 1 | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | | | | | 1 | |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 | |
| Food/Beverages | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | | | 2 | | | 1 | | | | | | | 3 | |
| Damaged Items - Checked | | | 1 | | | | | | | | | | 1 | |
| Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 | |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 | |
| Screening | 2 | | 1 | 1 | 1 | | | | | | | | 5 | |
| Inconsistency | 1 | | | | | | | | | | | | 1 | |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 | |
| Procedures/Process | 1 | | | 1 | 1 | | | | | | | | 3 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| FAT | 22 | 12 | 11 | 21 | 21 | 27 | 20 | 17 | 10 | 20 | 15 | 10 | 206 | |
| 2016 | | | | 7 | 6 | 9 | 6 | 8 | 3 | 5 | 3 | 4 | 51 | |
| Civil Rights | | | | | 1 | | | 1 | | | | | 2 | |
| Racial Profiling or Discrimination | | | | | 1 | | | 1 | | | | | 2 | |
| Customer Service | | | | 4 | | 2 | | 2 | | | 1 | | 9 | |
| Others | | | | 3 | | 1 | | | | | | | 4 | |
| TSO | | | | 1 | | 1 | | 2 | | | 1 | | 5 | |
| Locks | | | | | | 2 | | | | | | 1 | 3 | |
| General | | | | | | 1 | | | | | | | 1 | |
| Missing or Damaged Lock | | | | | | 1 | | | | | | 1 | 2 | |
| Mishandling of Passenger Property | | | | 2 | 3 | 2 | 4 | 1 | 2 | 5 | 1 | 1 | 21 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | 1 | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | 2 | 2 | 2 | 4 | | 2 | 3 | 1 | 1 | 17 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 2 | | | 2 | |
| Patdown | | | | | | | | | | | | 1 | 1 | |
| Flyer | | | | | | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | 1 | | | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | 1 | | | | 2 | |
| Screening | | | | 1 | 2 | 3 | 1 | 4 | | | 1 | 1 | 13 | |
| Inconsistency | | | | | | 1 | | | | | | | 1 | |
| Lengthy Lines | | | | 1 | | | | 1 | | | | 1 | 3 | |
| Procedures/Process | | | | | 2 | 2 | 1 | 2 | | | 1 | | 8 | |
| Security Breach | | | | | | | | 1 | | | | | 1 | |
| 2017 | 4 | 4 | 1 | 3 | 6 | 5 | 3 | 2 | 3 | 9 | 7 | 3 | 50 | |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 | |
| Flyer | | | | | | | | | | | 1 | | 1 | |
| Civil Rights | | | | | 2 | | | | | 1 | | | 3 | |
| Hair Patdowns | | | | | 1 | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | 1 | | | | | 1 | | | 2 | |
| Customer Service | | 2 | | | 2 | 1 | | 1 | 1 | 2 | | | 9 | |
| Others | | 1 | | | | | | | | | | | 1 | |
| TSO | | 1 | | | 2 | 1 | | 1 | 1 | 2 | | | 8 | |
| Locks | | | | | | | | | | 1 | | | 1 | |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | | | 1 | 3 | 1 | 3 | 1 | | 1 | 3 | 2 | 2 | 17 | |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 2 | 1 | 2 | 1 | | 1 | 2 | 2 | | 11 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | | | 1 | | 2 | 5 | |
| Patdown | | | | | | | 2 | | 1 | 1 | 2 | | 6 | |
| Flyer | | | | | | | 2 | | 1 | | 2 | | 5 | |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 | |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | | | 1 | 1 | 2 | |
| Missing Items - Carry-On | | | | | | | | | | | 1 | 1 | 2 | |
| Screening | 4 | 2 | | | 1 | | | 1 | | 1 | 1 | | 10 | |
| Crew Member or Airline Employee | | | | | 1 | | | 1 | | | | | 2 | |
| Inconsistency | 1 | 1 | | | | | | | | | | | 2 | |
| Procedures/Process | 3 | 1 | | | | | | | | | | | 6 | |
| 2018 | 9 | 3 | 4 | 5 | 4 | 6 | 3 | 7 | 4 | 6 | 5 | 3 | 59 | |
| Customer Service | 2 | | 2 | 1 | | 2 | | 2 | 1 | 4 | 2 | | 16 | |
| Others | | | 1 | | | | | 1 | | 1 | | | 3 | |
| TSO | 2 | | 1 | 1 | | 2 | | 1 | 1 | 3 | 2 | | 13 | |
| Locks | | | | | | | | | | | | 1 | 1 | |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 | |
| Mishandling of Passenger Property | 1 | 1 | | 2 | | 1 | | 1 | 1 | | 2 | | 9 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | 1 | | | | 1 | 1 | | 1 | | 6 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | 1 | | 2 | |
| Patdown | | | | | 1 | 1 | | 1 | 2 | | | | 5 | |
| Flyer | | | | | 1 | 1 | | 1 | 2 | | | | 5 | |
| Persons w/ Disabilities (PWD) | 2 | | | | 1 | | 2 | | | | | | 5 | |
| Diabetes | 1 | | | | | | | | | | | | 1 | |
| Internal Medical Devices | | | | | 1 | | | | | | | | 1 | |
| Metal Implants (joint) | | | | | | | 1 | | | | | | 1 | |
| Respiratory and Inhaler Equipment | | | | | | | 1 | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | 1 | | | | | | | | | | | | 1 | |
| Property - Special Handling | 1 | | | 2 | | 2 | | 1 | | | | 2 | 8 | |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Damaged Items - Checked | | | | | | 1 | | | | | | | 1 | |
| Missing Items - Carry-On | | | | 1 | | 1 | | | | | | 1 | 3 | |
| Missing Items - Checked | 1 | | | 1 | | | | | | | | 1 | 3 | |
| Screening | 3 | 2 | 2 | | 2 | | 1 | 2 | | 2 | 1 | | 15 | |
| Inconsistency | | | | | | | | 1 | | | | | 1 | |
| Lengthy Lines | 2 | | | | | | | | | | | | 2 | |
| Procedures/Process | 1 | 1 | 1 | | 2 | | 1 | 1 | | 2 | 1 | | 10 | |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 | |
| Security Breach | | 1 | | | | | | | | | | | 1 | |
| 2019 | 9 | 5 | 6 | 6 | 5 | 7 | 8 | | | | | | 46 | |
| Civil Rights | 2 | | | | | 1 | | | | | | | 3 | |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | 2 | | | | | | | | | | | | 2 | |
| Customer Service | 3 | 2 | | 1 | 1 | | 2 | | | | | | 9 | |
| Others | 2 | 1 | | 1 | 1 | | 1 | | | | | | 6 | |
| TSO | 1 | 1 | | | | | 1 | | | | | | 3 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Locks | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | 1 | 1 | 2 | | | | | | 6 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | 1 | 1 | | | | | | 4 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Patdown | 1 | | 1 | | | 1 | | | | | | | 3 |
| Flyer | 1 | | 1 | | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | 1 | | 1 | | 1 | | | | | | 3 |
| General | | | | | | | 1 | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | 1 | | | | | | | | | | 1 |
| Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | 1 | 3 | 2 | 2 | | | | | | | 11 |
| Damaged Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Damaged Items - Checked | 2 | | | 1 | 2 | 1 | | | | | | | 6 |
| Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Missing Items - Checked | | | 1 | 1 | | 1 | | | | | | | 3 |
| Screening | 1 | 1 | 3 | | | 2 | 3 | | | | | | 10 |
| Inconsistency | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | 1 | 2 | | | 1 | 3 | | | | | | 7 |
| Retrieving Abandoned/Confiscated Items | 1 | | 1 | | | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| FAY | 8 | 13 | 9 | 8 | 14 | 14 | 14 | 6 | 10 | 8 | 16 | 8 | 128 | |
| 2016 | | | | 1 | 4 | 3 | 3 | | 2 | 2 | 2 | 4 | 21 | |
| Customer Service | | | | | 1 | | 1 | | 2 | 1 | | | 5 | |
| TSO | | | | | 1 | | 1 | | 2 | 1 | | | 5 | |
| Lost and Found | | | | | | 1 | | | | | | | 1 | |
| Airport/TSA | | | | | | 1 | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | 2 | 1 | | | | | 2 | 3 | 8 | |
| Damaged/Missing Items--Checked Baggage | | | | | 2 | 1 | | | | | 1 | 3 | 7 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 | |
| Patdown | | | | | | 1 | 2 | | | | | | 3 | |
| Flyer | | | | | | 1 | 1 | | | | | | 2 | |
| Flyer as Observer | | | | | | | 1 | | | | | | 1 | |
| Screening | | | | 1 | 1 | | | | | 1 | | 1 | 4 | |
| Lengthy Lines | | | | | | | | | | | | 1 | 1 | |
| Procedures/Process | | | | 1 | 1 | | | | | | | | 2 | |
| Security Breach | | | | | | | | | | 1 | | | 1 | |
| 2017 | 2 | 3 | 3 | 1 | 4 | 2 | 3 | 4 | 3 | 4 | 10 | 2 | 41 | |
| Customer Service | | | 1 | | 1 | | 1 | 1 | | 2 | | | 6 | |
| TSO | | | 1 | | 1 | | 1 | 1 | | 2 | | | 6 | |
| Mishandling of Passenger Property | 1 | 1 | | 1 | 3 | | 1 | | | 1 | 5 | 1 | 14 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | 1 | | | 3 | | 1 | | | 1 | 5 | 1 | 12 | |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 | |
| Patdown | | | 1 | | | | | | | | | | 1 | |
| Flyer | | | 1 | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | 1 | | | 3 | | | 1 | 6 | |
| Cognitive /Developmental /Mental Disability | | | | | | 1 | | | 1 | | | | 2 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 1 | 1 | |
| Respiratory and Inhaler Equipment | | | | | | | | | 1 | | | | 1 | |
| Touch Aversion (pain/trauma) | | 1 | | | | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | | | | | | | | 1 | | 1 | 3 | | 5 | |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Missing Items - Checked | | | | | | | | 1 | | 1 | 2 | | 4 | |
| Screening | 1 | 1 | 1 | | | 1 | 1 | 2 | | | 2 | | 9 | |
| Inconsistency | | | | | | | | | | | 1 | | 1 | |
| Lengthy Lines | | | 1 | | | | | 1 | | | | | 2 | |
| Procedures/Process | 1 | 1 | | | | 1 | 1 | 1 | | | 1 | | 6 | |
| 2018 | 4 | 3 | 5 | 4 | 3 | 4 | 4 | 2 | 5 | 2 | 4 | 2 | 42 | |
| Civil Rights | 1 | | | | | | | | 1 | | 1 | | 3 | |
| Racial Profiling or Discrimination | 1 | | | | | | | | 1 | | 1 | | 3 | |
| Customer Service | | | | 1 | | 1 | | | 1 | | | | 3 | |
| TSO | | | | 1 | | 1 | | | 1 | | | | 3 | |
| Locks | | 1 | | | | | | | 1 | | | | 2 | |
| Missing or Damaged Lock | | 1 | | | | | | | 1 | | | | 2 | |
| Mishandling of Passenger Property | 2 | 2 | | 2 | 1 | 1 | 1 | | 1 | 1 | | 1 | 12 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | 1 | 1 | | 1 | | 1 | 1 | | 1 | 8 | |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | | 1 | | | | | | | | | 3 | |
| Patdown | | | 1 | | | | | | | | 1 | | 2 | |
| Flyer | | | 1 | | | | | | | | 1 | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | | | | | | 1 | 1 | |
| Property - Special Handling | | | | | | 1 | 1 | 1 | | | | | 3 | |
| Damaged Items - Checked | | | | | | 1 | 1 | | | | | | 2 | |
| Missing Items - Checked | | | | | | | | 1 | | | | | 1 | |
| Screening | 1 | | 4 | 1 | 2 | 1 | 2 | 1 | 1 | 1 | 2 | | 16 | |
| Inconsistency | | | 1 | | | | 1 | | | | 1 | | 3 | |
| Lengthy Lines | | | | | 1 | | | 1 | | 1 | 1 | | 4 | |
| Procedures/Process | 1 | | 3 | 1 | 1 | 1 | 1 | | 1 | | | | 9 | |
| 2019 | 2 | 7 | 1 | 2 | 3 | 5 | 4 | | | | | | 24 | |
| Civil Rights | | 1 | | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 | |
| Customer Service | | 2 | | 1 | 2 | | | | | | | | 5 | |
| Others | | 1 | | | | | | | | | | | 1 | |
| TSO | | 1 | | 1 | 2 | | | | | | | | 4 | |
| Locks | | | | | | 1 | | | | | | | 1 | |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | 1 | | | 1 | 2 | 1 | | | | | | 6 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | | 1 | 1 | | | | | | | 4 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 | |
| Service Animals | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling | 1 | 2 | | | | 1 | 1 | | | | | | 5 | |
| Damaged Items - Checked | | 1 | | | | 1 | | | | | | | 2 | |
| Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 | |
| Missing Items - Checked | | 1 | | | | | 1 | | | | | | 2 | |
| Screening | | 1 | 1 | | | 1 | 2 | | | | | | 5 | |
| Gate Pass | | | | | | | 1 | | | | | | 1 | |
| Inconsistency | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | | 1 | 1 | | | 1 | | | | | | | 3 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| FLG | 7 | 2 | 2 | 2 | 3 | 7 | | 1 | 3 | 1 | 2 | | 30 |
| 2016 | | | | 1 | 1 | 2 | | | | 1 | | | 5 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| General Complaint and Discrimination | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | | | 2 | | | | | | | 2 |
| TSO | | | | | | 2 | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| 2017 | 4 | | 1 | 1 | | 1 | | 1 | 2 | | 1 | | 11 |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | 1 | | | | 1 | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | | | 1 | | | | 1 | | | | | 3 |
| Patdown | | | 1 | | | | | | 1 | | | | 2 |
| Flyer | | | 1 | | | | | | 1 | | | | 2 |
| Screening | 2 | | | | | | | | 1 | | 1 | | 4 |
| Crew Member or Airline Employee | 1 | | | | | | | | | | | | 1 |
| Inconsistency | | | | | | | | | 1 | | 1 | | 2 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2018 | 3 | 1 | 1 | | 1 | 3 | | | 1 | | 1 | | 11 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 1 | | | | | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | | | | | | | | | | | 3 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | 1 | | | 1 | | | | 2 |
| Missing Items - Checked | | | | | | 1 | | | 1 | | | | 2 |
| Screening | 1 | | 1 | | 1 | 1 | | | | | | | 4 |
| Inconsistency | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | 1 | 1 | | | | | | | 3 |
| 2019 | | 1 | | | 1 | 1 | | | | | | | 3 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Diabetes | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| FLL | 247 | 355 | 411 | 491 | 441 | 501 | 461 | 338 | 265 | 295 | 337 | 231 | 4,373 | |
| 2016 | | | | 133 | 128 | 139 | 137 | 119 | 91 | 111 | 116 | 100 | 1,074 | |
| Civil Rights | | | | 2 | 6 | 2 | 6 | 5 | 4 | 4 | 1 | 4 | 34 | |
| General Complaint and Discrimination | | | | 1 | | | | | | | | | 1 | |
| National Origin | | | | | | | | 1 | | | | | 1 | |
| Racial Profiling or Discrimination | | | | 1 | 6 | 1 | 5 | 4 | 3 | 3 | 1 | 3 | 27 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | 1 | | 1 | | | | 3 | |
| Transgender Screening | | | | | | | | | | 1 | | 1 | 2 | |
| Customer Service | | | | 18 | 11 | 18 | 19 | 30 | 17 | 15 | 15 | 24 | 167 | |
| CSM | | | | 3 | | 1 | 1 | | 1 | | | | 6 | |
| Others | | | | 3 | 3 | 1 | | 3 | 1 | | 1 | | 12 | |
| TSO | | | | 12 | 8 | 16 | 18 | 27 | 15 | 15 | 14 | 24 | 149 | |
| Identification (ID) Requirements | | | | | 1 | | | 2 | | | 1 | | 4 | |
| Domestic | | | | | 1 | | | 1 | | | 1 | | 3 | |
| ID Matching Ticket and Boarding Pass Issues | | | | | | | | 1 | | | | | 1 | |
| Locks | | | | 6 | 12 | 5 | 7 | 3 | 3 | 2 | 8 | 6 | 52 | |
| Missing or Damaged Lock | | | | 6 | 12 | 5 | 7 | 3 | 3 | 2 | 8 | 6 | 52 | |
| Lost and Found | | | | 1 | 1 | 1 | | 1 | | 6 | 4 | | 14 | |
| Airport/TSA | | | | 1 | 1 | 1 | | 1 | | 6 | 4 | | 14 | |
| Mishandling of Passenger Property | | | | 83 | 79 | 95 | 83 | 50 | 55 | 71 | 71 | 47 | 634 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 13 | 13 | 16 | 11 | 10 | 7 | 13 | 11 | 8 | 102 | |
| Damaged/Missing Items--Checked Baggage | | | | 68 | 64 | 75 | 65 | 38 | 46 | 51 | 55 | 37 | 499 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | 1 | | 1 | 3 | 2 | | 8 | |
| Disarrayed Items--Carry-on or Checked | | | | 2 | 2 | 3 | 6 | 2 | 1 | 4 | 3 | 2 | 25 | |
| Patdown | | | | 6 | 5 | | 5 | 7 | 7 | 4 | 6 | 3 | 43 | |
| Children | | | | | | | | 1 | | | | | 1 | |
| Flyer | | | | 5 | 4 | | 3 | 5 | 6 | 2 | 4 | 3 | 32 | |
| Flyer as Observer | | | | | 1 | | 1 | | 1 | 1 | | | 4 | |
| General | | | | | | | | | | 1 | | | 1 | |
| Non-Flyer | | | | 1 | | | 1 | 1 | | | 2 | | 5 | |
| Persons w/ Disabilities (PWD) | | | | 5 | 2 | 6 | 6 | 2 | 2 | 1 | 1 | 4 | 29 | |
| Cancer (general) Not Breast Cancer | | | | | | | | 1 | | | | 1 | 2 | |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | 1 | 2 | |
| Diabetes | | | | | | 1 | | | | | | 1 | 2 | |
| Diapers/Garments/Dressings/Masks | | | | | | | | | | | 1 | | 1 | |
| General | | | | | | | 1 | | | | | | 1 | |
| Internal Medical Devices | | | | | | | | | | | | 1 | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | 3 | | | | | | 4 | |
| Metal Implants (joint) | | | | | | | | | 1 | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 5 | 1 | 1 | | | | 1 | | | 8 | |
| Service Animals | | | | | | | 1 | | | | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 | |
| Visual Impairment | | | | | | 1 | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | 2 | | 1 | 1 | | | | 4 | |
| Screening | | | | 12 | 11 | 12 | 11 | 19 | 3 | 8 | 9 | 12 | 97 | |
| Children | | | | | 1 | | | | | | | | 1 | |
| Crew Member or Airline Employee | | | | 1 | 1 | | | | | | | | 2 | |
| Inconsistency | | | | 2 | 1 | 4 | 2 | | | 3 | 2 | 1 | 15 | |
| Lengthy Lines | | | | 1 | | 1 | 2 | 5 | | | 2 | 1 | 12 | |
| Procedures/Process | | | | 8 | 8 | 5 | 7 | 13 | 3 | 5 | 5 | 9 | 63 | |
| Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | | | | 1 | 2 | |
| Security Breach | | | | | | 1 | | | | | | | 1 | |
| Shoe Screening | | | | | | | | 1 | | | | | 1 | |
| 2017 | 74 | 130 | 162 | 149 | 125 | 146 | 116 | 107 | 90 | 100 | 127 | 62 | 1,388 | |
| Civil Rights | 1 | | 7 | 3 | 3 | 1 | 4 | 4 | | 2 | 1 | 2 | 28 | |
| Hair Patdowns | | | | | | | | | | 1 | | | 1 | |
| Headwear | 1 | | | | | | | 1 | | | | | 2 | |
| National Origin | | | | 1 | | | | | | | | | 1 | |
| Perceived Religion | | | 1 | | 1 | | | | | | | | 2 | |
| Racial Profiling or Discrimination | | | 6 | 2 | 1 | 1 | 3 | 2 | | | 1 | 1 | 17 | |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | | 1 | | | | | 1 | |
| Screening of Religious or Cultural Garments | | | | | | | | | | 1 | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | 1 | | | | | | | 1 | 2 | |
| Transgender Screening | | | | | | | 1 | | | | | | 1 | |
| Customer Service | 8 | 15 | 32 | 19 | 18 | 18 | 12 | 21 | 19 | 25 | 27 | 13 | 227 | |
| CSM | 1 | | | | | | | | | 1 | | | 2 | |
| Others | | | 1 | | 1 | | | | 1 | | | 2 | 5 | |
| TSO | 7 | 15 | 31 | 19 | 17 | 18 | 12 | 21 | 18 | 24 | 27 | 11 | 220 | |
| Human Capital | | | | | | | | | | | | 1 | 1 | |
| Prospective Employment with TSA | | | | | | | | | | | | 1 | 1 | |
| Identification (ID) Requirements | 1 | | | 1 | 1 | | | 1 | | 2 | | | 6 | |
| Domestic | 1 | | | 1 | 1 | | | 1 | | 2 | | | 6 | |
| Locks | 2 | 4 | 9 | 3 | 6 | 7 | 6 | 2 | 3 | 2 | 6 | 2 | 52 | |
| General | | | 1 | | | | | | | 1 | | | 2 | |
| Missing or Damaged Lock | 2 | 4 | 8 | 3 | 6 | 7 | 6 | 2 | 3 | 1 | 6 | 2 | 50 | |
| Lost and Found | | 2 | 4 | 4 | | 1 | 2 | 1 | 3 | 2 | 2 | | 21 | |
| Airport/TSA | | 2 | 4 | 4 | | 1 | 2 | 1 | 3 | 2 | 2 | | 21 | |
| Mishandling of Passenger Property | 42 | 84 | 72 | 81 | 74 | 91 | 54 | 39 | 25 | 36 | 47 | 21 | 666 | |
| Damaged/Missing Items--Carry-on Luggage | 10 | 13 | 13 | 20 | 12 | 11 | 3 | 3 | 2 | 5 | 2 | 4 | 98 | |
| Damaged/Missing Items--Checked Baggage | 29 | 69 | 51 | 57 | 57 | 76 | 46 | 33 | 19 | 24 | 41 | 16 | 518 | |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | 1 | 1 | | | | | 2 | | 5 | |
| Disarrayed Items--Carry-on or Checked | 3 | 2 | 7 | 4 | 4 | 3 | 5 | 3 | 4 | 7 | 2 | 1 | 45 | |
| Patdown | 4 | 7 | 9 | 4 | 4 | 8 | 3 | 5 | 2 | 4 | 3 | 1 | 54 | |
| Flyer | 3 | 5 | 7 | 4 | 4 | 8 | 3 | 5 | 2 | 4 | 3 | 1 | 49 | |
| Flyer as Observer | 1 | 1 | | | | | | | | | | | 2 | |

| Airport, Fiscal Year, Category | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | Total |
|---|---|------------|------------|------------|-----------|------------|------------|------------|-----------|-----------|-----------|-----------|--------------|
| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | |
| General | | 1 | | | | | | | | | | | 1 |
| Non-Flyer | | | 2 | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 3 | 3 | 4 | 11 | 3 | 4 | 6 | 4 | 2 | 2 | 3 | 3 | 48 |
| Autism Spectrum | | | | 1 | | | | | | | | | 1 |
| Breast Cancer | | | | 1 | | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | | | | | | | | 1 | 1 |
| Diabetes | | | 1 | 1 | | | | | | 1 | | | 3 |
| General | 1 | 1 | | | | | | | | | | | 2 |
| Hearing Impairment | | | | | | | | | | 1 | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | 1 | 2 | 1 | 1 | 2 | 1 | | | 1 | | 9 |
| Metal Implants (joint) | | | | 1 | | | 1 | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | 2 | | 2 | 2 | | | | 1 | 1 | 9 |
| Ostomy/Ostomates | 1 | | 1 | 1 | | | | | | | 1 | | 4 |
| Prosthesis/Amputees and Casts | | | | | | | 1 | | 1 | | | | 2 |
| Touch Aversion (pain/trauma) | | | | | | | | 1 | 1 | | | 1 | 3 |
| Visual Impairment | | 1 | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 1 | 1 | 1 | 1 | 1 | | 2 | | | | | 7 |
| Wounded Warrior | | | | 1 | 1 | | | | | | | | 2 |
| Prohibited & Permitted Items | | 1 | 1 | 2 | | 1 | | | | 3 | 1 | | 9 |
| Alcohol and Tobacco | | 1 | | | | 1 | | | | | | | 2 |
| Chemical/Household Products | | | | | | | | | | 1 | | | 1 |
| Firearm/Ammunition | | | | 1 | | | | | | 1 | | | 2 |
| Food/Beverages | | | | | | | | | | 1 | | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| Knives/Tools/Razors/Sharp Objects | | | 1 | | | | | | | | | | 1 |
| Lighters/Matches | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 21 | 23 | 29 | 19 | 27 | 16 | 135 |
| Damaged Items - Carry-On | | | | | | | 2 | 3 | 2 | 3 | 2 | | 12 |
| Damaged Items - Checked | | | | | | | 4 | 6 | 6 | 4 | 7 | 2 | 29 |
| Missing Items - Carry-On | | | | | | | 2 | 5 | 3 | 2 | 4 | 3 | 19 |
| Missing Items - Checked | | | | | | | 13 | 9 | 18 | 10 | 14 | 11 | 75 |
| Request for Assistance | | | | 1 | | | | | | | | | 1 |
| Other | | | | 1 | | | | | | | | | 1 |
| Screening | 13 | 14 | 24 | 20 | 16 | 14 | 8 | 7 | 7 | 3 | 10 | 3 | 139 |
| Crew Member or Airline Employee | | | 1 | | | | | 1 | | | 1 | | 3 |
| Inconsistency | 2 | | 3 | 1 | 4 | 2 | | 1 | 1 | | | | 14 |
| International Screening | | | | 1 | | | | | | | | | 1 |
| Lengthy Lines | 2 | 2 | 2 | 1 | 1 | 2 | 1 | | | | | | 11 |
| Procedures/Process | 8 | 12 | 16 | 17 | 10 | 8 | 6 | 5 | 6 | 2 | 7 | 3 | 100 |
| Retrieving Abandoned/Confiscated Items | | | 2 | | 1 | | | | | | | | 3 |
| Security Breach | 1 | | | | | 2 | 1 | | | 1 | 2 | | 7 |
| Transfer to Security Specialist | | | | | | 1 | | | | | | | 1 |
| Reportable Communication | | | | | | 1 | | | | | | | 1 |
| 2018 | 107 | 125 | 124 | 120 | 99 | 122 | 106 | 112 | 84 | 84 | 94 | 69 | 1,246 |
| Advanced Imaging Technology (AIT) | | | | | | | | | 1 | | | | 1 |
| Flyer | | | | | | | | | 1 | | | | 1 |
| Civil Rights | 3 | 2 | 3 | 1 | 1 | 2 | 1 | 2 | 2 | 3 | 6 | 2 | 28 |
| Age | | | | | | | | | | | 1 | | 1 |
| Constitutional Rights | 1 | | | | | | | | | | | | 1 |
| Hair Patdowns | | | | | | | | | | | 1 | | 1 |
| National Origin | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | 2 | 1 | 2 | 1 | 1 | 1 | | 2 | 1 | 3 | 3 | 1 | 18 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | 1 | 1 | 3 |
| Sexual Orientation - Not Transgender | | 1 | | | | | | | | | | | 1 |
| Transgender Screening | | | 1 | | | 1 | | | | | | | 2 |
| Customer Service | 16 | 23 | 21 | 16 | 10 | 20 | 20 | 5 | 11 | 9 | 6 | 6 | 163 |
| CSM | | | | | | | | | 1 | | | | 1 |
| Others | 1 | 1 | | | 1 | 5 | | | 1 | | | 2 | 11 |
| TSO | 15 | 22 | 21 | 16 | 9 | 15 | 20 | 5 | 9 | 9 | 6 | 4 | 151 |
| Locks | 5 | 6 | 9 | 6 | 5 | 4 | 5 | 6 | 5 | 4 | 1 | 2 | 58 |
| General | | 1 | | | | | | | | 1 | | | 2 |
| Missing or Damaged Lock | 5 | 5 | 9 | 6 | 5 | 4 | 5 | 6 | 5 | 3 | 1 | 2 | 56 |
| Lost and Found | 2 | | 2 | 2 | 2 | | 1 | | | 1 | 1 | | 11 |
| Airport/TSA | 2 | | 2 | 2 | 2 | | 1 | | | 1 | 1 | | 11 |
| Mishandling of Passenger Property | 36 | 39 | 44 | 37 | 29 | 43 | 41 | 48 | 20 | 32 | 32 | 27 | 428 |
| Damaged/Missing Items--Carry-on Luggage | 4 | 3 | 7 | 3 | 1 | 8 | 6 | 7 | 1 | 5 | 3 | 6 | 54 |
| Damaged/Missing Items--Checked Baggage | 29 | 35 | 35 | 27 | 26 | 34 | 31 | 38 | 18 | 20 | 26 | 20 | 339 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | 1 | | 1 | | | 2 |
| Disarrayed Items--Carry-on or Checked | 3 | 1 | 2 | 7 | 2 | 1 | 4 | 2 | 1 | 6 | 3 | 1 | 33 |
| Patdown | 3 | 7 | 6 | 1 | 5 | 3 | 5 | 5 | 5 | 5 | 7 | 2 | 54 |
| Flyer | 3 | 7 | 6 | 1 | 3 | 3 | 4 | 5 | 5 | 2 | 5 | 2 | 46 |
| Flyer as Observer | | | | | 2 | | 1 | | | 1 | 2 | | 6 |
| General | | | | | | | | | | 1 | | | 1 |
| Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 9 | 6 | 3 | 5 | 3 | 4 | 4 | 1 | 2 | 4 | 3 | 3 | 47 |
| Autism Spectrum | | | | 1 | | | | 1 | 1 | | | | 3 |
| Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | 1 | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Diabetes | 1 | | | | | | | | | | 1 | | 2 |
| General | 1 | 1 | 1 | | | | 1 | | | | | | 4 |
| Internal Medical Devices | 1 | | | | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | | 1 | | | | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | 2 | 1 | | | | 2 | | | 2 | | | 8 |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | 1 | | | 2 | | | | 1 | | | 5 |
| Ostomy/Ostomates | | | | 1 | 1 | | | | | | | 1 | 3 |
| Service Animals | | | | | | | | | 1 | | | | 1 |
| Touch Aversion (pain/trauma) | 2 | | | | | | | | | | 1 | 1 | 4 |
| Visual Impairment | 1 | | | | | | | | | | | 1 | 2 |
| Wheelchair/ Scooter/ Segway | 2 | 2 | | 1 | | 1 | 1 | | | 1 | 1 | | 9 |
| Prohibited & Permitted Items | | 1 | | | | 1 | | | | | | | 2 |
| General | | 1 | | | | | | | | | | | 1 |
| Liquids/Gels/Aerosols | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 29 | 26 | 23 | 35 | 35 | 37 | 21 | 33 | 26 | 18 | 26 | 20 | 329 |
| Damaged Items - Carry-On | 3 | 3 | 4 | 9 | 3 | 2 | 2 | 4 | 9 | 1 | 5 | 3 | 48 |
| Damaged Items - Checked | 5 | 4 | 4 | 3 | 7 | 7 | 4 | 3 | 5 | 4 | 1 | 4 | 51 |
| Missing Items - Carry-On | 7 | 9 | 4 | 5 | 7 | 12 | 7 | 8 | 2 | 2 | 7 | 4 | 74 |
| Missing Items - Checked | 14 | 10 | 11 | 18 | 18 | 16 | 8 | 18 | 10 | 11 | 13 | 9 | 156 |
| Request for Assistance | | | | | 1 | | | | | | | | 1 |
| Other | | | | | 1 | | | | | | | | 1 |
| Screening | 4 | 15 | 13 | 17 | 8 | 8 | 8 | 12 | 12 | 8 | 12 | 7 | 124 |
| Crew Member or Airline Employee | | | | 1 | | | | | | | | | 1 |
| Inconsistency | | 2 | 2 | | 2 | | | 2 | | | 1 | 1 | 10 |
| Lengthy Lines | | 3 | 2 | 3 | | | | | 1 | | 2 | | 11 |
| Procedures/Process | 3 | 9 | 9 | 11 | 5 | 7 | 6 | 10 | 9 | 7 | 9 | 4 | 89 |
| Retrieving Abandoned/Confiscated Items | 1 | | | 2 | | | | | 2 | | | 2 | 7 |
| Security Breach | | 1 | | | 1 | 1 | 2 | | | 1 | | | 6 |
| 2019 | 66 | 100 | 125 | 89 | 89 | 94 | 102 | | | | | | 665 |
| Civil Rights | | 4 | 4 | 4 | 2 | 2 | 2 | | | | | | 18 |
| Age | | | | | | | 1 | | | | | | 1 |
| Constitutional Rights | | | | 2 | | | | | | | | | 2 |
| National Origin | | 1 | | 1 | | 1 | | | | | | | 3 |
| Racial Profiling or Discrimination | | 1 | 2 | 1 | 1 | | | | | | | | 5 |
| Sex/Gender/Gender Identity- Not Transgender | | 2 | 2 | | | 1 | 1 | | | | | | 6 |
| Sexual Orientation - Not Transgender | | | | | 1 | | | | | | | | 1 |
| Customer Service | 6 | 9 | 14 | 8 | 8 | 11 | 13 | | | | | | 69 |
| Others | 1 | | | | | | | | | | | | 1 |
| TSO | 5 | 9 | 14 | 8 | 8 | 11 | 13 | | | | | | 68 |
| Identification (ID) Requirements | 1 | | | | | | | | | | | | 1 |
| International Travel | 1 | | | | | | | | | | | | 1 |
| Locks | 10 | 5 | 4 | 4 | 5 | 3 | 7 | | | | | | 38 |
| Missing or Damaged Lock | 10 | 5 | 4 | 4 | 5 | 3 | 7 | | | | | | 38 |
| Lost and Found | 1 | 1 | 1 | | 1 | 1 | 2 | | | | | | 7 |
| Airport/TSA | 1 | 1 | 1 | | 1 | 1 | 2 | | | | | | 7 |
| Mishandling of Passenger Property | 17 | 20 | 33 | 27 | 23 | 29 | 30 | | | | | | 179 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | 3 | 5 | 2 | 4 | 4 | | | | | | 20 |
| Damaged/Missing Items--Checked Baggage | 16 | 15 | 25 | 20 | 17 | 22 | 22 | | | | | | 137 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | 4 | 5 | 2 | 4 | 3 | 3 | | | | | | 21 |
| Patdown | 4 | 2 | 4 | 2 | 6 | 3 | 3 | | | | | | 24 |
| Children | | | | | | 1 | | | | | | | 1 |
| Flyer | 4 | 2 | 4 | | 6 | 2 | 3 | | | | | | 21 |
| Flyer as Observer | | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 6 | 4 | 6 | 7 | 4 | 7 | | | | | | 35 |
| Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | 1 | | | | | | | | | | | 1 |
| Diabetes | | 1 | | | | | | | | | | | 1 |
| General | | 2 | | | 1 | | | | | | | | 3 |
| Hearing Impairment | | | | | 1 | | | | | | | | 1 |
| Internal Medical Devices | 1 | | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | | 1 | | | 2 | | | | | | 4 |
| Metal Implants (joint) | | | 1 | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 2 | 3 | 2 | 1 | 1 | | | | | | 9 |
| Ostomy/Ostomates | | | | 1 | | | | | | | | | 1 |
| Service Animals | | | | | 1 | | 1 | | | | | | 2 |
| Touch Aversion (pain/trauma) | | | | | | | 3 | | | | | | 3 |
| Wheelchair/ Scooter/ Segway | | 1 | 1 | 1 | 1 | 3 | | | | | | | 7 |
| Property - Special Handling | 20 | 42 | 45 | 32 | 26 | 32 | 31 | | | | | | 228 |
| Damaged Items - Carry-On | 3 | 3 | 11 | 6 | 3 | 7 | 3 | | | | | | 36 |
| Damaged Items - Checked | 4 | 10 | 6 | 5 | 8 | 6 | 7 | | | | | | 46 |
| Missing Items - Carry-On | 4 | 10 | 6 | 7 | 4 | 2 | 11 | | | | | | 44 |
| Missing Items - Checked | 9 | 19 | 22 | 14 | 11 | 17 | 10 | | | | | | 102 |
| Request for Assistance | | 1 | | | | | | | | | | | 1 |
| Other | | 1 | | | | | | | | | | | 1 |
| Screening | 6 | 10 | 16 | 6 | 11 | 9 | 7 | | | | | | 65 |
| Inconsistency | | | 1 | 1 | | | | | | | | | 2 |
| Lengthy Lines | | 1 | 1 | | | | | | | | | | 2 |
| Procedures/Process | 6 | 9 | 11 | 5 | 10 | 8 | 5 | | | | | | 54 |
| Retrieving Abandoned/Confiscated Items | | | 2 | | 1 | 1 | | | | | | | 4 |
| Security Breach | | | 1 | | | | 2 | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| FLO | 2 | 3 | 1 | 1 | 8 | 6 | 2 | 4 | 2 | 3 | 3 | 1 | 36 |
| 2016 | | | | | 1 | 2 | 1 | 2 | | 1 | | | 7 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | 1 | 1 | | 1 | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 1 | 1 | | 1 | | | 4 |
| Screening | | | | | | 1 | | 1 | | | | | 2 |
| Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2017 | 1 | | | | 2 | 3 | | 1 | 2 | 1 | 1 | 1 | 12 |
| Civil Rights | | | | | | | | | | 1 | | 1 | 2 |
| Headwear | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 |
| Customer Service | 1 | | | | | | | | 1 | | | | 2 |
| TSO | 1 | | | | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | 1 | | 2 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Flyer | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | 2 | 2 | | | | | | | 4 |
| Procedures/Process | | | | | 2 | 2 | | | | | | | 4 |
| 2018 | | 3 | | | 4 | | 1 | 1 | | 1 | 2 | | 12 |
| Customer Service | | | | | | | | | | 1 | 2 | | 3 |
| TSO | | | | | | | | | | 1 | 2 | | 3 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | 1 | | 1 | | | | | | 2 |
| Missing Items - Carry-On | | | | | 1 | | | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | 1 | | | 3 | | | 1 | | | | | 5 |
| Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | 1 | | | 2 | | | 1 | | | | | 4 |
| 2019 | 1 | | 1 | 1 | 1 | 1 | | | | | | | 5 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Patdown | | | 1 | | | 1 | | | | | | | 2 |
| Flyer | | | 1 | | | 1 | | | | | | | 2 |
| Screening | 1 | | | | 1 | | | | | | | | 2 |
| Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| FNL | | | 1 | | | | | | | 1 | | | 2 |
| 2017 | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| 2019 | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| FNT | 5 | 1 | 5 | 9 | 9 | 12 | 5 | 6 | 9 | 9 | 9 | 5 | 84 |
| 2016 | | | | 5 | 2 | 6 | 1 | 1 | 7 | 3 | 6 | 2 | 33 |
| Locks | | | | | 1 | 1 | | | | | | | 2 |
| Missing or Damaged Lock | | | | | 1 | 1 | | | | | | | 2 |
| Lost and Found | | | | | | | | | 1 | | | | 1 |
| Airport/TSA | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | 4 | 1 | 4 | 1 | 1 | 4 | 3 | 6 | 2 | 26 |
| Damaged/Missing Items--Checked Baggage | | | | 4 | 1 | 3 | 1 | 1 | 3 | 3 | 5 | 1 | 22 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | 1 | | 1 | 1 | 4 |
| Patdown | | | | | | | | | 2 | | | | 2 |
| Flyer | | | | | | | | | 2 | | | | 2 |
| Screening | | | | 1 | | 1 | | | | | | | 2 |
| Inconsistency | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2017 | 1 | | | 3 | 4 | 2 | | 3 | | 2 | 1 | 3 | 19 |
| Customer Service | 1 | | | | 1 | | | | | 1 | | 1 | 4 |
| CSM | 1 | | | | | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | 1 | | 1 | 3 |
| Locks | | | | | 1 | 1 | | | | | | | 2 |
| Missing or Damaged Lock | | | | | 1 | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 2 | 1 | | | | | | 1 | 2 | 6 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | 1 | | | | | | 1 | 2 | 6 |
| Patdown | | | | | 1 | | | 1 | | 1 | | | 3 |
| Flyer | | | | | | | | 1 | | 1 | | | 2 |
| Non-Flyer | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 2 | | | | | 2 |
| Missing Items - Checked | | | | | | | | 2 | | | | | 2 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |
| TSA Contact Information | | | | | | 1 | | | | | | | 1 |
| General | | | | | | 1 | | | | | | | 1 |
| 2018 | 2 | 1 | 3 | | 2 | 3 | 2 | 2 | 2 | 4 | 2 | | 23 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 2 | | 1 | | 2 | 1 | 1 | 1 | | 3 | 1 | | 12 |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | | 2 | 1 | 1 | 1 | | 3 | 1 | | 11 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Patdown | | | | | | | | | 2 | | | | 2 |
| Non-Flyer | | | | | | | | | 2 | | | | 2 |
| Property - Special Handling | | 1 | 2 | | | 2 | 1 | | | | | | 6 |
| Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Damaged Items - Checked | | 1 | 1 | | | | | | | | | | 2 |
| Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | | 1 | | | | 1 | | | | | | 2 |
| Screening | | | | | | | | 1 | | | 1 | | 2 |
| Procedures/Process | | | | | | | | 1 | | | 1 | | 2 |
| 2019 | 2 | | 2 | 1 | 1 | 1 | 2 | | | | | | 9 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | 1 | | | 1 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | 1 | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | 2 | | 1 | | | | | | | | 3 |
| Damaged Items - Checked | | | 2 | | | | | | | | | | 2 |
| Missing Items - Checked | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |

| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--------------------------------|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| FOE | | | | 1 | | | | | 1 | | | | | 2 |
| 2017 | | | | 1 | | | | | 1 | | | | | 2 |
| Customer Service | | | | 1 | | | | | 1 | | | | | 2 |
| TSO | | | | 1 | | | | | 1 | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| FSD | 7 | 9 | 8 | 3 | 10 | 5 | 5 | 5 | 5 | 5 | 2 | 2 | 66 | |
| 2016 | | | | | 2 | | 1 | 1 | 2 | 1 | | 2 | 9 | |
| Customer Service | | | | | 1 | | | | | | | | 1 | |
| TSO | | | | | 1 | | | | | | | | 1 | |
| Lost and Found | | | | | | | 1 | | | | | | 1 | |
| Airport/TSA | | | | | | | 1 | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | | | | 2 | 1 | | 2 | 5 | |
| Damaged/Missing Items Private Screening Contractor | | | | | | | | | 1 | | | | 1 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | 2 | 3 | |
| Screening | | | | | 1 | | | 1 | | | | | 2 | |
| Procedures/Process | | | | | 1 | | | 1 | | | | | 2 | |
| 2017 | 1 | 2 | 1 | 2 | 1 | 1 | | 4 | | 2 | 1 | | 15 | |
| Civil Rights | | | | | | | | 1 | | | | | 1 | |
| Hair Patdowns | | | | | | | | 1 | | | | | 1 | |
| Customer Service | | 1 | 1 | 1 | | | | | | | 1 | | 4 | |
| CSM | | | | 1 | | | | | | | | | 1 | |
| TSO | | 1 | 1 | | | | | | | | 1 | | 3 | |
| Locks | 1 | | | | | | | | | | | | 1 | |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | 1 | | 1 | | 2 | | | 4 | |
| Damaged/Missing Items Private Screening Contractor | | | | | | | | | | 1 | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | 1 | | | | | 2 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | 1 | | | 1 | |
| Patdown | | | | | 1 | | | 1 | | | | | 2 | |
| Flyer | | | | | 1 | | | 1 | | | | | 2 | |
| Screening | | 1 | | 1 | | | | 1 | | | | | 3 | |
| Procedures/Process | | 1 | | 1 | | | | 1 | | | | | 3 | |
| 2018 | 2 | 5 | 4 | 1 | 3 | 2 | 3 | | 3 | 2 | 1 | | 26 | |
| Advanced Imaging Technology (AIT) | | 1 | 1 | | | 1 | | | | | | | 3 | |
| Flyer | | 1 | 1 | | | 1 | | | | | | | 3 | |
| Customer Service | 1 | | 1 | 1 | | | 2 | | 1 | 1 | 1 | | 8 | |
| Others | | | | | | | 1 | | | 1 | | | 2 | |
| TSO | 1 | | 1 | 1 | | | 1 | | 1 | | 1 | | 6 | |
| Locks | | 1 | | | | | | | 1 | | | | 2 | |
| Missing or Damaged Lock | | 1 | | | | | | | 1 | | | | 2 | |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | 1 | | | 3 | |
| Damaged/Missing Items Private Screening Contractor | | 1 | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 | |
| Patdown | | | 1 | | | | | | | | | | 1 | |
| Flyer | | | 1 | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | | | 1 | | | | | | | | 2 | |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | 1 | | 1 | | | | | | 2 | |
| Missing Items - Carry-On | | | | | 1 | | | | | | | | 1 | |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 | |
| Screening | | 1 | 1 | | 1 | 1 | | | 1 | | | | 5 | |
| Lengthy Lines | | | | | 1 | | | | | | | | 1 | |
| Procedures/Process | | 1 | 1 | | | 1 | | | 1 | | | | 4 | |
| 2019 | 4 | 2 | 3 | | 4 | 2 | 1 | | | | | | 16 | |
| Advanced Imaging Technology (AIT) | | | | | 1 | | | | | | | | 1 | |
| Flyer | | | | | 1 | | | | | | | | 1 | |
| Civil Rights | 2 | | | | | | | | | | | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | 2 | | | | | | | | | | | | 2 | |
| Customer Service | 1 | | 1 | | | | | | | | | | 2 | |
| Others | 1 | | | | | | | | | | | | 1 | |
| TSO | | | 1 | | | | | | | | | | 1 | |
| Lost and Found | | | | | 1 | | | | | | | | 1 | |
| Airport/TSA | | | | | 1 | | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | 2 | | | | | | | 2 | |
| General | | | | | | 1 | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | | 1 | | | | | 1 | | | | | | 2 | |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 | |
| Screening | | 1 | 2 | | 2 | | | | | | | | 5 | |
| Inconsistency | | 1 | | | | | | | | | | | 1 | |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 | |
| Procedures/Process | | | 1 | | 1 | | | | | | | | 2 | |
| Security Breach | | | | | 1 | | | | | | | | 1 | |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| FSM | 1 | | 3 | 4 | 2 | 2 | 2 | 5 | 3 | 5 | 2 | 4 | 33 |
| 2016 | | | | | | | | 1 | 3 | 1 | | 1 | 3 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | 1 | 2 |
| 2017 | 1 | | 2 | | | 1 | | 1 | 1 | 3 | 1 | 2 | 12 |
| Customer Service | | | 1 | | | | | 1 | | 1 | | | 3 |
| Others | | | | | | | | 1 | | | | | 1 |
| TSO | | | 1 | | | | | | | 1 | | | 2 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | 1 | 1 | | | 4 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | 1 | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | | | | | | | | | | 2 |
| Patdown | | | | | | | | | | | 1 | 1 | 2 |
| Flyer | | | | | | | | | | | 1 | 1 | 2 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Internal Medical Devices | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| 2018 | | | 1 | 1 | 1 | 1 | 1 | 3 | 2 | 1 | 1 | 1 | 13 |
| Civil Rights | | | | | | | | 1 | | | | 1 | 2 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | 1 | 2 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | 1 | | 2 |
| Flyer | | | | | | | | | | | 1 | | 1 |
| General | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | 1 | | | 2 |
| Missing Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| Screening | | | | 1 | 1 | | | 2 | 2 | | | | 6 |
| Inconsistency | | | | 1 | | | | | | | | | 1 |
| Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | 1 | | | 1 | 2 | | | | 4 |
| 2019 | | | | 3 | 1 | | 1 | | | | | | 5 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | 1 | | 1 | | | | | | 3 |
| Procedures/Process | | | | 1 | 1 | | 1 | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| FWA | 8 | 5 | 4 | 3 | 2 | 8 | 8 | 5 | 3 | 5 | 1 | 4 | 56 | |
| 2016 | | | | | 1 | 2 | | 2 | 1 | | 1 | 1 | 8 | |
| Mishandling of Passenger Property | | | | | 1 | 2 | | 2 | 1 | | 1 | 1 | 8 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 2 | | 2 | 1 | | 1 | 1 | 8 | |
| 2017 | 1 | 1 | 1 | 2 | | 4 | 3 | | | 2 | | 2 | 16 | |
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | 1 | |
| Flyer | | | | | | | | | | 1 | | | 1 | |
| Customer Service | | 1 | | | | | | | | | | | 1 | |
| TSO | | 1 | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | 1 | 2 | | 1 | 1 | | | | | 1 | 6 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | 2 | | 1 | 1 | | | | | 1 | 6 | |
| Patdown | | | | | | 1 | 1 | | | | | | 2 | |
| Flyer | | | | | | 1 | 1 | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 | |
| Hearing Impairment | | | | | | | 1 | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | | 1 | | 1 | 2 | |
| Damaged Items - Checked | | | | | | | | | | 1 | | 1 | 2 | |
| Screening | 1 | | | | | 2 | | | | | | | 3 | |
| Inconsistency | | | | | | 2 | | | | | | | 2 | |
| Procedures/Process | 1 | | | | | | | | | | | | 1 | |
| 2018 | 3 | 3 | 2 | 1 | 1 | 1 | 4 | 3 | 2 | 3 | | 1 | 24 | |
| Civil Rights | | | | | | 1 | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 | |
| Customer Service | 1 | | | | | | | | | | | | 1 | |
| TSO | 1 | | | | | | | | | | | | 1 | |
| Locks | | 1 | | | | | | | 1 | 2 | | | 4 | |
| Missing or Damaged Lock | | 1 | | | | | | | 1 | 2 | | | 4 | |
| Mishandling of Passenger Property | | | 2 | 1 | | | 1 | | 1 | 1 | | 1 | 7 | |
| Damaged/Missing Items--Checked Baggage | | | 2 | 1 | | | 1 | | 1 | 1 | | 1 | 7 | |
| Patdown | | | | | | | 1 | 2 | | | | | 3 | |
| Flyer | | | | | | | 1 | 1 | | | | | 2 | |
| Flyer as Observer | | | | | | | | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | 1 | | | | | | 2 | |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | 1 | | | | | | 1 | |
| Property - Special Handling | 1 | 2 | | | | | 1 | 1 | | | | | 5 | |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 | |
| Missing Items - Checked | | 2 | | | | | | 1 | | | | | 3 | |
| Screening | 1 | | | | | | | | | | | | 1 | |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 | |
| 2019 | 4 | 1 | 1 | | | 1 | 1 | | | | | | 8 | |
| Customer Service | | | 1 | | | | | | | | | | 1 | |
| TSO | | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | | | | | | | 2 | |
| Patdown | 1 | | | | | | | | | | | | 1 | |
| Flyer | 1 | | | | | | | | | | | | 1 | |
| Property - Special Handling | 2 | | | | | | 1 | | | | | | 3 | |
| Damaged Items - Checked | 1 | | | | | | | | | | | | 1 | |
| Missing Items - Checked | 1 | | | | | | 1 | | | | | | 2 | |
| Screening | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | | | | | | 1 | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| GCC | | 2 | | | 2 | 1 | | 1 | | | | 1 | 7 |
| 2016 | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| 2017 | | 1 | | | 1 | | | 1 | | | | 1 | 4 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Sexual Orientation - Not Transgender | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | 1 | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | | | | 1 | 1 |
| 2018 | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Inconsistency | | | | | 1 | | | | | | | | 1 |
| 2019 | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| TSO | | 1 | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| GCK | 1 | 1 | 2 | 2 | 2 | 1 | 5 | 1 | 1 | 1 | 1 | 2 | 20 |
| 2016 | | | | | | | 1 | | 1 | | 1 | 2 | 5 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | 1 | 2 | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | 1 | 1 | 3 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| 2017 | 1 | | | 1 | | | 2 | | | | | | 4 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | 2 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | 1 | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| 2018 | | 1 | 2 | 1 | 2 | | 2 | 1 | | 1 | | | 10 |
| Locks | | | 1 | | | | | | | | | | 1 |
| General | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | | 2 | | | 1 | | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | 2 | | | | | | 4 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | 1 | 1 | | | | | 1 | | | | | 3 |
| Missing Items - Checked | | 1 | 1 | | | | | 1 | | | | | 3 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2019 | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| GDV | | | | | 1 | | | | | | | | | 1 |
| 2019 | | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items Private Screening Contractor | | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| GEG | | 47 | 32 | 46 | 54 | 52 | 64 | 65 | 46 | 45 | 53 | 65 | 42 | 611 |
| 2016 | | | | | 9 | 9 | 11 | 11 | 14 | 11 | 16 | 16 | 15 | 112 |
| Civil Rights | | | | | 1 | | | | 1 | | | | | 2 |
| Racial Profiling or Discrimination | | | | | 1 | | | | 1 | | | | | 2 |
| Customer Service | | | | | | 3 | 3 | 1 | 4 | | 6 | 2 | 2 | 21 |
| Others | | | | | | 1 | 2 | 1 | 2 | | 2 | | | 8 |
| TSO | | | | | | 2 | 1 | | 2 | | 4 | 2 | 2 | 13 |
| Locks | | | | | | | | | 1 | | 2 | | 2 | 5 |
| Missing or Damaged Lock | | | | | | | | | 1 | | 2 | | 2 | 5 |
| Mishandling of Passenger Property | | | | | 7 | 5 | 8 | 8 | 7 | 9 | 4 | 11 | 7 | 66 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 1 | | | 1 | 1 | 1 | 2 | | 7 |
| Damaged/Missing Items--Checked Baggage | | | | | 5 | 4 | 8 | 5 | 5 | 8 | 1 | 8 | 7 | 51 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | 3 | 1 | | 2 | 1 | | 8 |
| Patdown | | | | | | | | | 1 | | 2 | 2 | 2 | 7 |
| Flyer | | | | | | | | | | | 2 | 1 | 2 | 5 |
| Flyer as Observer | | | | | | | | | | | | 1 | | 1 |
| General | | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 2 | | | | 2 |
| General | | | | | | | | | | 1 | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | 1 | 1 | | 2 | | | 2 | 1 | 2 | 9 |
| Lengthy Lines | | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | 1 | 1 | | | | | 2 | 1 | 2 | 7 |
| Security Breach | | | | | | | | 1 | | | | | | 1 |
| 2017 | | 11 | 11 | 16 | 13 | 13 | 12 | 11 | 12 | 11 | 19 | 17 | 12 | 158 |
| Advanced Imaging Technology (AIT) | | | | | | | | | 1 | | | | | 1 |
| Flyer | | | | | | | | | 1 | | | | | 1 |
| Civil Rights | | | | | | | | | | 1 | 1 | | | 2 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | 1 | | | 2 |
| Customer Service | | 3 | 4 | 3 | 2 | 2 | 4 | 4 | 3 | 1 | 6 | 3 | 4 | 39 |
| Others | | 2 | 2 | 1 | | 1 | 1 | 1 | | 1 | | 1 | 1 | 11 |
| TSO | | 1 | 2 | 2 | 2 | 1 | 3 | 3 | 3 | | 6 | 2 | 3 | 28 |
| Locks | | | | | 1 | | | | | 3 | | 1 | 2 | 7 |
| Missing or Damaged Lock | | | | | 1 | | | | | 3 | | 1 | 2 | 7 |
| Mishandling of Passenger Property | | 8 | 4 | 10 | 8 | 5 | 5 | 1 | 4 | 2 | 7 | 5 | 3 | 62 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | 1 | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | 8 | 3 | 9 | 8 | 4 | 5 | 1 | 3 | 2 | 4 | 5 | 2 | 54 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | 1 | | 2 | | 1 | 5 |
| Patdown | | | | | 1 | 2 | 1 | 1 | 2 | 1 | 2 | 1 | 1 | 12 |
| Flyer | | | | | 1 | 2 | 1 | 1 | 2 | 1 | 2 | 1 | 1 | 12 |
| Persons w/ Disabilities (PWD) | | | | | | 2 | 2 | 1 | 1 | | 1 | 1 | | 8 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | 1 | | | | | 1 |
| Diabetes | | | | | | | 1 | | | | | | | 1 |
| Hearing Impairment | | | | | | 1 | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | | | | 1 | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | | 1 | | | 2 |
| Ostomy/Ostomates | | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 2 | | 3 | | 2 | 1 | 8 |
| Damaged Items - Checked | | | | | | | | 1 | | 3 | | 1 | 1 | 6 |
| Missing Items - Checked | | | | | | | | 1 | | | | 1 | | 2 |
| Screening | | | 3 | 3 | 1 | 2 | | 2 | 1 | | 2 | 4 | 1 | 19 |
| Crew Member or Airline Employee | | | | | | | | | | | | 1 | | 1 |
| Inconsistency | | | | | 1 | 1 | | | | | | 1 | | 3 |
| Lengthy Lines | | | 1 | | | | | 1 | | | | | | 2 |
| Procedures/Process | | | 2 | 3 | | 1 | | 1 | 1 | | 1 | 2 | 1 | 12 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | | 1 |
| 2018 | | 21 | 10 | 12 | 20 | 17 | 28 | 37 | 20 | 23 | 18 | 32 | 15 | 253 |
| Civil Rights | | | | | | | 1 | 1 | | 1 | 1 | | | 4 |
| National Origin | | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | 1 | | | 1 | | | 3 |
| Customer Service | | 4 | 4 | 2 | 7 | 5 | 9 | 18 | 6 | 5 | 2 | 7 | 4 | 73 |
| Others | | 1 | 1 | | 4 | 2 | 5 | 13 | 3 | 2 | 2 | 2 | 1 | 36 |
| TSO | | 3 | 3 | 2 | 3 | 3 | 4 | 5 | 3 | 3 | | 5 | 3 | 37 |
| Locks | | | | | | 1 | | 1 | | | | 1 | | 3 |
| Missing or Damaged Lock | | | | | | 1 | | 1 | | | | 1 | | 3 |
| Mishandling of Passenger Property | | 4 | 2 | 3 | 6 | 4 | 3 | 1 | 4 | 3 | 6 | 6 | 2 | 44 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | 1 | 1 | | 1 | | | | 4 |
| Damaged/Missing Items--Checked Baggage | | 3 | | 3 | 5 | 3 | 2 | | 4 | 1 | 6 | 5 | 2 | 34 |
| Disarrayed Items--Carry-on or Checked | | 1 | 2 | | 1 | | | | | 1 | | 1 | | 6 |
| Patdown | | 4 | 2 | 2 | 2 | 3 | | 1 | 1 | 3 | 3 | 2 | 2 | 25 |
| Flyer | | 4 | 2 | 2 | 2 | 3 | | 1 | 1 | 3 | 2 | 2 | 2 | 24 |
| Non-Flyer | | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | 2 | | | 1 | 2 | 3 | 2 | 2 | 2 | 1 | 1 | 1 | 17 |
| Autism Spectrum | | | | | | | | | | | | | 1 | 1 |
| Diabetes | | | | | | 1 | | | | 1 | | | | 2 |
| General | | | | | | | | | 1 | 1 | | | | 2 |
| Medically Necessary Medication and Medical | | 1 | | | | 1 | | | | | | | | 2 |
| Metal Implants (joint) | | | | | | | | 2 | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 2 | | | | | | | 2 |
| Service Animals | | 1 | | | | | | | 1 | | | | | 2 |
| Touch Aversion (pain/trauma) | | | | | | | | | | | 1 | 1 | | 2 |
| Wheelchair/ Scooter/ Segway | | | | | 1 | | 1 | | | | | | | 2 |
| Property - Special Handling | | 2 | 1 | 2 | 3 | 1 | 2 | 3 | | 4 | 1 | 8 | 3 | 30 |
| Damaged Items - Carry-On | | 1 | | | | | | 2 | | | | 1 | 1 | 5 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Damaged Items - Checked | | | | 1 | 1 | 1 | | | 2 | | 4 | 1 | 10 |
| Missing Items - Carry-On | | | | | | 1 | | | 1 | | | | 2 |
| Missing Items - Checked | 1 | 1 | 2 | 2 | | | 1 | | 1 | 1 | 3 | 1 | 13 |
| Screening | 5 | 1 | 3 | 1 | 1 | 10 | 10 | 7 | 5 | 4 | 7 | 3 | 57 |
| Inconsistency | | | 1 | | | | 1 | | | | | 1 | 3 |
| Lengthy Lines | 3 | | | | | 4 | 5 | 3 | 1 | 1 | 1 | | 18 |
| Procedures/Process | 2 | 1 | 2 | 1 | | 6 | 4 | 4 | 3 | 3 | 6 | 2 | 34 |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | 1 | | | | 2 |
| 2019 | 15 | 11 | 18 | 12 | 13 | 13 | 6 | | | | | | 88 |
| Civil Rights | 1 | | 1 | | | 1 | | | | | | | 3 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Screening of Religious Cultural and Ceremonial Items | | | | | | 1 | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | | | | | | | 1 |
| Customer Service | 3 | 4 | 5 | 2 | 3 | 5 | 1 | | | | | | 23 |
| Others | 2 | 1 | | | | 1 | | | | | | | 4 |
| TSO | 1 | 3 | 5 | 2 | 3 | 4 | 1 | | | | | | 19 |
| Locks | | | | 2 | 1 | | | | | | | | 3 |
| Missing or Damaged Lock | | | | 2 | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property | 5 | 3 | 5 | 3 | 4 | 2 | 2 | | | | | | 24 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | 1 | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 3 | 3 | 4 | 2 | 4 | 1 | 1 | | | | | | 18 |
| Disarrayed Items--Carry-on or Checked | 1 | | | 1 | | 1 | 1 | | | | | | 4 |
| Patdown | 1 | 1 | 1 | | | | 1 | | | | | | 4 |
| Flyer | 1 | 1 | 1 | | | | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 3 | 1 | 3 | 2 | 2 | 2 | 1 | | | | | | 14 |
| Damaged Items - Carry-On | | | 1 | | | | 1 | | | | | | 2 |
| Damaged Items - Checked | | 1 | 1 | | 1 | | | | | | | | 3 |
| Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Missing Items - Checked | 3 | | 1 | 1 | 1 | 2 | | | | | | | 8 |
| Screening | 2 | 2 | 3 | 3 | 2 | 3 | 1 | | | | | | 16 |
| Inconsistency | | | | 1 | | 1 | | | | | | | 2 |
| Lengthy Lines | | 1 | | 1 | | | | | | | | | 2 |
| Procedures/Process | 2 | 1 | 3 | 1 | 2 | 2 | 1 | | | | | | 12 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| GFK | 4 | 2 | 4 | 1 | | 3 | 5 | 7 | 5 | 2 | | 1 | 34 |
| 2016 | | | | | | | 1 | 3 | 3 | 1 | | | 8 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | 3 | | 1 | | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | 3 | | 1 | | | 5 |
| Screening | | | | | | | | | 2 | | | | 2 |
| Procedures/Process | | | | | | | | | 2 | | | | 2 |
| 2017 | 1 | | 2 | 1 | | | 1 | 2 | 1 | | | | 8 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | 2 | 1 | | | 1 | | 1 | | | | 5 |
| Damaged/Missing Items--Checked Baggage | | | 1 | 1 | | | 1 | | 1 | | | | 4 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Missing Items - Checked | | | | | | | | 1 | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2018 | 2 | 1 | 1 | | | 2 | | 2 | 1 | 1 | | 1 | 11 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| Customer Service | | 1 | | | | | | | 1 | | | 1 | 3 |
| Others | | | | | | | | | | | | 1 | 1 |
| TSO | | 1 | | | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | 2 | | 1 | | | 2 | | | | 1 | | | 6 |
| Damaged/Missing Items--Checked Baggage | 2 | | 1 | | | 2 | | | | 1 | | | 6 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2019 | 1 | 1 | 1 | | | 1 | 3 | | | | | | 7 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | 1 | | | | | | 2 |
| Flyer | | 1 | | | | | 1 | | | | | | 2 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Damaged Items - Checked | | | | | | 1 | | | | | | | 1 |
| Screening | | | 1 | | | | 1 | | | | | | 2 |
| Procedures/Process | | | 1 | | | | 1 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| GGG | 2 | 4 | 1 | 3 | 4 | | 1 | 5 | 2 | 3 | 3 | | 28 |
| 2016 | | | | 1 | 1 | | 1 | | | 1 | 1 | | 5 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | | 1 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | 1 | | | | | | 3 |
| Prohibited & Permitted Items | | | | | | | | | | | 1 | | 1 |
| Liquids/Gels/Aerosols | | | | | | | | | | | 1 | | 1 |
| 2017 | 1 | 2 | 1 | | 1 | | | 4 | 2 | 1 | 1 | | 13 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| Customer Service | 1 | | 1 | | | | | 1 | | | | | 3 |
| Others | | | | | | | | 1 | | | | | 1 |
| TSO | 1 | | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | 1 | | | 1 | | | 1 | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | 1 | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Metal Implants (joint) | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | 2 | 1 | | | 4 |
| Damaged Items - Checked | | | | | | | | | 1 | 1 | | | 2 |
| Missing Items - Carry-On | | | | | | | | 1 | 1 | | | | 2 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2018 | | 1 | | 1 | 2 | | | 1 | | 1 | 1 | | 7 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | 1 | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | 1 | | | 2 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | 2 | | | | | | 1 | | 3 |
| Missing Items - Checked | | | | | 2 | | | | | | 1 | | 3 |
| 2019 | 1 | 1 | | 1 | | | | | | | | | 3 |
| Mishandling of Passenger Property | 1 | | | 1 | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| GGW | | | | | | | 1 | | | | | | 1 |
| 2018 | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| GJT | 16 | 4 | 5 | 3 | 5 | 5 | 8 | 3 | 3 | 4 | 4 | 5 | 65 |
| 2016 | | | | | | 1 | 4 | 2 | 1 | 1 | 3 | 2 | 14 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| National Origin | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | | 1 | 1 | | | | | 2 |
| TSO | | | | | | | 1 | 1 | | | | | 2 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | 1 | | 1 | | 3 | 1 | 7 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | 3 | 1 | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | 1 | | | | 2 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | | 1 | | 1 | | | 2 |
| Inconsistency | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2017 | 2 | | | | 1 | 1 | | 1 | | 1 | | 1 | 7 |
| Customer Service | 1 | | | | | | | | | | | 1 | 2 |
| Others | 1 | | | | | | | | | | | | 1 |
| TSO | | | | | | | | | | | | 1 | 1 |
| Locks | | | | | 1 | | | | | 1 | | | 2 |
| Missing or Damaged Lock | | | | | 1 | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | 1 | | | | | 1 | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Missing Items - Checked | | | | | | | | 1 | | | | | 1 |
| 2018 | 11 | 1 | 2 | 2 | 3 | 1 | 2 | | 2 | 2 | 1 | 2 | 29 |
| Customer Service | 5 | 1 | 1 | | | | 1 | | | 1 | | 2 | 11 |
| Others | 1 | | 1 | | | | | | | | | | 2 |
| TSO | 4 | 1 | | | | | 1 | | | 1 | | 2 | 9 |
| Mishandling of Passenger Property | 2 | | 1 | 1 | | | | | | | 1 | | 5 |
| Damaged/Missing Items--Checked Baggage | 2 | | 1 | 1 | | | | | | | 1 | | 5 |
| Patdown | | | | | 2 | 1 | 1 | | 1 | | | | 5 |
| Flyer | | | | | 2 | 1 | 1 | | 1 | | | | 5 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 2 | | | | | | | | | 1 | | | 3 |
| Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | 1 | | | | | | | | | 1 | | | 2 |
| Screening | 2 | | | | 1 | | | | 1 | | | | 4 |
| Lengthy Lines | 2 | | | | | | | | | | | | 2 |
| Procedures/Process | | | | | 1 | | | | 1 | | | | 2 |
| 2019 | 3 | 3 | 3 | 1 | 1 | 2 | 2 | | | | | | 15 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Flyer as Observer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| General | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 2 | 1 | | 1 | | 1 | | | | | | 5 |
| Damaged Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Missing Items - Carry-On | | | | | 1 | | | | | | | | 1 |
| Missing Items - Checked | | 1 | 1 | | | | 1 | | | | | | 3 |
| Screening | 1 | | 2 | | | 1 | 1 | | | | | | 5 |
| Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | 1 | | 2 | | | 1 | | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| GLH | | | | | | | | | | | 2 | 4 | | |
| 2016 | | | | | | | | | | | 1 | 1 | | |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | 1 | | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | 1 | | |
| 2017 | | | | | | | | | | | 1 | 1 | | |
| Property - Special Handling | | | | | | | | | | | 1 | 1 | | |
| Missing Items - Checked | | | | | | | | | | | 1 | 1 | | |
| 2018 | | | | | | | | | | | | | | |
| Civil Rights | | | | | | | | | | | 1 | 1 | | |
| Racial Profiling or Discrimination | | | | | | | | | | | 1 | 1 | | |
| Customer Service | | | | | | | | | | | 1 | 1 | | |
| TSO | | | | | | | | | | | 1 | 1 | | |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| GNV | 9 | 5 | 3 | 3 | 2 | 1 | 6 | 2 | 4 | 8 | 6 | 7 | 56 |
| 2016 | | | | | | | 2 | 2 | 1 | 3 | 2 | 1 | 11 |
| Customer Service | | | | | | | 1 | | | | 1 | 1 | 3 |
| TSO | | | | | | | 1 | | | | 1 | 1 | 3 |
| Mishandling of Passenger Property | | | | | | | 1 | 2 | 1 | 1 | 1 | | 6 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 2 | 1 | 1 | | | 4 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2017 | 5 | 2 | 1 | 3 | | | 1 | | 2 | 2 | 2 | 3 | 21 |
| Customer Service | 1 | | | | | | | | 1 | | | 2 | 4 |
| TSO | 1 | | | | | | | | 1 | | | 2 | 4 |
| Mishandling of Passenger Property | 1 | 1 | 1 | 2 | | | | | | 2 | | | 7 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 1 | 1 | | | | | | 2 | | | 6 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | 1 | | | | | | | | | | | 2 |
| Flyer | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | 2 | | 3 |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | | | | | 2 | | 2 |
| Screening | 2 | | | 1 | | | | | | | | 1 | 4 |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | 1 | | | | | | | | 1 | 3 |
| 2018 | 3 | 2 | 2 | | 2 | 1 | 2 | | 1 | 3 | 2 | 3 | 21 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | | | 1 |
| Customer Service | 2 | 1 | | | | | | | | | | 1 | 4 |
| TSO | 2 | 1 | | | | | | | | | | 1 | 4 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | 1 | | 1 | | | 1 | 1 | | 5 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | 1 | | | 1 | 1 | | 4 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | 1 | 1 | 3 |
| Mobility Disability (Not Wheelchair or Scooter | 1 | | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | | | 1 | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| Screening | | 1 | | | 1 | 1 | | | 1 | 1 | | | 5 |
| Procedures/Process | | 1 | | | 1 | 1 | | | 1 | 1 | | | 5 |
| 2019 | 1 | 1 | | | | | 1 | | | | | | 3 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| GPI | 4 | 2 | 4 | 5 | 3 | 2 | 2 | 2 | 6 | 7 | 5 | 5 | 47 |
| 2016 | | | | 1 | | 2 | | 2 | | 3 | 2 | 2 | 12 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | 2 | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 2 | 1 | 3 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | 1 | | | | | | 1 | | | 2 |
| Flyer | | | | 1 | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Visual Impairment | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | 1 | | 2 | | | | 1 | 4 |
| Procedures/Process | | | | | | 1 | | 1 | | | | 1 | 3 |
| Security Breach | | | | | | | | 1 | | | | | 1 |
| 2017 | 2 | 1 | | | 2 | | | | 1 | 3 | 2 | 1 | 12 |
| Customer Service | | | | | 1 | | | | 1 | | | 1 | 3 |
| Others | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | | | | | 1 | | | 1 | 2 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | 2 | 2 | | 5 |
| Procedures/Process | | | | | 1 | | | | | 1 | 2 | | 4 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | 1 | | | 1 |
| 2018 | 1 | 1 | 2 | 3 | 1 | | 2 | | 5 | 1 | 1 | 2 | 19 |
| Customer Service | 1 | | 1 | | | | 1 | | | | | | 3 |
| Others | 1 | | | | | | | | | | | | 1 |
| TSO | | | 1 | | | | 1 | | | | | | 2 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | 1 | | 2 |
| Patdown | | | | 2 | | | | | 3 | 1 | | 1 | 7 |
| Flyer | | | | 2 | | | | | 3 | 1 | | 1 | 7 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Screening | | 1 | 1 | | | | | | | | | 1 | 3 |
| Crew Member or Airline Employee | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | | | | | | 1 | 2 |
| TSA Contact Information | | | | | | | 1 | | | | | | 1 |
| General | | | | | | | 1 | | | | | | 1 |
| 2019 | 1 | | 2 | 1 | | | | | | | | | 4 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Patdown | 1 | | 1 | | | | | | | | | | 2 |
| Flyer | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| GPT | 14 | 8 | 9 | 19 | 15 | 21 | 23 | 12 | 15 | 5 | 8 | 16 | 165 | |
| 2016 | | | | 1 | 2 | 6 | 6 | 5 | 6 | 2 | 2 | 7 | 37 | |
| Civil Rights | | | | | | | | 2 | 1 | | | | 3 | |
| National Origin | | | | | | | | | 1 | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | 2 | | | | | 2 | |
| Customer Service | | | | 1 | 1 | 1 | | 1 | 2 | | 1 | | 7 | |
| Others | | | | 1 | 1 | | | | | | 1 | | 3 | |
| TSO | | | | | | 1 | | 1 | 2 | | | | 4 | |
| Mishandling of Passenger Property | | | | | 1 | 4 | | 1 | 1 | 2 | 1 | 4 | 14 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 3 | | 1 | 1 | 2 | | 4 | 12 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | 1 | | 2 | |
| Patdown | | | | | | | 2 | | 2 | | | | 4 | |
| Flyer | | | | | | | 1 | | 2 | | | | 3 | |
| Flyer as Observer | | | | | | | 1 | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 1 | | | | | | 2 | |
| General | | | | | | 1 | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 | |
| Screening | | | | | | | 3 | 1 | | | | 3 | 7 | |
| Inconsistency | | | | | | | 2 | | | | | | 2 | |
| Procedures/Process | | | | | | | 1 | | | | | 3 | 4 | |
| Security Breach | | | | | | | | 1 | | | | | 1 | |
| 2017 | 3 | 1 | 5 | 11 | 4 | 3 | 4 | 3 | 5 | 2 | 4 | 6 | 51 | |
| Civil Rights | | | | | | | | 1 | | | 1 | | 2 | |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | 1 | |
| Customer Service | 1 | | | 1 | | 1 | 1 | | 1 | 1 | | 4 | 10 | |
| Others | | | | 1 | | | | | 1 | | | | 2 | |
| TSO | 1 | | | | | 1 | 1 | | | 1 | | 4 | 8 | |
| Identification (ID) Requirements | 1 | | | | | | | | | | | | 1 | |
| Domestic | 1 | | | | | | | | | | | | 1 | |
| Locks | | | | 1 | 1 | | | 2 | | | | | 4 | |
| Missing or Damaged Lock | | | | 1 | 1 | | | 2 | | | | | 4 | |
| Lost and Found | | | | | | | | | 1 | | | | 1 | |
| Airport/TSA | | | | | | | | | 1 | | | | 1 | |
| Mishandling of Passenger Property | 1 | | 5 | 3 | 3 | | 2 | | 2 | 1 | 3 | | 20 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 2 | | | | | 1 | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | 1 | | 5 | 1 | 3 | | 2 | | | | 3 | | 15 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | 1 | | | 2 | |
| Patdown | | 1 | | 3 | | 1 | | | | | | | 5 | |
| Flyer | | 1 | | 2 | | | | | | | | | 3 | |
| Flyer as Observer | | | | 1 | | 1 | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | 1 | | | | | | 2 | |
| Breast Cancer | | | | 1 | | | | | | | | | 1 | |
| General | | | | | | | 1 | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 | |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 | |
| Screening | | | | 2 | | 1 | | | | | | 2 | 5 | |
| Inconsistency | | | | 1 | | | | | | | | | 1 | |
| Lengthy Lines | | | | | | | | | | | | 1 | 1 | |
| Procedures/Process | | | | 1 | | 1 | | | | | | 1 | 3 | |
| 2018 | 6 | 3 | 3 | 4 | 8 | 5 | 10 | 4 | 4 | 1 | 2 | 3 | 53 | |
| Advanced Imaging Technology (AIT) | | | | | | | 1 | | | | | | 1 | |
| Flyer | | | | | | | 1 | | | | | | 1 | |
| Customer Service | 2 | | | | 4 | 1 | 3 | | 1 | 1 | | | 12 | |
| Others | 1 | | | | | | | | | 1 | | | 2 | |
| TSO | 1 | | | | 4 | 1 | 3 | | 1 | | | | 10 | |
| Locks | | | 1 | | | | | | | | | | 1 | |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | 1 | | | | 1 | 3 | | 1 | | 1 | | 8 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | 1 | 3 | | 1 | | 1 | | 8 | |
| Patdown | 3 | | | 1 | | | | 2 | | | | 1 | 7 | |
| Flyer | 3 | | | 1 | | | | 2 | | | | 1 | 7 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | 1 | 2 | | | | 4 | |
| Cancer (general) Not Breast Cancer | | | | | | | | | 1 | | | | 1 | |
| Cognitive /Developmental /Mental Disability | | | | | | | | 1 | | | | | 1 | |
| General | | | | 1 | | | | | | | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | | | 1 | 1 | 1 | | | | | | | | 3 | |
| Missing Items - Checked | | | 1 | 1 | 1 | | | | | | | | 3 | |
| Screening | | 2 | 1 | 1 | 3 | 3 | 3 | 1 | | | 1 | 2 | 17 | |
| Inconsistency | | | 1 | | 1 | | | | | | | 1 | 3 | |
| Lengthy Lines | | 1 | | | 1 | | | | | | | | 2 | |
| Procedures/Process | | 1 | | 1 | 1 | 2 | 3 | 1 | | | 1 | 1 | 11 | |
| Security Breach | | | | | | 1 | | | | | | | 1 | |
| 2019 | 5 | 4 | 1 | 3 | 1 | 7 | 3 | | | | | | 24 | |
| Customer Service | 3 | | | | | 2 | 1 | | | | | | 6 | |
| TSO | 3 | | | | | 2 | 1 | | | | | | 6 | |
| Locks | | | | | | | 1 | | | | | | 1 | |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 1 | | 3 | | | | | | | 4 | |
| Damaged/Missing Items--Checked Baggage | | | | | | 2 | | | | | | | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | 1 | | | | | | 3 | |
| Hearing Impairment | | | | | | | 1 | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | | | | | | | 1 | |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Wheelchair/ Scooter/ Segway | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 3 | | 1 | | | | | | | | | 5 |
| Missing Items - Checked | 1 | 3 | | 1 | | | | | | | | | 5 |
| Screening | | | 1 | 1 | 1 | 2 | | | | | | | 5 |
| Inconsistency | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | 1 | | 1 | 1 | | | | | | | 3 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| GRB | | 3 | 3 | 7 | 4 | 3 | 4 | 8 | 6 | 9 | 5 | 9 | 6 | 67 |
| 2016 | | | | | 2 | 2 | 2 | 1 | 2 | 4 | 1 | 3 | 2 | 19 |
| | Civil Rights | | | | | 1 | | | | | | | | 1 |
| | General Complaint and Discrimination | | | | | 1 | | | | | | | | 1 |
| | Customer Service | | | | | | 1 | | 2 | 1 | | | | 4 |
| | Others | | | | | | | | 1 | | | | | 1 |
| | TSO | | | | | | 1 | | 1 | 1 | | | | 3 |
| | Locks | | | | 1 | | | | | | | | | 1 |
| | Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| | Mishandling of Passenger Property | | | | 1 | 1 | | 1 | | 2 | 1 | 2 | | 8 |
| | Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | 1 | | 2 | 1 | 2 | | 8 |
| | Patdown | | | | | | | | | | | 1 | 1 | 2 |
| | Flyer | | | | | | | | | | | 1 | 1 | 2 |
| | Screening | | | | | | 1 | | | 1 | | | 1 | 3 |
| | Procedures/Process | | | | | | 1 | | | 1 | | | 1 | 3 |
| 2017 | | 3 | | 3 | 1 | 1 | 1 | 2 | 1 | 1 | 2 | 5 | 1 | 21 |
| | Civil Rights | | | 1 | | | | | | | | 1 | | 2 |
| | Racial Profiling or Discrimination | | | 1 | | | | | | | | 1 | | 2 |
| | Customer Service | | | | | | | | | | | 1 | | 1 |
| | TSO | | | | | | | | | | | 1 | | 1 |
| | Locks | 1 | | 1 | | | | | | | | | | 2 |
| | Missing or Damaged Lock | 1 | | 1 | | | | | | | | | | 2 |
| | Mishandling of Passenger Property | 2 | | 1 | 1 | 1 | 1 | 1 | | 1 | | 2 | | 10 |
| | Damaged/Missing Items--Checked Baggage | 2 | | | 1 | 1 | 1 | 1 | | 1 | | 2 | | 9 |
| | Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | | | | | 1 | 1 | | 1 | | | 3 |
| | General | | | | | | | | | | 1 | | | 1 |
| | Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | | | | | 1 |
| | Wheelchair/ Scooter/ Segway | | | | | | | 1 | | | | | | 1 |
| | Property - Special Handling | | | | | | | | | | 1 | 1 | | 2 |
| | Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| | Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| | Screening | | | | | | | | | | | | 1 | 1 |
| | Inconsistency | | | | | | | | | | | | 1 | 1 |
| 2018 | | | | 2 | | | | 2 | 3 | 4 | 2 | 1 | 3 | 17 |
| | Customer Service | | | 1 | | | | | | 1 | | | | 2 |
| | TSO | | | 1 | | | | | | 1 | | | | 2 |
| | Locks | | | | | | | | | | 1 | | | 1 |
| | Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| | Mishandling of Passenger Property | | | 1 | | | | | 1 | | 1 | 1 | | 4 |
| | Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | 1 | | 2 |
| | Disarrayed Items--Carry-on or Checked | | | 1 | | | | | 1 | | | | | 2 |
| | Patdown | | | | | | | 1 | | 1 | | | | 2 |
| | Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| | Non-Flyer | | | | | | | | | 1 | | | | 1 |
| | Property - Special Handling | | | | | | | | 1 | 1 | | | 3 | 5 |
| | Damaged Items - Checked | | | | | | | | | 1 | | | 2 | 3 |
| | Missing Items - Checked | | | | | | | | 1 | | | | 1 | 2 |
| | Screening | | | | | | | 1 | 1 | 1 | | | | 3 |
| | Inconsistency | | | | | | | | | 1 | | | | 1 |
| | Procedures/Process | | | | | | | 1 | 1 | | | | | 2 |
| 2019 | | | 3 | 2 | 1 | | 1 | 3 | | | | | | 10 |
| | Civil Rights | | | | | | | 1 | | | | | | 1 |
| | Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| | Customer Service | | | | | | 1 | | | | | | | 1 |
| | TSO | | | | | | 1 | | | | | | | 1 |
| | Locks | | | | | | | 1 | | | | | | 1 |
| | Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| | Mishandling of Passenger Property | | | 1 | 1 | | | 1 | | | | | | 3 |
| | Damaged/Missing Items--Checked Baggage | | | | 1 | | | 1 | | | | | | 2 |
| | Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| | Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 |
| | Property - Special Handling | | | 1 | | | | | | | | | | 2 |
| | Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| | Missing Items - Checked | | | | 1 | | | | | | | | | 1 |
| | Screening | | | 1 | | | | | | | | | | 1 |
| | Procedures/Process | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|-----|----------|----------|-----|----------|-----|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| GRI | 3 | | 1 | 2 | | 5 | | 2 | 1 | 1 | 1 | 1 | 17 |
| 2016 | | | | 1 | | 4 | | 1 | 1 | | | 1 | 8 |
| Customer Service | | | | | | 3 | | 1 | | | | 1 | 5 |
| CSM | | | | | | 1 | | | | | | | 1 |
| Others | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | 2 | | | | | | 1 | 3 |
| Mishandling of Passenger Property | | | | 1 | | 1 | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Internal Medical Devices | | | | | | | | | 1 | | | | 1 |
| 2017 | 2 | | 1 | | | 1 | | 1 | | | | | 5 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Service Animals | | | 1 | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | 1 | | | | | 2 |
| Inconsistency | 1 | | | | | | | | | | | | 1 |
| Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| 2018 | | | | 1 | | | | | | 1 | 1 | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Metal Implants (joint) | | | | | | | | | | | 1 | | 1 |
| Screening | | | | 1 | | | | | | 1 | | | 2 |
| Procedures/Process | | | | 1 | | | | | | 1 | | | 2 |
| 2019 | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| GRK | 8 | 4 | 2 | 8 | 7 | 3 | 8 | 7 | 7 | 9 | 12 | 7 | 82 | |
| 2016 | | | | 2 | 5 | 1 | 1 | 2 | 1 | 2 | 9 | 2 | 25 | |
| Customer Service | | | | | | 1 | | | | | | | 1 | |
| TSO | | | | | | 1 | | | | | | | 1 | |
| Identification (ID) Requirements | | | | | | | | | | | | 1 | 1 | |
| Domestic | | | | | | | | | | | | 1 | 1 | |
| Locks | | | | | | | 1 | | | | 1 | | 2 | |
| Missing or Damaged Lock | | | | | | | 1 | | | | 1 | | 2 | |
| Mishandling of Passenger Property | | | | | 4 | | | 2 | 1 | 2 | 8 | 1 | 18 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | 1 | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | 3 | | | 2 | 1 | 2 | 7 | | 15 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | | 1 | |
| Screening | | | | 2 | | | | | | | | | 2 | |
| Inconsistency | | | | 2 | | | | | | | | | 2 | |
| 2017 | 3 | 3 | 1 | 2 | 1 | 1 | 3 | 4 | 5 | 2 | 3 | 2 | 30 | |
| Civil Rights | | | | | | | | | 1 | | | | 1 | |
| National Origin | | | | | | | | | 1 | | | | 1 | |
| Customer Service | | 1 | | | | 1 | 1 | | | | | | 3 | |
| TSO | | 1 | | | | 1 | 1 | | | | | | 3 | |
| Identification (ID) Requirements | | | | | | | | | 1 | | | | 1 | |
| Domestic | | | | | | | | | 1 | | | | 1 | |
| Locks | | | | | | | | | | | 1 | | 1 | |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 | |
| Lost and Found | | | | | | | | | 1 | | | | 1 | |
| Airport/TSA | | | | | | | | | 1 | | | | 1 | |
| Mishandling of Passenger Property | 2 | 1 | 1 | 2 | | | 2 | 2 | 1 | 2 | | 1 | 14 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 1 | 2 | | | 1 | 2 | 1 | 1 | | | 10 | |
| Damaged/Missing Items--Unspecified Luggag | 1 | | | | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | 1 | | 1 | 3 | |
| Patdown | | | | | 1 | | | | | | | | 1 | |
| Non-Flyer | | | | | 1 | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | 2 | 1 | | 1 | 1 | 5 | |
| Missing Items - Checked | | | | | | | | 2 | 1 | | 1 | 1 | 5 | |
| Screening | 1 | 1 | | | | | | | | | 1 | | 3 | |
| Inconsistency | | | | | | | | | | | 1 | | 1 | |
| Lengthy Lines | 1 | 1 | | | | | | | | | | | 2 | |
| 2018 | 2 | 1 | 1 | 1 | 1 | 1 | 3 | 1 | 1 | 5 | | 3 | 20 | |
| Customer Service | 1 | | | 1 | | | | | | | | | 2 | |
| TSO | 1 | | | 1 | | | | | | | | | 2 | |
| Locks | | | 1 | | | | | | | 1 | | 1 | 3 | |
| Missing or Damaged Lock | | | 1 | | | | | | | 1 | | 1 | 3 | |
| Mishandling of Passenger Property | 1 | | | | | | 1 | | 1 | | | 2 | 5 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | 2 | 3 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | 1 | | | | 2 | |
| Patdown | | | | | | | | | | 1 | | | 1 | |
| Flyer | | | | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 | |
| Medical Devices - Attached to the Body | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | | | | | 1 | 1 | | | | 2 | | | 4 | |
| Damaged Items - Checked | | | | | | 1 | | | | | | | 1 | |
| Missing Items - Checked | | | | | 1 | | | | | 2 | | | 3 | |
| Screening | | 1 | | | | | 2 | 1 | | | | | 4 | |
| Inconsistency | | | | | | | 1 | | | | | | 1 | |
| Lengthy Lines | | 1 | | | | | | | | | | | 1 | |
| Procedures/Process | | | | | | | 1 | 1 | | | | | 2 | |
| 2019 | 3 | | | 3 | | | 1 | | | | | | 7 | |
| Locks | | | | 1 | | | 1 | | | | | | 2 | |
| Missing or Damaged Lock | | | | 1 | | | 1 | | | | | | 2 | |
| Mishandling of Passenger Property | 1 | | | 1 | | | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | 1 | | | | | | | | | 2 | |
| Property - Special Handling | 1 | | | 1 | | | | | | | | | 2 | |
| Missing Items - Checked | 1 | | | 1 | | | | | | | | | 2 | |
| Screening | 1 | | | | | | | | | | | | 1 | |
| Procedures/Process | 1 | | | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| GRR | 25 | 21 | 31 | 25 | 22 | 30 | 23 | 21 | 19 | 19 | 28 | 22 | 286 | |
| 2016 | | | | 4 | 10 | 10 | 6 | 8 | 5 | 9 | 8 | 7 | 67 | |
| Civil Rights | | | | | 1 | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 | |
| Customer Service | | | | | 2 | 4 | 3 | 2 | 1 | | 1 | 2 | 15 | |
| Others | | | | | 1 | 2 | 1 | 2 | | | | | 6 | |
| TSO | | | | | 1 | 2 | 2 | | 1 | | 1 | 2 | 9 | |
| Identification (ID) Requirements | | | | | | | | | | | | 1 | 1 | |
| Domestic | | | | | | | | | | | | 1 | 1 | |
| Locks | | | | | 1 | | | | 1 | 3 | | | 5 | |
| Missing or Damaged Lock | | | | | 1 | | | | 1 | 3 | | | 5 | |
| Mishandling of Passenger Property | | | | 3 | 3 | 5 | 3 | 3 | 3 | 3 | 6 | 3 | 32 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | 2 | | 1 | | 4 | |
| Damaged/Missing Items--Checked Baggage | | | | 3 | 3 | 4 | 2 | 2 | 1 | 3 | 4 | 3 | 25 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | 1 | | | 1 | | 3 | |
| Patdown | | | | | | | | 1 | | | | | 1 | |
| Flyer | | | | | | | | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | 1 | | | 2 | |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 | |
| Metal Implants (joint) | | | | | | | | | | 1 | | | 1 | |
| Screening | | | | 1 | 2 | 1 | | 2 | | 2 | 1 | 1 | 10 | |
| Inconsistency | | | | | 1 | | | 1 | | | | | 2 | |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | | | | 1 | 1 | | | 1 | | 1 | 1 | 1 | 6 | |
| Security Breach | | | | | | | | | | 1 | | | 1 | |
| 2017 | 8 | 4 | 9 | 6 | 6 | 7 | 2 | 7 | 6 | 7 | 8 | 4 | 74 | |
| Civil Rights | | | 1 | | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 | |
| Customer Service | 2 | 1 | 2 | | | 3 | | 2 | 2 | 2 | 1 | 2 | 17 | |
| TSO | 2 | 1 | 2 | | | 3 | | 2 | 2 | 2 | 1 | 2 | 17 | |
| Locks | 1 | 2 | | | 2 | | | 1 | | | | | 6 | |
| Missing or Damaged Lock | 1 | 2 | | | 2 | | | 1 | | | | | 6 | |
| Mishandling of Passenger Property | 5 | | 6 | 4 | 4 | 2 | 1 | 2 | 2 | 1 | 3 | 1 | 31 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 3 | | 5 | 3 | 4 | 2 | 1 | 2 | 2 | 1 | 1 | | 24 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | | 1 | 1 | |
| Disarrayed Items--Carry-on or Checked | 1 | | 1 | 1 | | | | | | | 2 | | 5 | |
| Patdown | | | | 1 | | 1 | | | | 1 | 2 | | 5 | |
| Flyer | | | | 1 | | 1 | | | | 1 | 2 | | 5 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 | |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | 1 | 2 | 2 | 1 | 1 | 7 | |
| Damaged Items - Carry-On | | | | | | | | | 1 | | | | 1 | |
| Damaged Items - Checked | | | | | | | | | | 2 | | 1 | 3 | |
| Missing Items - Checked | | | | | | | | 1 | 1 | | 1 | | 3 | |
| Screening | | 1 | | 1 | | | 1 | 1 | | 1 | 1 | | 6 | |
| Procedures/Process | | 1 | | | | | 1 | 1 | | 1 | 1 | | 5 | |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 | |
| 2018 | 13 | 9 | 15 | 10 | 5 | 6 | 3 | 6 | 8 | 3 | 12 | 11 | 101 | |
| Civil Rights | | | 1 | 1 | | | | | | | 1 | 1 | 4 | |
| Age | | | | | | | | | | | 1 | | 1 | |
| National Origin | | | | | | | | | | | | 1 | 1 | |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 | |
| Customer Service | 2 | | 3 | 1 | 1 | 1 | 1 | | 1 | | | 1 | 11 | |
| TSO | 2 | | 3 | 1 | 1 | 1 | 1 | | 1 | | | 1 | 11 | |
| Locks | | | | | | 2 | | | | | | | 2 | |
| Missing or Damaged Lock | | | | | | 2 | | | | | | | 2 | |
| Lost and Found | | | | | | | | | | | | 1 | 1 | |
| Airport/TSA | | | | | | | | | | | | 1 | 1 | |
| Mishandling of Passenger Property | 3 | 5 | 5 | 3 | | 1 | | 2 | 1 | 2 | 2 | 4 | 28 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | 1 | 2 | |
| Damaged/Missing Items--Checked Baggage | 3 | 4 | 4 | 3 | | | | 1 | 1 | 2 | 2 | 3 | 23 | |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | 1 | | | | | 2 | |
| Patdown | | | 2 | 2 | | 1 | | 1 | 4 | | 3 | 1 | 14 | |
| Flyer | | | 2 | 2 | | | | 1 | 3 | | 3 | 1 | 12 | |
| Flyer as Observer | | | | | | 1 | | | 1 | | | | 2 | |
| Persons w/ Disabilities (PWD) | 3 | | | | | 1 | | | | 1 | 1 | 1 | 7 | |
| General | | | | | | | | | | 1 | | | 1 | |
| Medical Devices - Attached to the Body | | | | | | | | | | | 1 | | 1 | |
| Medically Necessary Medication and Medical | 1 | | | | | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter | 2 | | | | | | | | | | | | 2 | |
| Prosthesis/Amputees and Casts | | | | | | | | | | | | 1 | 1 | |
| Service Animals | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | 2 | 2 | | 1 | 2 | | 1 | 2 | 1 | | 3 | 2 | 16 | |
| Damaged Items - Carry-On | | | | | | | 1 | | | | 1 | | 2 | |
| Damaged Items - Checked | 1 | | | | | | | | | | | 1 | 2 | |
| Missing Items - Carry-On | 1 | | | | | | | 1 | | | | | 2 | |
| Missing Items - Checked | | 2 | | 1 | 2 | | | 1 | 1 | | 2 | 1 | 10 | |
| Screening | 3 | 2 | 4 | 2 | 2 | | 1 | 1 | 1 | | 2 | | 18 | |
| Inconsistency | | 1 | | 1 | | | | | | | 1 | | 3 | |
| Lengthy Lines | 1 | 1 | 1 | 1 | 1 | | | | | | | | 5 | |
| Procedures/Process | 2 | | 2 | | 1 | | 1 | 1 | 1 | | 1 | | 9 | |
| Security Breach | | | 1 | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| 2019 | 4 | 8 | 7 | 5 | 1 | 7 | 12 | | | | | | 44 |
| Civil Rights | 1 | 1 | 2 | | | | | | | | | | 4 |
| Constitutional Rights | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| Transgender Screening | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | 3 | | | | | | 4 |
| TSO | | 1 | | | | | 3 | | | | | | 4 |
| Locks | | | 1 | 1 | | | | | | | | | 2 |
| Missing or Damaged Lock | | | 1 | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | 2 | 2 | 1 | 3 | | 1 | 4 | | | | | | 13 |
| Damaged/Missing Items--Checked Baggage | 2 | 2 | 1 | 2 | | 1 | 4 | | | | | | 12 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | 1 | 1 | | | | 1 | | | | | | 4 |
| Flyer | 1 | 1 | 1 | | | | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) | | | | | | 2 | | | | | | | 2 |
| Cancer (general) Not Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 1 | 2 | 1 | 1 | 2 | 2 | | | | | | 9 |
| Damaged Items - Checked | | | | | 1 | | | | | | | | 1 |
| Missing Items - Carry-On | | 1 | 1 | | | | | | | | | | 2 |
| Missing Items - Checked | | | 1 | 1 | | 2 | 2 | | | | | | 6 |
| Screening | | 2 | | | | 2 | 2 | | | | | | 6 |
| Inconsistency | | | | | | | 1 | | | | | | 1 |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | 2 | | | | 1 | 1 | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| GSN | | | 1 | 1 | 1 | 2 | 1 | | 2 | | 1 | | 9 |
| 2016 | | | | | | 1 | 1 | | 1 | | | | 3 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | 1 | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | 1 | | | | 2 |
| 2017 | | | | | 1 | 1 | | | | | 1 | | 3 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| 2018 | | | | 1 | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | 1 | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| 2019 | | | 1 | | | | | | | | | | 1 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| GSO | 16 | 15 | 15 | 21 | 14 | 27 | 23 | 19 | 16 | 14 | 18 | 16 | 214 |
| 2016 | | | | 8 | 6 | 5 | 5 | 4 | 5 | 4 | 4 | 3 | 44 |
| Civil Rights | | | | 1 | | | | | | | 1 | | 2 |
| General Complaint and Discrimination | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | 2 | | | 1 | | 1 | 1 | 5 |
| TSO | | | | | | 2 | | | 1 | | 1 | 1 | 5 |
| Locks | | | | 1 | | | | | | | 1 | | 2 |
| Missing or Damaged Lock | | | | 1 | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property | | | | 4 | 3 | 3 | 4 | 2 | 3 | 3 | 1 | 2 | 25 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | 3 | 3 | 4 | 2 | 3 | 2 | 1 | 1 | 21 |
| Disarrayed Items--Carry-on or Checked | | | | 2 | | | | | | | | | 2 |
| Patdown | | | | 1 | 3 | | | 1 | 1 | | | | 6 |
| Flyer | | | | 1 | 2 | | | 1 | 1 | | | | 5 |
| Flyer as Observer | | | | | 1 | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | | | 1 | | | | | | 1 |
| Liquids/Gels/Aerosols | | | | | | | 1 | | | | | | 1 |
| Screening | | | | 1 | | | | 1 | | 1 | | | 3 |
| Inconsistency | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 2 |
| 2017 | 4 | 5 | 5 | 5 | 4 | 7 | 7 | 8 | 4 | 6 | 6 | 10 | 71 |
| Customer Service | | 1 | | 1 | | | | 1 | 1 | 4 | 1 | 3 | 12 |
| TSO | | 1 | | 1 | | | | 1 | 1 | 4 | 1 | 3 | 12 |
| Locks | | | | | | | 1 | | | 1 | 1 | | 3 |
| Missing or Damaged Lock | | | | | | | 1 | | | 1 | 1 | | 3 |
| Lost and Found | 1 | 1 | | | | | | | | | | | 2 |
| Airport/TSA | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 2 | 2 | 5 | 3 | 2 | 3 | 2 | 3 | | 1 | 2 | 1 | 26 |
| Damaged/Missing Items--Checked Baggage | 2 | 2 | 4 | 3 | 2 | 3 | 1 | 2 | | 1 | 2 | | 22 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | 1 | 1 | | | | 1 | 4 |
| Notice of Violation/Civil Penalties | | | | | | | 1 | | | | | | 1 |
| General | | | | | | | 1 | | | | | | 1 |
| Patdown | | 1 | | | | | | 1 | 2 | | 1 | 3 | 8 |
| Flyer | | 1 | | | | | | 1 | 2 | | 1 | 3 | 8 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | 3 | | 1 | | | | 1 | 7 |
| Diabetes | | | | | 1 | | | | | | | | 1 |
| General | | | | | | 1 | | | | | | | 1 |
| Internal Medical Devices | | | | | | 1 | | | | | | 1 | 2 |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | 2 | | | 1 | | 4 |
| Damaged Items - Carry-On | | | | | | | 1 | | | | 1 | | 2 |
| Damaged Items - Checked | | | | | | | | 1 | | | | | 1 |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 |
| Screening | 1 | | | | 1 | 1 | 2 | | 1 | | | 2 | 8 |
| Inconsistency | | | | | | | 1 | | | | | | 1 |
| Lengthy Lines | | | | | | | | | | | | 2 | 2 |
| Procedures/Process | 1 | | | | 1 | 1 | 1 | | 1 | | | | 5 |
| 2018 | 7 | 1 | 5 | 7 | 3 | 11 | 6 | 7 | 7 | 4 | 8 | 3 | 69 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | 1 | | 2 |
| Flyer | | | | | | | | | | 1 | 1 | | 2 |
| Civil Rights | | | | | | 1 | | | 2 | | 1 | 1 | 5 |
| Racial Profiling or Discrimination | | | | | | 1 | | | 2 | | | 1 | 4 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | 1 |
| Customer Service | | 1 | 1 | 3 | | 1 | 2 | 1 | 2 | | 1 | | 12 |
| Others | | | | 2 | | | 2 | | 1 | | | | 5 |
| TSO | | 1 | 1 | 1 | | 1 | | 1 | 1 | | 1 | | 7 |
| Locks | | | | | 1 | | | 1 | | | | | 2 |
| Missing or Damaged Lock | | | | | 1 | | | 1 | | | | | 2 |
| Mishandling of Passenger Property | 3 | | | | 1 | 2 | 2 | 2 | 1 | | 3 | 1 | 15 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 2 | | | | | 1 | 1 | 2 | 1 | | 3 | 1 | 11 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | 1 | 1 | | | | | | 3 |
| Patdown | 2 | | | 1 | | 2 | 1 | 2 | | 1 | 1 | 1 | 11 |
| Flyer | 2 | | | 1 | | 2 | 1 | 2 | | 1 | 1 | 1 | 11 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | 2 | | 3 | 1 | | 2 | 1 | | 1 | 2 | 1 | | 13 |
| Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Damaged Items - Checked | 2 | | 2 | | | 1 | | | | 1 | 1 | | 7 |
| Missing Items - Checked | | | 1 | 1 | | | 1 | | 1 | 1 | | | 5 |
| Screening | | | 1 | 2 | 1 | 3 | | 1 | | | | | 8 |
| Inconsistency | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | 1 | 1 | 1 | 3 | | 1 | | | | | 7 |
| 2019 | 5 | 9 | 5 | 1 | 1 | 4 | 5 | | | | | | 30 |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | 1 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Customer Service | 2 | | 1 | 1 | 1 | 1 | 3 | | | | | | 9 |
| TSO | 2 | | 1 | 1 | 1 | 1 | 3 | | | | | | 9 |
| Mishandling of Passenger Property | 2 | | 1 | | | 1 | 1 | | | | | | 5 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | | | 1 | 1 | | | | | | 4 |
| Patdown | 1 | 3 | | | | 1 | 1 | | | | | | 6 |
| Flyer | | 3 | | | | 1 | 1 | | | | | | 5 |
| Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | 2 | 1 | | | 1 | | | | | | | 4 |
| Damaged Items - Checked | | 2 | | | | 1 | | | | | | | 3 |
| Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Screening | | 3 | 1 | | | | | | | | | | 4 |
| Procedures/Process | | 3 | 1 | | | | | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| GSP | 18 | 14 | 18 | 22 | 22 | 23 | 28 | 23 | 13 | 19 | 18 | 10 | 228 | |
| 2016 | | | | 6 | 5 | 6 | 5 | 7 | 6 | | 8 | 4 | 55 | |
| Civil Rights | | | | | | | | | | 1 | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 | |
| Customer Service | | | | 2 | 2 | 2 | 1 | | 1 | 1 | 1 | | 10 | |
| Others | | | | | 1 | 1 | 1 | | 1 | | | | 4 | |
| TSO | | | | 2 | 1 | 1 | | | | 1 | 1 | | 6 | |
| Locks | | | | | | | | | 1 | | 1 | | 2 | |
| Missing or Damaged Lock | | | | | | | | | 1 | | 1 | | 2 | |
| Mishandling of Passenger Property | | | | 4 | 2 | 2 | 3 | 3 | 1 | 5 | 5 | 3 | 28 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | 1 | 1 | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | 4 | 2 | 2 | 2 | 2 | | 3 | 5 | 3 | 23 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | 1 | | | 2 | |
| Patdown | | | | | | 1 | | | | 1 | | | 2 | |
| Flyer | | | | | | 1 | | | | 1 | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | 1 | 1 | | | | 3 | |
| Diabetes | | | | | | 1 | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | | | | | 1 | |
| Service Animals | | | | | | | | | 1 | | | | 1 | |
| Screening | | | | | 1 | | 1 | 3 | 2 | | 1 | 1 | 9 | |
| Crew Member or Airline Employee | | | | | | | | | | | | 1 | 1 | |
| Lengthy Lines | | | | | 1 | | | 3 | 1 | | | | 5 | |
| Procedures/Process | | | | | | | 1 | | 1 | | 1 | | 3 | |
| 2017 | 3 | 2 | 6 | 3 | 4 | 10 | 8 | 10 | 2 | 7 | 7 | 5 | 67 | |
| Civil Rights | | | | | | | 1 | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 | |
| Customer Service | | | 1 | | | 4 | 1 | | | 2 | 1 | | 9 | |
| Others | | | | | | 1 | | | | | | | 1 | |
| TSO | | | 1 | | | 3 | 1 | | | 2 | 1 | | 8 | |
| Locks | | | | 1 | 2 | | | | | | 1 | | 4 | |
| Missing or Damaged Lock | | | | 1 | 2 | | | | | | 1 | | 4 | |
| Mishandling of Passenger Property | 3 | 1 | 3 | 2 | 2 | 6 | 4 | 2 | 1 | 4 | 1 | 1 | 30 | |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | 1 | | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 3 | | 2 | 2 | 1 | 5 | 4 | 2 | 1 | 4 | | 1 | 25 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | 1 | | | | | 1 | | 3 | |
| Patdown | | | | | | | | 4 | 1 | | | | 5 | |
| Flyer | | | | | | | | 3 | 1 | | | | 4 | |
| Flyer as Observer | | | | | | | | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | 1 | | 1 | | | 3 | |
| Internal Medical Devices | | | | | | | | 1 | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | 2 | 2 | | | 2 | | 6 | |
| Damaged Items - Checked | | | | | | | | 1 | | | 1 | | 2 | |
| Missing Items - Checked | | | | | | | 2 | 1 | | | 1 | | 4 | |
| Screening | | | 2 | | | | | 1 | | | 2 | 4 | 9 | |
| Procedures/Process | | | 2 | | | | | 1 | | | 2 | 4 | 9 | |
| 2018 | 11 | 7 | 6 | 7 | 5 | 3 | 9 | 6 | 5 | 4 | 3 | 1 | 67 | |
| Civil Rights | 1 | 1 | 1 | | | 1 | | | | | | | 4 | |
| Racial Profiling or Discrimination | 1 | 1 | 1 | | | 1 | | | | | | | 4 | |
| Customer Service | 1 | 1 | | 1 | 1 | | 2 | | | 1 | 1 | | 8 | |
| TSO | 1 | 1 | | 1 | 1 | | 2 | | | 1 | 1 | | 8 | |
| Locks | 1 | | | | 1 | | | | | | | | 2 | |
| Missing or Damaged Lock | 1 | | | | 1 | | | | | | | | 2 | |
| Mishandling of Passenger Property | 2 | 2 | 2 | 2 | 1 | 1 | 3 | 3 | 2 | 3 | 1 | | 22 | |
| Damaged/Missing Items--Checked Baggage | 2 | 2 | 2 | 2 | 1 | | 2 | 3 | 2 | 3 | 1 | | 20 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | 1 | | | | | | 2 | |
| Patdown | 1 | | | 1 | | | | 1 | 1 | | | | 4 | |
| Children | | | | | | | | | 1 | | | | 1 | |
| Flyer | 1 | | | | | | | 1 | | | | | 2 | |
| Flyer as Observer | | | | 1 | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | | 1 | 1 | | | | | | | | | 3 | |
| Service Animals | | | 1 | | | | | | | | | | 1 | |
| Touch Aversion (pain/trauma) | 1 | | | | | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling | 3 | 1 | 1 | | 1 | | 2 | 1 | 1 | | 1 | 1 | 12 | |
| Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 | |
| Damaged Items - Checked | | | | | | | 1 | 1 | | | 1 | 1 | 4 | |
| Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 | |
| Missing Items - Checked | 2 | 1 | 1 | | 1 | | 1 | | | | | | 6 | |
| Screening | | 2 | 1 | 2 | 1 | 1 | 2 | 1 | 1 | | | | 11 | |
| Inconsistency | | 1 | | | | | | | | | | | 1 | |
| Lengthy Lines | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | | | 1 | 2 | 1 | | | 1 | 1 | 1 | | | 7 | |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 | |
| Security Breach | | | | | | 1 | | | | | | | 1 | |
| TSA Contact Information | 1 | | | | | | | | | | | | 1 | |
| General | 1 | | | | | | | | | | | | 1 | |
| 2019 | 4 | 5 | 6 | 6 | 8 | 4 | 6 | | | | | | 39 | |
| Civil Rights | | | 1 | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 | |
| Customer Service | 1 | | | | | | | | | | | | 1 | |
| TSO | 1 | | | | | | | | | | | | 1 | |
| Locks | | | | 1 | 1 | | 2 | | | | | | 4 | |
| Missing or Damaged Lock | | | | 1 | 1 | | 2 | | | | | | 4 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Mishandling of Passenger Property | 1 | 1 | 3 | 1 | 1 | 2 | 4 | | | | | | 13 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 2 | 1 | 1 | 1 | 4 | | | | | | 11 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | 1 | | | | | | | 2 |
| Patdown | | | | | 1 | 1 | | | | | | | 2 |
| Flyer | | | | | 1 | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | 1 | | | | | | | | 3 |
| Diabetes | 1 | 1 | | | | | | | | | | | 2 |
| Ostomy/Ostomates | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | 1 | 3 | 4 | 1 | | | | | | | 11 |
| Damaged Items - Checked | | | | 2 | 1 | | | | | | | | 3 |
| Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | 1 | 1 | 3 | 1 | | | | | | | 7 |
| Screening | | 2 | 1 | 1 | | | | | | | | | 4 |
| Procedures/Process | | 2 | 1 | 1 | | | | | | | | | 4 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| GST | | | | | | | | | | 1 | 4 | | 5 |
| 2016 | | | | | | | | | | | 2 | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Flyer | | | | | | | | | | | 1 | | 1 |
| 2017 | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| 2018 | | | | | | | | | | 1 | 1 | | 2 |
| Customer Service | | | | | | | | | | 1 | 1 | | 2 |
| TSO | | | | | | | | | | 1 | 1 | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| GTF | 9 | 5 | 2 | 4 | 3 | 5 | 4 | 3 | 7 | 5 | 3 | 4 | 54 |
| 2016 | | | | 2 | 3 | 2 | 2 | 2 | 3 | 1 | 3 | 1 | 13 |
| Customer Service | | | | 1 | | | | | 1 | | | | 2 |
| Others | | | | 1 | | | | | | | | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | 2 | 1 | | 1 | | | 1 | 5 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | 1 | | 1 | | | 1 | 4 |
| Patdown | | | | 1 | | | | 1 | | | | | 2 |
| Flyer | | | | | | | | 1 | | | | | 1 |
| General | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | 1 | | | | 2 |
| Metal Implants (joint) | | | | | | | | 1 | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | 1 | | | 1 | | | 2 |
| Procedures/Process | | | | | | | 1 | | | 1 | | | 2 |
| 2017 | 4 | 1 | | 1 | | | 1 | 1 | 4 | 3 | 1 | 2 | 18 |
| Civil Rights | | | | 1 | | | | 1 | | | | | 2 |
| Racial Profiling or Discrimination | | | | 1 | | | | 1 | | | | | 2 |
| Customer Service | | | | | | | | | 1 | 1 | | | 2 |
| TSO | | | | | | | | | 1 | 1 | | | 2 |
| Mishandling of Passenger Property | 2 | 1 | | | | | | | 2 | 1 | | 1 | 7 |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | | | | | | | 2 | 1 | | 1 | 7 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Diabetes | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | 1 | 1 | 1 | 1 | 5 |
| Inconsistency | | | | | | | | | | | 1 | | 1 |
| Procedures/Process | 1 | | | | | | | | 1 | 1 | | 1 | 4 |
| 2018 | 3 | 3 | 2 | | 2 | 2 | 1 | | | 1 | 2 | 1 | 17 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Age | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | 1 | | | 1 | | | | | 1 | | 4 |
| TSO | 1 | | 1 | | | 1 | | | | | 1 | | 4 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | 1 | 1 | | 1 | | | | | 1 | | | 4 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | 1 | | | | | 1 | | | 3 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | 1 | | | | | | | 2 |
| Diabetes | | | | | | 1 | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | 1 | | 1 | | | | 1 | | 4 |
| Procedures/Process | | 1 | | | 1 | | | | | | 1 | | 3 |
| Security Breach | | | | | | | 1 | | | | | | 1 |
| 2019 | 2 | 1 | | 1 | 1 | 1 | | | | | | | 6 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Diabetes | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Missing Items - Checked | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| GTR | 3 | 2 | 2 | 6 | 4 | 5 | 2 | 4 | 4 | 6 | 1 | 5 | 44 |
| 2016 | | | | 1 | 2 | 3 | | 2 | | 3 | 1 | 2 | 14 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| National Origin | | | | | | | | | | 1 | | | 1 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | 3 | | 1 | | 2 | | 2 | 10 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | 3 | | 1 | | 2 | | 2 | 10 |
| Screening | | | | | 1 | | | 1 | | | | | 2 |
| Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2017 | 1 | | 2 | 1 | 1 | | | 1 | 1 | 3 | | 2 | 12 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| National Origin | | | | | 1 | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 2 | | | | | | | 2 | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | 2 | | | 3 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | 1 | 2 |
| Damaged Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | 1 | | | | 1 | | | | 1 | 3 |
| Procedures/Process | | | | 1 | | | | 1 | | | | 1 | 3 |
| 2018 | 2 | 1 | | 1 | 1 | 1 | 2 | 1 | 3 | | | 1 | 13 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | 1 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | 1 | | | 3 | | | 1 | 7 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | 1 | | | 3 | | | 1 | 7 |
| Screening | | | | | 1 | | 2 | 1 | | | | | 4 |
| Procedures/Process | | | | | 1 | | 2 | 1 | | | | | 4 |
| 2019 | | 1 | | 3 | | 1 | | | | | | | 5 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 3 | | | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | | | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| GUC | 1 | | | | 2 | 1 | | | 2 | 1 | 1 | | 8 |
| 2016 | | | | | 1 | | | | 1 | | 1 | | 3 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| 2017 | | | | | 1 | | | | 1 | 1 | | | 3 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2018 | 1 | | | | | 1 | | | | | | | 2 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|---|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| GUM | | 1 | 3 | 6 | 7 | 4 | 9 | 5 | 8 | 8 | 10 | 7 | 2 | 70 |
| 2016 | | | | | 1 | | 1 | 2 | 5 | | 3 | 3 | 1 | 16 |
| Civil Rights | | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | | | | 2 | 2 | | 1 | | | 5 |
| Others | | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 2 | 1 | | 1 | | | 4 |
| Mishandling of Passenger Property | | | | | 1 | | 1 | | | | 2 | 2 | 1 | 7 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 1 | | | | 2 | 2 | 1 | 7 |
| Patdown | | | | | | | | | | | | 1 | | 1 |
| Flyer as Observer | | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | 2 | | | | | 2 |
| Lengthy Lines | | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | | 1 |
| 2017 | | 1 | 2 | 2 | 4 | | 2 | 2 | 2 | 4 | 2 | 2 | | 23 |
| Customer Service | | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | | 1 | | | | 1 |
| Locks | | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | 2 | 4 | | | | 1 | 1 | | 2 | | 11 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | 1 | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | 1 | 1 | 4 | | | | | 1 | | 2 | | 9 |
| Property - Special Handling | | | | | | | | 2 | | 1 | 2 | | | 5 |
| Damaged Items - Checked | | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | 2 | | 1 | 1 | | | 4 |
| Screening | | 1 | 1 | | | | 2 | | | 1 | | | | 5 |
| Lengthy Lines | | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | 1 | 1 | | | | 1 | | | 1 | | | | 4 |
| 2018 | | | | 3 | 1 | 2 | 2 | | 1 | 4 | 5 | 2 | 1 | 21 |
| Customer Service | | | | 2 | | 1 | | | | | | 1 | | 4 |
| TSO | | | | 2 | | 1 | | | | | | 1 | | 4 |
| Locks | | | | | | | | | | 2 | | | | 2 |
| Missing or Damaged Lock | | | | | | | | | | 2 | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | 2 | | | 1 | 1 | 1 | | 6 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | 1 | | | 1 | 1 | 1 | | 5 |
| Property - Special Handling | | | | | 1 | | | | | 1 | 3 | | 1 | 6 |
| Damaged Items - Checked | | | | | | | | | | | 1 | | | 1 |
| Missing Items - Carry-On | | | | | | | | | | | | | 1 | 1 |
| Missing Items - Checked | | | | | 1 | | | | | 1 | 2 | | | 4 |
| Screening | | | | | | 1 | | | 1 | | 1 | | | 3 |
| Lengthy Lines | | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | | | | | 1 | | | 1 | | | | | 2 |
| 2019 | | | 1 | 1 | 1 | 2 | 4 | 1 | | | | | | 10 |
| Civil Rights | | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | 1 | 1 | 2 | 1 | | | | | | 5 |
| Damaged Items - Carry-On | | | | | | | 1 | | | | | | | 1 |
| Damaged Items - Checked | | | | | 1 | | | | | | | | | 1 |
| Missing Items - Carry-On | | | | | | 1 | | | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | 1 | | | | | | 2 |
| Screening | | | 1 | | | | 1 | | | | | | | 2 |
| Lengthy Lines | | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| HDN | 1 | | 2 | 4 | 4 | 5 | | | 1 | | | 1 | 18 |
| 2016 | | | | | | 2 | | | 1 | | | | 3 |
| Animals | | | | | | 1 | | | | | | | 1 |
| Carry-On | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | 1 | | | 1 | | | | 2 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | | 1 |
| 2017 | | | | 3 | 1 | 1 | | | | | | 1 | 6 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | 2 | 1 | | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | 1 | | | | | | | | 3 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2018 | 1 | | 1 | | 3 | 2 | | | | | | | 7 |
| Customer Service | 1 | | | | 1 | 1 | | | | | | | 3 |
| TSO | 1 | | | | 1 | 1 | | | | | | | 3 |
| Mishandling of Passenger Property | | | 1 | | 1 | | | | | | | | 2 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | 1 | 1 | | | | | | | 2 |
| Damaged Items - Carry-On | | | | | 1 | | | | | | | | 1 |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| 2019 | | | 1 | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|----------|----------|----------|----------|-----|-----|-----|----------|----------|----------|-----|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| HGR | | 1 | 2 | 1 | 2 | | | | 3 | 2 | 4 | | 15 |
| 2016 | | | | | 2 | | | | | | 1 | | 3 |
| Mishandling of Passenger Property | | | | | 2 | | | | | | 1 | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | 2 | | | | | | 1 | | 3 |
| 2017 | | | 1 | | | | | | 1 | 1 | 1 | | 4 |
| Mishandling of Passenger Property | | | 1 | | | | | | 1 | 1 | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | 1 | 1 | | | 3 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Flyer | | | | | | | | | | | 1 | | 1 |
| 2018 | | | | | | | | | 2 | 1 | 2 | | 5 |
| Mishandling of Passenger Property | | | | | | | | | 2 | | 1 | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 2 | | 1 | | 3 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2019 | | 1 | 1 | 1 | | | | | | | | | 3 |
| Screening | | 1 | 1 | 1 | | | | | | | | | 3 |
| Procedures/Process | | 1 | 1 | 1 | | | | | | | | | 3 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| HIB | 1 | | 3 | 2 | | 1 | 3 | | | 1 | 1 | 2 | 14 |
| 2016 | | | | | | | 1 | | | | | 1 | 2 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2017 | | | 2 | 1 | | 1 | | | | | 1 | 1 | 6 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | 1 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | 1 | | | | | 1 | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | 1 | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | 1 | 2 |
| 2018 | | | | 1 | | | | | | 1 | | | 2 |
| Customer Service | | | | 1 | | | | | | 1 | | | 2 |
| Others | | | | | | | | | | 1 | | | 1 |
| TSO | | | | 1 | | | | | | | | | 1 |
| 2019 | 1 | | 1 | | | | 2 | | | | | | 4 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | 1 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | 1 | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| HLN | 2 | 4 | 4 | 1 | 3 | 3 | | 5 | 4 | 2 | 5 | | 33 |
| 2016 | | | | | 1 | | | | 3 | | 2 | | 6 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | 2 | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | 1 | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2017 | 1 | 1 | 2 | 1 | | | | 2 | | 2 | 2 | | 11 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| National Origin | | | | | | | | | | 1 | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | 1 | | | | 1 | | 1 | 1 | | 6 |
| Damaged/Missing Items--Checked Baggage | | | 1 | 1 | | | | | | 1 | 1 | | 4 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | 1 | | | | | 2 |
| Patdown | | | | | | | | 1 | | | 1 | | 2 |
| Flyer | | | | | | | | 1 | | | | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| 2018 | 1 | 1 | 1 | | | 1 | | 3 | 1 | | 1 | | 9 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| Others | | | | | | | | | | | 1 | | 1 |
| Locks | | 1 | | | | | | 1 | | | | | 2 |
| Missing or Damaged Lock | | 1 | | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property | 1 | | | | | 1 | | 1 | 1 | | | | 4 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | 1 | | 1 | 1 | | | | 4 |
| Screening | | | 1 | | | | | 1 | | | | | 2 |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2019 | | 2 | 1 | | 2 | 2 | | | | | | | 7 |
| Customer Service | | 2 | | | | 1 | | | | | | | 3 |
| TSO | | 2 | | | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property | | | 1 | | 2 | | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | 2 | | | | | | | | 3 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Inconsistency | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| HNL | 142 | 132 | 154 | 174 | 183 | 184 | 169 | 142 | 140 | 141 | 112 | 121 | 1,794 |
| 2016 | | | | 45 | 55 | 44 | 56 | 48 | 42 | 48 | 34 | 50 | 422 |
| Civil Rights | | | | 1 | 2 | 1 | 1 | | 1 | | 1 | 1 | 8 |
| General Complaint and Discrimination | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | 2 | | 1 | | 1 | | 1 | 1 | 6 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | 4 | 8 | 5 | 6 | 9 | 6 | 6 | 6 | 5 | 55 |
| Others | | | | 1 | 1 | 1 | | 1 | 1 | | | | 5 |
| TSO | | | | 3 | 7 | 4 | 6 | 8 | 5 | 6 | 6 | 5 | 50 |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | 1 |
| Domestic | | | | 1 | | | | | | | | | 1 |
| Locks | | | | 3 | 4 | 1 | 5 | 4 | 4 | 5 | 5 | 5 | 36 |
| General | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | 3 | 4 | 1 | 4 | 4 | 4 | 5 | 5 | 5 | 35 |
| Lost and Found | | | | | | 1 | 1 | | | | | | 2 |
| Airport/TSA | | | | | | 1 | 1 | | | | | | 2 |
| Mishandling of Passenger Property | | | | 32 | 35 | 32 | 36 | 29 | 28 | 33 | 18 | 34 | 277 |
| Damaged/Missing Items--Carry-on Luggage | | | | 2 | 4 | 1 | 4 | 2 | 2 | 2 | | 2 | 19 |
| Damaged/Missing Items--Checked Baggage | | | | 24 | 27 | 27 | 30 | 24 | 25 | 30 | 17 | 31 | 235 |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | 1 | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | 6 | 3 | 3 | 2 | 3 | 1 | 1 | 1 | 1 | 21 |
| Patdown | | | | 1 | 2 | 1 | | 1 | 1 | | 3 | 1 | 10 |
| Flyer | | | | | 2 | 1 | | 1 | 1 | | 2 | 1 | 8 |
| Flyer as Observer | | | | 1 | | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 3 | | 1 | | | 1 | 6 |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | 1 | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | | | | 1 | 1 |
| Service Animals | | | | | | | 2 | | | | | | 2 |
| Screening | | | | 3 | 4 | 2 | 4 | 5 | 1 | 4 | 1 | 2 | 26 |
| Inconsistency | | | | | 1 | | | | | | 1 | 1 | 3 |
| Lengthy Lines | | | | | 1 | | 2 | 2 | | 1 | | | 6 |
| Procedures/Process | | | | 3 | 1 | 2 | 2 | 2 | 1 | 2 | | 1 | 14 |
| Security Breach | | | | | 1 | | | 1 | | 1 | | | 3 |
| TSA Contact Information | | | | | | | | | | | | 1 | 1 |
| General | | | | | | | | | | | | 1 | 1 |
| 2017 | 38 | 45 | 60 | 47 | 28 | 43 | 35 | 46 | 47 | 35 | 38 | 38 | 500 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 |
| Flyer | | | | | | | | | | | 1 | | 1 |
| Civil Rights | | 2 | | | | 1 | 2 | | 1 | 2 | 2 | | 10 |
| National Origin | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | 2 | | | | 1 | 1 | | 1 | 2 | | | 7 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 2 | | 2 |
| Customer Service | 1 | 2 | 4 | 6 | 4 | 6 | 2 | 6 | 5 | 8 | 6 | 4 | 54 |
| Others | | | | | | | | | | 1 | | | 1 |
| TSO | 1 | 2 | 4 | 6 | 4 | 6 | 2 | 6 | 5 | 7 | 6 | 4 | 53 |
| Locks | 5 | 2 | 4 | 4 | 1 | 5 | 3 | 3 | 5 | 1 | 2 | 2 | 37 |
| General | | | | | | | | | 1 | | | | 1 |
| Missing or Damaged Lock | 5 | 2 | 4 | 4 | 1 | 5 | 3 | 3 | 4 | 1 | 2 | 2 | 36 |
| Lost and Found | 1 | 1 | 2 | | | | | | | | 1 | 2 | 7 |
| Airport/TSA | 1 | 1 | 2 | | | | | | | | 1 | 2 | 7 |
| Mishandling of Passenger Property | 27 | 34 | 42 | 32 | 20 | 26 | 19 | 19 | 23 | 12 | 17 | 14 | 285 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 3 | 3 | 4 | 3 | 1 | | 2 | | 2 | 1 | | 20 |
| Damaged/Missing Items--Checked Baggage | 24 | 29 | 34 | 26 | 15 | 25 | 16 | 12 | 22 | 9 | 14 | 11 | 237 |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | 5 | 2 | 2 | | 3 | 5 | 1 | 1 | 2 | 3 | 27 |
| Patdown | 1 | 1 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | 1 | 19 |
| Flyer | 1 | 1 | 2 | 2 | | 2 | 2 | | 2 | 1 | 1 | 1 | 15 |
| Flyer as Observer | | | | | 1 | | | | | 1 | 1 | | 3 |
| Non-Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | 1 | 1 | | 1 | 1 | | 5 |
| Breast Cancer | | | | | | | | 1 | | | | | 1 |
| Diabetes | | | | | | | 1 | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | | 1 | | | 1 |
| Respiratory and Inhaler Equipment | | | | | | | | | | | 1 | | 1 |
| Prohibited & Permitted Items | | | | | | | | | 1 | | | | 1 |
| Liquids/Gels/Aerosols | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | 5 | 10 | 8 | 7 | 4 | 8 | 42 |
| Damaged Items - Checked | | | | | | | 2 | 4 | 3 | 2 | 2 | 2 | 15 |
| Missing Items - Carry-On | | | | | | | | | | 2 | | 1 | 3 |
| Missing Items - Checked | | | | | | | 3 | 6 | 5 | 3 | 2 | 5 | 24 |
| Screening | 3 | 2 | 6 | 2 | 1 | 3 | 1 | 7 | 2 | 2 | 2 | 7 | 38 |
| Inconsistency | | | 2 | | | | | 1 | | | 1 | | 4 |
| Lengthy Lines | 2 | 1 | 1 | | | | | 1 | 1 | 1 | | 2 | 9 |
| Procedures/Process | 1 | 1 | 3 | 2 | 1 | 3 | 1 | 5 | 1 | 1 | 1 | 5 | 25 |
| SIDA (Security Identification Display Area) | | | | 1 | | | | | | | | | 1 |
| General | | | | 1 | | | | | | | | | 1 |
| 2018 | 58 | 47 | 46 | 40 | 55 | 52 | 42 | 48 | 51 | 58 | 40 | 33 | 570 |
| Civil Rights | 1 | 2 | | | 3 | | | | 1 | 2 | | | 9 |
| National Origin | 1 | | | | 2 | | | | | | | | 3 |
| Racial Profiling or Discrimination | | 2 | | | | | | | 1 | 2 | | | 5 |
| Screening of Religious Cultural and Ceremonial Items | | | | | 1 | | | | | | | | 1 |
| Customer Service | 7 | 7 | 6 | 10 | 10 | 6 | 7 | 3 | 9 | 11 | 4 | 4 | 84 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Others | 1 | | | | 1 | 1 | 1 | | 1 | | | | 5 |
| TSO | 6 | 7 | 6 | 10 | 9 | 5 | 6 | 3 | 8 | 11 | 4 | 4 | 79 |
| Locks | 6 | 3 | 2 | 1 | 4 | 4 | 9 | 3 | 3 | 5 | 4 | 3 | 47 |
| General | | | | | | 1 | 1 | | | | | | 2 |
| Missing or Damaged Lock | 6 | 3 | 2 | 1 | 4 | 3 | 8 | 3 | 3 | 5 | 4 | 3 | 45 |
| Lost and Found | 1 | | | | 1 | | | | 1 | | | 1 | 4 |
| Airport/TSA | 1 | | | | 1 | | | | 1 | | | 1 | 4 |
| Mishandling of Passenger Property | 15 | 18 | 20 | 20 | 13 | 21 | 11 | 24 | 17 | 19 | 16 | 8 | 202 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | 2 | 1 | | 1 | | 4 | 2 | 1 | | | 12 |
| Damaged/Missing Items--Checked Baggage | 10 | 17 | 14 | 16 | 12 | 15 | 11 | 17 | 13 | 17 | 16 | 6 | 164 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | 1 | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | 4 | 1 | 4 | 2 | 1 | 4 | | 3 | 2 | 1 | | 2 | 24 |
| Patdown | 3 | 1 | 5 | 3 | 1 | 1 | 1 | 2 | 1 | 2 | | 2 | 22 |
| Flyer | 2 | 1 | 5 | 3 | 1 | 1 | 1 | 2 | | 2 | | 2 | 20 |
| Non-Flyer | 1 | | | | | | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | 2 | 2 | 2 | | 1 | | 1 | | 2 | | | 1 | 11 |
| General | | | | | | | | | | | | 1 | 1 |
| Hearing Impairment | | 1 | 1 | | | | | | | | | | 2 |
| Medically Necessary Medication and Medical | 1 | | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | 1 | | | | | | 2 |
| Touch Aversion (pain/trauma) | 1 | | | | | | | | 1 | | | | 2 |
| Wheelchair/ Scooter/ Segway | | 1 | | | 1 | | | | 1 | | | | 3 |
| Property - Special Handling | 12 | 7 | 8 | 6 | 15 | 12 | 8 | 11 | 10 | 12 | 6 | 7 | 114 |
| Damaged Items - Carry-On | | | | | | 1 | | 1 | | 2 | | | 4 |
| Damaged Items - Checked | 3 | 1 | 2 | 3 | 3 | 1 | 3 | 5 | 3 | | 3 | 3 | 30 |
| Missing Items - Carry-On | | 1 | 2 | | 4 | 2 | 1 | 1 | 2 | 1 | 1 | 2 | 17 |
| Missing Items - Checked | 9 | 5 | 4 | 3 | 8 | 8 | 4 | 4 | 5 | 9 | 2 | 2 | 63 |
| Request for Assistance | | | | | | 1 | | | | | | | 1 |
| Other | | | | | | 1 | | | | | | | 1 |
| Screening | 11 | 7 | 3 | | 7 | 7 | 5 | 5 | 7 | 7 | 10 | 7 | 76 |
| Inconsistency | 1 | 1 | | | | | | | | | | 1 | 3 |
| Lengthy Lines | 6 | 1 | 1 | | 1 | 1 | 1 | 3 | 2 | 3 | 1 | 3 | 23 |
| Procedures/Process | 4 | 5 | 2 | | 6 | 6 | 4 | 2 | 5 | 3 | 8 | 3 | 48 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | 1 | | | 1 |
| Security Breach | | | | | | | | | | | 1 | | 1 |
| 2019 | 46 | 40 | 48 | 42 | 45 | 45 | 36 | | | | | | 302 |
| Civil Rights | | 1 | 3 | 1 | 1 | 1 | | | | | | | 7 |
| National Origin | | 1 | | | | 1 | | | | | | | 2 |
| Racial Profiling or Discrimination | | | | 1 | 1 | | | | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | 3 | | | | | | | | | | 3 |
| Customer Service | 8 | 7 | 8 | 9 | 6 | 6 | 3 | | | | | | 47 |
| Others | | 1 | 1 | | | | | | | | | | 2 |
| TSO | 8 | 6 | 7 | 9 | 6 | 6 | 3 | | | | | | 45 |
| Locks | 6 | 4 | 2 | 2 | 6 | 2 | 2 | | | | | | 24 |
| General | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | 6 | 4 | 1 | 2 | 6 | 2 | 2 | | | | | | 23 |
| Lost and Found | | 1 | | 1 | | 1 | 3 | | | | | | 6 |
| Airport/TSA | | 1 | | 1 | | 1 | 3 | | | | | | 6 |
| Mishandling of Passenger Property | 11 | 9 | 15 | 10 | 17 | 9 | 12 | | | | | | 83 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | 1 | | 1 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 9 | 6 | 10 | 9 | 10 | 9 | 8 | | | | | | 61 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 2 | 3 | 4 | 1 | 6 | | 2 | | | | | | 18 |
| Patdown | | | | | 1 | 1 | 3 | | | | | | 5 |
| Flyer | | | | | 1 | 1 | 2 | | | | | | 4 |
| Non-Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 1 | 2 | 2 | 1 | 3 | 1 | | | | | | 12 |
| Autism Spectrum | | | 1 | | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Diabetes | | | | | | 2 | | | | | | | 2 |
| General | | 1 | | | | 1 | | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | 1 | 1 | | | | | | | | | 3 |
| Touch Aversion (pain/trauma) | | | | | | | 1 | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 12 | 10 | 12 | 15 | 8 | 12 | 3 | | | | | | 72 |
| Damaged Items - Carry-On | 1 | 1 | 2 | | 1 | | 1 | | | | | | 6 |
| Damaged Items - Checked | 2 | 2 | 4 | 3 | 2 | 1 | 1 | | | | | | 15 |
| Missing Items - Carry-On | 4 | 1 | 3 | 2 | 1 | 5 | 1 | | | | | | 17 |
| Missing Items - Checked | 5 | 6 | 3 | 10 | 4 | 6 | | | | | | | 34 |
| Request for Assistance | 1 | 1 | | | 1 | | | | | | | | 3 |
| Other | 1 | 1 | | | 1 | | | | | | | | 3 |
| Screening | 6 | 6 | 6 | 2 | 4 | 10 | 9 | | | | | | 43 |
| Crew Member or Airline Employee | | | | | 1 | | | | | | | | 1 |
| Inconsistency | 1 | | | | | | | | | | | | 1 |
| Lengthy Lines | 2 | 2 | 2 | 1 | | | 3 | | | | | | 10 |
| Procedures/Process | 3 | 4 | 3 | 1 | 3 | 10 | 5 | | | | | | 29 |
| Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | 1 |
| Security Breach | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| HOB | 2 | 2 | | | 1 | 5 | 3 | 1 | 2 | 2 | 1 | 3 | 22 | |
| 2016 | | | | | | 1 | 1 | | 1 | 2 | | 1 | 6 | |
| Customer Service | | | | | | | | | | | | 1 | 1 | |
| TSO | | | | | | | | | | | | 1 | 1 | |
| Mishandling of Passenger Property | | | | | | 1 | | | | 1 | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | 1 | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 | |
| Metal Implants (joint) | | | | | | | | | | 1 | | | 1 | |
| Screening | | | | | | | 1 | | 1 | | | | 2 | |
| Inconsistency | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | | | | | | | | | 1 | | | | 1 | |
| 2017 | | | | | 1 | 2 | | 1 | | | | 2 | 6 | |
| Mishandling of Passenger Property | | | | | | 2 | | | | | | 1 | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | | | 2 | | | | | | 1 | 3 | |
| Screening | | | | | 1 | | | 1 | | | | 1 | 3 | |
| Inconsistency | | | | | | | | | | | | 1 | 1 | |
| Procedures/Process | | | | | 1 | | | 1 | | | | | 2 | |
| 2018 | | 1 | | | | 2 | 1 | | 1 | | 1 | | 6 | |
| Mishandling of Passenger Property | | | | | | 1 | | | 1 | | 1 | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | 1 | | 1 | | 3 | |
| Screening | | 1 | | | | 1 | 1 | | | | | | 3 | |
| Procedures/Process | | 1 | | | | 1 | 1 | | | | | | 3 | |
| 2019 | | 1 | 2 | | | | 1 | | | | | | 4 | |
| Locks | | | | | | | 1 | | | | | | 1 | |
| General | | | | | | | 1 | | | | | | 1 | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 | |
| Screening | | 1 | 1 | | | | | | | | | | 2 | |
| Procedures/Process | | | 1 | | | | | | | | | | 1 | |
| Security Breach | | 1 | | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| HOU | 99 | 124 | 135 | 144 | 121 | 167 | 127 | 103 | 108 | 125 | 134 | 83 | 1,470 | |
| 2016 | | | | 36 | 37 | 61 | 33 | 30 | 38 | 43 | 64 | 40 | 382 | |
| Civil Rights | | | | 1 | | | | 1 | | | 2 | 2 | 6 | |
| Racial Profiling or Discrimination | | | | 1 | | | | 1 | | | 2 | 2 | 6 | |
| Customer Service | | | | 1 | 6 | 9 | 2 | 4 | 9 | 3 | 5 | 6 | 45 | |
| CSM | | | | | | | | 1 | | | 1 | | 2 | |
| Others | | | | | 2 | 3 | 1 | | | 2 | | 3 | 11 | |
| TSO | | | | 1 | 4 | 6 | 1 | 3 | 9 | 1 | 4 | 3 | 32 | |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | 1 | |
| ID Matching Ticket and Boarding Pass Issues | | | | 1 | | | | | | | | | 1 | |
| Locks | | | | 1 | 2 | 3 | 1 | 1 | 1 | 1 | 3 | 1 | 14 | |
| Missing or Damaged Lock | | | | 1 | 2 | 3 | 1 | 1 | 1 | 1 | 3 | 1 | 14 | |
| Lost and Found | | | | | 1 | 2 | 1 | | | 1 | 1 | | 6 | |
| Airport/TSA | | | | | 1 | 2 | 1 | | | 1 | 1 | | 6 | |
| Mishandling of Passenger Property | | | | 25 | 19 | 34 | 24 | 16 | 18 | 31 | 44 | 21 | 232 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 5 | 3 | 9 | 4 | 4 | | 4 | 6 | 9 | 44 | |
| Damaged/Missing Items--Checked Baggage | | | | 19 | 13 | 22 | 19 | 9 | 18 | 25 | 35 | 11 | 171 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 3 | 3 | 1 | 3 | | 2 | 3 | 1 | 17 | |
| Patdown | | | | | 2 | 1 | 1 | 2 | 2 | 2 | 1 | 4 | 15 | |
| Children | | | | | 2 | | | | | | | | 2 | |
| Flyer | | | | | | 1 | 1 | 1 | 2 | 1 | 1 | 3 | 10 | |
| Flyer as Observer | | | | | | | | 1 | | | | | 1 | |
| General | | | | | | | | | | | | 1 | 1 | |
| Non-Flyer | | | | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 2 | 3 | 3 | 2 | 1 | 3 | 1 | 2 | | 17 | |
| Diabetes | | | | 1 | | | 1 | | 1 | 1 | | | 4 | |
| Medical Devices - Attached to the Body | | | | | | | | | 1 | | | | 1 | |
| Metal Implants (joint) | | | | | | | | | | | 1 | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | 1 | 1 | | | | | 3 | |
| Ostomy/Ostomates | | | | | 1 | | | | | | | | 1 | |
| Prosthesis/Amputees and Casts | | | | | 2 | | | | | | | | 2 | |
| Touch Aversion (pain/trauma) | | | | | | | | | | | 1 | | 1 | |
| Visual Impairment | | | | | | | | | 1 | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | | 1 | | | | | | | 2 | |
| Wounded Warrior | | | | | | 1 | | | | | | | 1 | |
| Request for Assistance | | | | | | | | 2 | | | 2 | | 4 | |
| Other | | | | | | | | 1 | | | 2 | | 3 | |
| Wounded Warrior (MSIJSOC) | | | | | | | | 1 | | | | | 1 | |
| Screening | | | | 5 | 4 | 9 | 2 | 3 | 5 | 4 | 4 | 6 | 42 | |
| Inconsistency | | | | | | 1 | | 1 | | 1 | | 1 | 4 | |
| Lengthy Lines | | | | 1 | | 1 | | 2 | 2 | | 1 | 1 | 8 | |
| Procedures/Process | | | | 4 | 4 | 7 | 1 | | 3 | 3 | 3 | 4 | 29 | |
| Security Breach | | | | | | | 1 | | | | | | 1 | |
| 2017 | 25 | 49 | 53 | 45 | 26 | 42 | 36 | 37 | 37 | 34 | 32 | 22 | 438 | |
| Advanced Imaging Technology (AIT) | | | 1 | | | | | | | | | | 1 | |
| Flyer | | | 1 | | | | | | | | | | 1 | |
| Civil Rights | 1 | 1 | 1 | | | | | 3 | | | | | 6 | |
| Racial Profiling or Discrimination | 1 | 1 | | | | | | 3 | | | | | 5 | |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 | |
| Customer Service | 7 | 7 | 9 | 7 | 3 | 7 | 13 | 4 | 2 | 4 | 7 | 2 | 72 | |
| Others | 2 | | 1 | 4 | | 1 | 3 | | | | 1 | | 12 | |
| TSO | 5 | 7 | 8 | 3 | 3 | 6 | 10 | 4 | 2 | 4 | 6 | 2 | 60 | |
| Locks | | 2 | | | 2 | 2 | | 2 | 2 | 1 | 5 | 1 | 17 | |
| Missing or Damaged Lock | | 2 | | | 2 | 2 | | 2 | 2 | 1 | 5 | 1 | 17 | |
| Lost and Found | 1 | | 1 | | | 1 | | | | 1 | 1 | | 5 | |
| Airport/TSA | 1 | | 1 | | | 1 | | | | 1 | 1 | | 5 | |
| Mishandling of Passenger Property | 14 | 31 | 32 | 31 | 17 | 24 | 13 | 9 | 22 | 13 | 14 | 13 | 233 | |
| Damaged/Missing Items--Carry-on Luggage | | 7 | 8 | 7 | 3 | 2 | | | | 2 | 2 | 1 | 32 | |
| Damaged/Missing Items--Checked Baggage | 13 | 23 | 21 | 24 | 14 | 21 | 11 | 9 | 20 | 10 | 12 | 12 | 190 | |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | 3 | | | 1 | 2 | | 2 | 1 | | | 11 | |
| Patdown | 1 | 2 | | 1 | 1 | 1 | 1 | 2 | 1 | 2 | | 1 | 13 | |
| Flyer | 1 | 2 | | 1 | 1 | 1 | | 2 | 1 | 2 | | 1 | 12 | |
| Flyer as Observer | | | | | | | 1 | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | 3 | 5 | 1 | 3 | 1 | 4 | 2 | 3 | 1 | 2 | 26 | |
| Breast Cancer | | | 1 | | | | | | | | | | 1 | |
| Diabetes | | 1 | | 1 | | | | | | | | | 2 | |
| General | | | | | 1 | 1 | | 1 | | | | 1 | 4 | |
| Internal Medical Devices | | | | | | | | 1 | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | | | | 1 | | 1 | 1 | 4 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | 2 | | | | 1 | | 1 | | | 5 | |
| Ostomy/Ostomates | | | | | | | 1 | | | | | | 1 | |
| Prosthesis/Amputees and Casts | | | 1 | 1 | | 1 | | 1 | | 1 | | | 5 | |
| Touch Aversion (pain/trauma) | | | | | | | | | 1 | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | 1 | | | 2 | |
| Property - Special Handling | | | | | | | 4 | 10 | 5 | 7 | 2 | 3 | 31 | |
| Damaged Items - Carry-On | | | | | | | | 2 | 1 | 1 | | 1 | 5 | |
| Damaged Items - Checked | | | | | | | 1 | 2 | 2 | 1 | 1 | | 7 | |
| Missing Items - Carry-On | | | | | | | | | 1 | 2 | | | 3 | |
| Missing Items - Checked | | | | | | | 3 | 6 | 1 | 3 | 1 | 2 | 16 | |
| Screening | 1 | 5 | 6 | 1 | 2 | 4 | 4 | 3 | 3 | 3 | 2 | | 34 | |
| Inconsistency | | 1 | | | | | 1 | | | | | | 2 | |
| Lengthy Lines | 1 | 3 | 1 | | 1 | | 1 | | 1 | 1 | | | 9 | |
| Procedures/Process | | 1 | 5 | 1 | 1 | 4 | 2 | 2 | 2 | 2 | 1 | | 21 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 | |
| Security Breach | | | | | | | | 1 | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| 2018 | 42 | 42 | 49 | 33 | 32 | 36 | 29 | 36 | 33 | 48 | 38 | 21 | 439 |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 1 | 2 | 3 | | 1 | | | 1 | 1 | 1 | 2 | | 12 |
| Racial Profiling or Discrimination | 1 | 1 | 1 | | | | | 1 | 1 | 1 | 1 | | 7 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | 2 | | | | | | | | 1 | | 4 |
| Transgender Screening | | | | | 1 | | | | | | | | 1 |
| Customer Service | 9 | 10 | 7 | 8 | 8 | 3 | 6 | 6 | 6 | 6 | 5 | 3 | 77 |
| Others | 3 | 1 | 2 | 2 | | | 1 | | | 1 | | | 10 |
| TSO | 6 | 9 | 5 | 6 | 8 | 3 | 5 | 6 | 6 | 5 | 5 | 3 | 67 |
| Locks | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 1 | | 2 | 2 | | 14 |
| General | | | | 1 | | 1 | | | | | | | 2 |
| Missing or Damaged Lock | 1 | 1 | 1 | | 1 | 1 | 2 | 1 | | 2 | 2 | | 12 |
| Lost and Found | | | 1 | | | | | | | | 1 | 1 | 3 |
| Airport/TSA | | | 1 | | | | | | | | 1 | 1 | 3 |
| Mishandling of Passenger Property | 12 | 11 | 15 | 8 | 11 | 17 | 6 | 14 | 12 | 10 | 12 | 8 | 136 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | 2 | 3 | 1 | 2 | | | 2 | | | | 12 |
| Damaged/Missing Items--Checked Baggage | 11 | 8 | 12 | 5 | 5 | 14 | 5 | 12 | 6 | 8 | 8 | 5 | 99 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | 1 | | 2 |
| Disarrayed Items--Carry-on or Checked | | 2 | 1 | | 5 | 1 | 1 | 2 | 3 | 2 | 3 | 3 | 23 |
| Patdown | 2 | 5 | 1 | | | | 2 | 2 | | 3 | | 3 | 18 |
| Flyer | 2 | 5 | 1 | | | | 2 | 2 | | | | 3 | 16 |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 3 | 1 | 3 | | 2 | | 2 | 2 | 5 | 2 | 2 | 25 |
| Cognitive /Developmental /Mental Disability | | | | | | | | 1 | | | | | 1 |
| Diabetes | | | | | | | | | | 2 | | | 2 |
| General | | | | | | 1 | | | | | 2 | 1 | 4 |
| Internal Medical Devices | | | | | | 1 | | | 1 | | | | 2 |
| Medically Necessary Medication and Medical | 1 | | | 2 | | | | | | | | 1 | 4 |
| Mobility Disability (Not Wheelchair or Scooter | 1 | 2 | 1 | | | | | | 1 | 2 | | | 7 |
| Service Animals | 1 | | | 1 | | | | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | | 1 | | 1 | | | 3 |
| Property - Special Handling | 6 | 3 | 15 | 7 | 6 | 10 | 7 | 9 | 7 | 18 | 8 | 1 | 97 |
| Damaged Items - Carry-On | | 1 | 2 | | | | 2 | 2 | 3 | 3 | 1 | | 14 |
| Damaged Items - Checked | 2 | | 2 | | 1 | 2 | 2 | | 1 | 5 | 2 | | 17 |
| Missing Items - Carry-On | 2 | 1 | 2 | 4 | 2 | 1 | | 1 | | 1 | 2 | | 16 |
| Missing Items - Checked | 2 | 1 | 9 | 3 | 3 | 7 | 3 | 6 | 3 | 9 | 3 | 1 | 50 |
| Screening | 8 | 6 | 5 | 6 | 5 | 2 | 6 | | 5 | 3 | 6 | 3 | 55 |
| Crew Member or Airline Employee | | | | | 1 | | | | | | | | 1 |
| Inconsistency | 1 | | 1 | | | | | | | | | | 2 |
| Lengthy Lines | 1 | 1 | | | | | | | 1 | | 1 | | 4 |
| Procedures/Process | 3 | 4 | 4 | 5 | 4 | 2 | 6 | | 2 | 3 | 5 | 3 | 41 |
| Retrieving Abandoned/Confiscated Items | 2 | 1 | | | | | | | | | | | 3 |
| Security Breach | 1 | | | 1 | | | | | 2 | | | | 4 |
| SIDA (Security Identification Display Area) | | | | | | | | 1 | | | | | 1 |
| General | | | | | | | | 1 | | | | | 1 |
| 2019 | 32 | 33 | 33 | 30 | 26 | 28 | 29 | | | | | | 211 |
| Civil Rights | 1 | 2 | 1 | 1 | 2 | | 1 | | | | | | 8 |
| Age | 1 | | | | | | | | | | | | 1 |
| National Origin | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | 1 | 1 | 1 | | 1 | | | | | | 5 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | 1 | | | | | | | | 1 |
| Customer Service | 7 | 3 | 5 | 4 | 3 | 7 | 6 | | | | | | 35 |
| TSO | 7 | 3 | 5 | 4 | 3 | 7 | 6 | | | | | | 35 |
| Locks | | 3 | 1 | 1 | 1 | | | | | | | | 6 |
| Missing or Damaged Lock | | 3 | 1 | 1 | 1 | | | | | | | | 6 |
| Lost and Found | | | | | | | 1 | | | | | | 1 |
| Airport/TSA | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 13 | 12 | 10 | 10 | 9 | 6 | 7 | | | | | | 67 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | 2 | 3 | 1 | 1 | | | | | | 8 |
| Damaged/Missing Items--Checked Baggage | 9 | 10 | 8 | 7 | 4 | 5 | 5 | | | | | | 48 |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 3 | 2 | 2 | 1 | 1 | | 1 | | | | | | 10 |
| Patdown | 1 | | 4 | 1 | 3 | 2 | 4 | | | | | | 15 |
| Flyer | 1 | | 3 | 1 | 3 | 2 | 3 | | | | | | 13 |
| Flyer as Observer | | | 1 | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | 2 | 3 | | 3 | 1 | | | | | | 10 |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 |
| Diabetes | | | | | | 1 | | | | | | | 1 |
| General | | 1 | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | 1 | 1 | | | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | 2 | | | | | | | 3 |
| Service Animals | | | | 1 | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 6 | 8 | 6 | 8 | 6 | 10 | 6 | | | | | | 50 |
| Damaged Items - Carry-On | | 1 | | 1 | 2 | | 1 | | | | | | 5 |
| Damaged Items - Checked | 3 | 4 | | 3 | 1 | 3 | 1 | | | | | | 15 |
| Missing Items - Carry-On | 1 | 3 | 2 | 1 | | 1 | 3 | | | | | | 11 |
| Missing Items - Checked | 2 | | 4 | 3 | 3 | 6 | 1 | | | | | | 19 |
| Request for Assistance | 1 | | | | | | | | | | | | 1 |
| Other | 1 | | | | | | | | | | | | 1 |
| Screening | 3 | 4 | 4 | 2 | 2 | | 3 | | | | | | 18 |
| Inconsistency | 1 | | | | | | | | | | | | 1 |
| Lengthy Lines | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Procedures/Process | 1 | 3 | 3 | 1 | 2 | | 3 | | | | | | 13 |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | | | | | | | | 1 |
| Security Breach | | | 1 | 1 | | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| HPN | 17 | 22 | 19 | 16 | 11 | 30 | 15 | 11 | 11 | 15 | 16 | 18 | 201 | |
| 2016 | | | | 4 | 2 | 13 | 5 | 4 | 5 | 5 | 7 | 11 | 56 | |
| Civil Rights | | | | | | | 2 | | 1 | | | | 3 | |
| Racial Profiling or Discrimination | | | | | | | 2 | | 1 | | | | 3 | |
| Customer Service | | | | 2 | 1 | 4 | 1 | 1 | 1 | 2 | 3 | 2 | 17 | |
| Others | | | | 2 | | 2 | 1 | | | | 1 | 1 | 7 | |
| TSO | | | | | 1 | 2 | | 1 | 1 | 2 | 2 | 1 | 10 | |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 | |
| Domestic | | | | | | 1 | | | | | | | 1 | |
| Locks | | | | | | 1 | 1 | | | | | 2 | 4 | |
| Missing or Damaged Lock | | | | | | 1 | 1 | | | | | 2 | 4 | |
| Mishandling of Passenger Property | | | | 2 | 1 | 4 | 1 | 3 | 1 | 1 | 1 | 4 | 18 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 1 | | | 1 | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 3 | 1 | 3 | | 1 | 1 | 4 | 14 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 | |
| Patdown | | | | | | | | | | | | 1 | 1 | |
| Flyer | | | | | | | | | | | | 1 | 1 | |
| Screening | | | | | | 3 | | | 2 | 2 | 3 | 2 | 12 | |
| Crew Member or Airline Employee | | | | | | 2 | | | | | | | 2 | |
| Inconsistency | | | | | | | | | | 1 | | | 1 | |
| Lengthy Lines | | | | | | 1 | | | | | 2 | | 3 | |
| Procedures/Process | | | | | | | | | 2 | 1 | 1 | 2 | 6 | |
| 2017 | 5 | 7 | 10 | 6 | 5 | 7 | 3 | 4 | 5 | 5 | 7 | | 64 | |
| Civil Rights | | 1 | 1 | | | 1 | | | | | | | 3 | |
| Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | 1 | | | | | | | 2 | |
| Customer Service | 1 | 2 | 2 | 1 | 1 | | 2 | 2 | 2 | 1 | | | 14 | |
| CSM | 1 | | | | | | | | | | | | 1 | |
| Others | | 1 | | | | | | | | | | | 1 | |
| TSO | | 1 | 2 | 1 | 1 | | 2 | 2 | 2 | 1 | | | 12 | |
| Locks | | | 1 | | | 1 | | | | | | | 2 | |
| Missing or Damaged Lock | | | 1 | | | 1 | | | | | | | 2 | |
| Mishandling of Passenger Property | 3 | 2 | 3 | 5 | 4 | 4 | | | | 2 | 1 | | 24 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 2 | 2 | 3 | 5 | 3 | 3 | | | | 2 | 1 | | 21 | |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | 1 | | | | | | | 2 | |
| Patdown | | | 1 | | | 1 | 1 | | | | 1 | | 4 | |
| Flyer | | | 1 | | | 1 | 1 | | | | 1 | | 4 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 2 | 2 | 2 | | 6 | |
| General | | | | | | | | | 1 | | | | 1 | |
| Hearing Impairment | | | | | | | | | | | 1 | | 1 | |
| Internal Medical Devices | | | | | | | | | | 2 | | | 2 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | 1 | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 1 | | 1 | |
| Property - Special Handling | | | | | | | | 1 | 1 | | 1 | | 3 | |
| Missing Items - Carry-On | | | | | | | | | | | 1 | | 1 | |
| Missing Items - Checked | | | | | | | | 1 | 1 | | | | 2 | |
| Request for Assistance | | | | | | | | | | | 1 | | 1 | |
| Other | | | | | | | | | | | 1 | | 1 | |
| Screening | 1 | 2 | 2 | | | | | 1 | | | 1 | | 7 | |
| Crew Member or Airline Employee | | 1 | | | | | | 1 | | | | | 2 | |
| Inconsistency | | | 1 | | | | | | | | | | 1 | |
| Procedures/Process | 1 | 1 | 1 | | | | | | | | 1 | | 4 | |
| 2018 | 4 | 7 | 3 | 3 | 1 | 6 | 6 | 3 | 1 | 5 | 2 | 7 | 48 | |
| Civil Rights | | | | | | | | | 1 | 3 | | 2 | 6 | |
| Perceived Religion | | | | | | | | | | | | 1 | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | 1 | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | | | 1 | |
| Transgender Screening | | | | | | | | | | 2 | | | 2 | |
| Customer Service | 1 | 2 | | | 1 | 2 | 2 | | | 1 | 1 | | 10 | |
| Others | | 2 | | | | 1 | | | | | | | 3 | |
| TSO | 1 | | | | 1 | 1 | 2 | | | 1 | 1 | | 7 | |
| Mishandling of Passenger Property | 1 | 2 | 1 | 2 | | 1 | 1 | 1 | | | | 2 | 11 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 1 | 2 | | 1 | | 1 | | | | 2 | 9 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 | |
| Patdown | | | 1 | | | 1 | | 1 | | | | 1 | 4 | |
| Flyer | | | 1 | | | 1 | | 1 | | | | 1 | 4 | |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | | | | | | | | | 2 | |
| Visual Impairment | | | 1 | | | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling | 2 | 2 | | | | | 3 | | | 1 | 1 | 1 | 10 | |
| Damaged Items - Checked | | | | | | | 1 | | | | 1 | 1 | 3 | |
| Missing Items - Carry-On | | 1 | | | | | | | | | | | 1 | |
| Missing Items - Checked | 2 | 1 | | | | | 2 | | | 1 | | | 6 | |
| Screening | | 1 | | | | 2 | | 1 | | | | 1 | 5 | |
| Crew Member or Airline Employee | | 1 | | | | | | 1 | | | | | 2 | |
| Inconsistency | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | | | | | | 1 | | | | | | 1 | 2 | |
| 2019 | 8 | 8 | 6 | 3 | 3 | 4 | 1 | | | | | | 33 | |
| Customer Service | 3 | 4 | 2 | 1 | 1 | 2 | | | | | | | 13 | |
| Others | 1 | | 1 | | | | | | | | | | 2 | |
| TSO | 2 | 4 | 1 | 1 | 1 | 2 | | | | | | | 11 | |
| Lost and Found | | | 1 | | | | | | | | | | 1 | |
| Airport/TSA | | | 1 | | | | | | | | | | 1 | |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Mishandling of Passenger Property | 4 | 3 | 2 | | | | | | | | | | 9 |
| Damaged/Missing Items--Checked Baggage | 4 | 2 | 2 | | | | | | | | | | 8 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Patdown | | 1 | | 1 | | | | | | | | | 2 |
| Flyer | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | 1 | 1 | 1 | | | | | | | 4 |
| Damaged Items - Checked | | | | | 1 | | | | | | | | 1 |
| Missing Items - Checked | 1 | | | 1 | | 1 | | | | | | | 3 |
| Screening | | | | | 1 | 1 | 1 | | | | | | 3 |
| Lengthy Lines | | | | | 1 | 1 | | | | | | | 2 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| HQ | | | | | | | | 1 | | | | | 1 |
| 2018 | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|----------|----------|----------|----------|-----------|-----------|-----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| HRL | | 5 | 9 | 8 | 3 | 12 | 10 | 13 | 6 | 8 | 5 | 8 | 6 | 93 |
| 2016 | | | | | | 1 | 4 | 4 | 1 | 3 | 1 | 2 | 2 | 18 |
| Civil Rights | | | | | | | | 1 | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | | 1 | | | 1 |
| Lost and Found | | | | | | | | | 1 | | | | | 1 |
| Airport/TSA | | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | 3 | 3 | | 2 | | 2 | 2 | 13 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | 3 | 3 | | 1 | | 2 | 2 | 12 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | | | | | | | 1 | | | | 1 |
| 2017 | | | 2 | 4 | 1 | 7 | 1 | | 2 | 3 | 3 | 1 | 2 | 26 |
| Civil Rights | | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | 1 | 4 | 1 | 7 | 1 | | 2 | 2 | 2 | | 2 | 22 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 4 | 1 | 6 | 1 | | 2 | 2 | 1 | | 2 | 19 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | 1 | | | 2 |
| Property - Special Handling | | | | | | | | | | 1 | 1 | | | 2 |
| Missing Items - Checked | | | | | | | | | | 1 | 1 | | | 2 |
| 2018 | | 3 | 3 | 2 | | 3 | 5 | 4 | 3 | 2 | 1 | 5 | 2 | 33 |
| Civil Rights | | | | | | | | 1 | | | 1 | | | 2 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | 1 | | | 2 |
| Customer Service | | 1 | 2 | | | | | | | | | 2 | 1 | 6 |
| Others | | | | | | | | | | | | 1 | | 1 |
| TSO | | 1 | 2 | | | | | | | | | 1 | 1 | 5 |
| Mishandling of Passenger Property | | 1 | | | | 1 | 2 | | 1 | | | | 1 | 6 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | 1 | 1 | | 1 | | | | 1 | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | | 1 |
| Patdown | | | 1 | | | | 1 | | 1 | | | 1 | | 4 |
| Flyer | | | 1 | | | | 1 | | 1 | | | 1 | | 4 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | 1 | | 2 |
| Service Animals | | | | | | | 1 | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | 1 | | 2 | | 1 | | 2 | | 2 | | 1 | | 9 |
| Damaged Items - Carry-On | | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Checked | | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | 2 | | 1 | | 2 | | 1 | | 1 | | 7 |
| Screening | | | | | | 1 | 1 | 1 | 1 | | | | | 4 |
| Lengthy Lines | | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | 1 | 1 | | | | | 3 |
| 2019 | | 2 | 4 | 2 | 2 | 1 | | 5 | | | | | | 16 |
| Customer Service | | 1 | 1 | 1 | | | | | | | | | | 3 |
| Others | | 1 | | 1 | | | | | | | | | | 2 |
| TSO | | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | 1 | 1 | | 1 | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | 1 | 1 | | 1 | | | | | | 4 |
| Patdown | | 1 | | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | 1 | 1 | | | 4 | | | | | | 7 |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | | | 1 |
| Missing Items - Carry-On | | | 1 | | | | | 1 | | | | | | 2 |
| Missing Items - Checked | | | | 1 | 1 | | | 2 | | | | | | 4 |
| Screening | | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| HSV | 4 | 9 | 11 | 8 | 13 | 22 | 15 | 16 | 15 | 7 | 10 | 6 | 136 | |
| 2016 | | | | | 3 | 8 | 6 | 4 | 3 | 4 | 4 | 3 | 35 | |
| Civil Rights | | | | | | 2 | | | | 1 | | | 3 | |
| Racial Profiling or Discrimination | | | | | | 1 | | | | 1 | | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | | | | | 1 | |
| Customer Service | | | | | 2 | | 1 | 1 | 1 | | 1 | | 6 | |
| Others | | | | | 1 | | | | | | | | 1 | |
| TSO | | | | | 1 | | 1 | | 1 | | 1 | | 5 | |
| Locks | | | | | | | | 1 | | | | 1 | 2 | |
| Missing or Damaged Lock | | | | | | | | 1 | | | | 1 | 2 | |
| Mishandling of Passenger Property | | | | | | 4 | 2 | 1 | 1 | 2 | 2 | 2 | 14 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | 3 | 2 | | 1 | 2 | 2 | 2 | 12 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 | |
| Patdown | | | | | 1 | 1 | 1 | 1 | 1 | | | | 5 | |
| Flyer | | | | | 1 | 1 | 1 | | | | | | 3 | |
| General | | | | | | | | 1 | | | | | 1 | |
| Non-Flyer | | | | | | | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | | | | | 1 | |
| Screening | | | | | | 1 | 1 | | | 1 | 1 | | 4 | |
| Inconsistency | | | | | | | | | | 1 | 1 | | 2 | |
| Lengthy Lines | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | | | | | | 1 | | | | | | | 1 | |
| 2017 | 2 | 3 | 4 | 4 | 3 | 6 | 6 | 4 | 8 | 1 | 1 | 2 | 44 | |
| Civil Rights | | | | 1 | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 | |
| Customer Service | | 1 | 2 | 1 | | | 2 | 2 | 1 | | 1 | | 10 | |
| Others | | | | 1 | | | | 1 | | | 1 | | 3 | |
| TSO | | 1 | 2 | | | | 2 | 1 | 1 | | | | 7 | |
| Locks | 1 | | | 1 | | | | 1 | | | | | 3 | |
| Missing or Damaged Lock | 1 | | | 1 | | | | 1 | | | | | 3 | |
| Mishandling of Passenger Property | 1 | 1 | 2 | | 1 | 2 | | | 2 | 1 | | 1 | 11 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 2 | | 1 | | | | 2 | | | 1 | 8 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | 1 | | | 2 | |
| Patdown | | 1 | | 1 | 1 | 2 | | | | | | | 5 | |
| Flyer | | 1 | | 1 | 1 | 2 | | | | | | | 5 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | 1 | 1 | | 1 | | | | 4 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | 1 | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | 1 | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | 1 | | | | | | | | 1 | |
| Prohibited & Permitted Items | | | | | | | | | 1 | | | | 1 | |
| Lighters/Matches | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | 1 | 2 | | | 1 | 5 | |
| Damaged Items - Carry-On | | | | | | | | | 1 | | | | 1 | |
| Missing Items - Checked | | | | | | | 1 | 1 | 1 | | | 1 | 4 | |
| Screening | | | | | | 1 | 2 | | 1 | | | | 4 | |
| Inconsistency | | | | | | | | | 1 | | | | 1 | |
| Procedures/Process | | | | | | 1 | 2 | | | | | | 3 | |
| 2018 | 1 | 2 | 4 | 2 | 3 | 7 | 2 | 8 | 4 | 2 | 5 | 1 | 41 | |
| Customer Service | | 2 | | | | 1 | 1 | 2 | 1 | | | | 7 | |
| Others | | 1 | | | | 1 | 1 | | | | | | 3 | |
| TSO | | 1 | | | | | | 2 | 1 | | | | 4 | |
| Locks | | | | | | | | | | 1 | | | 1 | |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | | | 1 | 1 | 3 | | 1 | 3 | 1 | | 3 | 1 | 14 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | 3 | | 1 | | 1 | | 1 | 1 | 8 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 3 | | | 2 | | 5 | |
| Patdown | | | | 1 | | 3 | | | 1 | 1 | | | 6 | |
| Flyer | | | | 1 | | 3 | | | 1 | 1 | | | 6 | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 | |
| Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | 2 | | 3 | 1 | | 1 | | 7 | |
| Damaged Items - Checked | | | | | | 2 | | 1 | 1 | | | | 4 | |
| Missing Items - Checked | | | | | | | | 2 | | | 1 | | 3 | |
| Screening | 1 | | 2 | | | 1 | | | | | 1 | | 5 | |
| Inconsistency | 1 | | | | | | | | | | | | 1 | |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | | | 2 | | | | | | | | 1 | | 3 | |
| 2019 | 1 | 4 | 3 | 2 | 4 | 1 | 1 | | | | | | 16 | |
| Customer Service | | | | | 2 | | 1 | | | | | | 3 | |
| TSO | | | | | 2 | | 1 | | | | | | 3 | |
| Locks | | 1 | | | | | | | | | | | 1 | |
| Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | 1 | 3 | 1 | | | | | | | | | 6 | |
| Damaged/Missing Items--Checked Baggage | | 1 | 2 | | | | | | | | | | 3 | |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | 1 | | | 1 | | | | | | | | | 2 | |
| Patdown | | | | | 1 | | | | | | | | 1 | |
| Flyer | | | | | 1 | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | | | | | | | | 2 | |
| Diabetes | | | | 1 | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | 1 | | | | | | | 2 |
| Procedures/Process | | 1 | | | | 1 | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| HTS | 3 | 7 | 1 | 2 | 4 | | 2 | 2 | 3 | 4 | | 1 | 29 |
| 2016 | | | | | 3 | | 1 | | | 2 | | | 6 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | | | | 1 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | | | 1 | | | 2 | | | 3 |
| Lengthy Lines | | | | | | | 1 | | | 2 | | | 3 |
| 2017 | 1 | 2 | 1 | | | | 1 | 1 | 2 | 2 | | 1 | 11 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | 1 |
| Identification (ID) Requirements | | | | | | | | | 1 | | | | 1 |
| Minors Domestic | | | | | | | | | 1 | | | | 1 |
| Locks | | 1 | | | | | | | | | | | 1 |
| General | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | 1 | | 1 | | | 4 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | 1 | | 1 | | | 3 |
| Damaged/Missing Items--Unspecified Luggag | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | 1 | | 1 | | | | 2 |
| Missing Items - Checked | | | | | | | 1 | | 1 | | | | 2 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Inconsistency | | | | | | | | | | | | 1 | 1 |
| 2018 | | 4 | | 2 | | | | 1 | 1 | | | | 8 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Breast Cancer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Screening | | 2 | | 1 | | | | 1 | | | | | 4 |
| Inconsistency | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | 1 | | | | 1 | | | | | 3 |
| 2019 | 2 | 1 | | | 1 | | | | | | | | 4 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | 1 | | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Others | | 1 | | | | | | | | | | | 1 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| HVN | 1 | 1 | 1 | | | 1 | 2 | 1 | 1 | 1 | 2 | 1 | 12 |
| 2016 | | | | | | | | | | 1 | 1 | 1 | 3 |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Airport/TSA | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | | | | 1 | 1 |
| Prohibited & Permitted Items | | | | | | | | | | | 1 | | 1 |
| Medication/Prescription/Medically Necessary Items | | | | | | | | | | | 1 | | 1 |
| 2017 | | | 1 | | | | | 1 | 1 | | 1 | | 4 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | 1 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Flyer | | | | | | | | | 1 | | | | 1 |
| 2018 | | 1 | | | | | 1 | | | | | | 2 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| 2019 | 1 | | | | | 1 | 1 | | | | | | 3 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| HVR | | | | | | | | | | | | | 1 | 1 |
| 2017 | | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | | 1 | 1 |
| General | | | | | | | | | | | | | 1 | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| HXD | 4 | 3 | 2 | 4 | 3 | 9 | 4 | 5 | 4 | 2 | | 3 | 43 |
| 2016 | | | | 1 | | 3 | 4 | 1 | 3 | 1 | | 3 | 16 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | | 1 | 1 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | 3 | 3 | 1 | 2 | 1 | | 2 | 13 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 3 | 3 | 1 | 2 | 1 | | 1 | 11 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2017 | | | 2 | 2 | | 2 | | 1 | | | | | 7 |
| Mishandling of Passenger Property | | | 2 | 1 | | 2 | | 1 | | | | | 6 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 2 | 1 | | 1 | | 1 | | | | | 5 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2018 | 1 | 2 | | 1 | | 3 | | 3 | 1 | 1 | | | 12 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Locks | | | | | | | | 2 | | | | | 2 |
| Missing or Damaged Lock | | | | | | | | 2 | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | 1 | | | | | | | 2 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | | | 1 | | 1 | | | 2 |
| Flyer | | | | | | | | 1 | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | 1 | | | | 2 |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | | | 1 | | | | 2 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | | | 1 | | | | | | | 2 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 |
| 2019 | 3 | 1 | | | 3 | 1 | | | | | | | 8 |
| Customer Service | 1 | | | | 1 | | | | | | | | 2 |
| TSO | 1 | | | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Patdown | 1 | 1 | | | | | | | | | | | 2 |
| Flyer | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling | | | | | 1 | | | | | | | | 1 |
| Missing Items - Carry-On | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | 1 | 1 | | | | | | | 2 |
| Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| HYA | | | | | | | 1 | | 2 | 4 | 1 | 1 | 9 |
| 2016 | | | | | | | | | | 1 | | 1 | 2 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | 1 | 2 |
| 2017 | | | | | | | | | 1 | 3 | | | 4 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 2 | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 2 | | | 2 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| 2018 | | | | | | | 1 | | 1 | | 1 | | 3 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | | | 1 | | 1 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|----------|-----|----------|-----|-----|-----|-----|----------|-----|-----|----------|
| HYS | | | 2 | | 2 | | | | | 1 | | | 5 |
| 2016 | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| 2017 | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | | | | 1 |
| 2018 | | | 1 | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | | | 1 | | 1 | | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | 1 | | | | | | | | 2 |
| 2019 | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| IAD | 198 | 168 | 184 | 255 | 143 | 185 | 202 | 199 | 190 | 224 | 194 | 182 | 2,324 |
| 2016 | | | | 88 | 52 | 60 | 56 | 69 | 63 | 59 | 82 | 78 | 607 |
| Civil Rights | | | | 1 | 1 | 1 | 4 | 4 | | | 1 | | 12 |
| Constitutional Rights | | | | | | | 1 | 1 | | | | | 2 |
| Headwear | | | | | | | | 1 | | | | | 1 |
| National Origin | | | | | | | 1 | 1 | | | | | 2 |
| Racial Profiling or Discrimination | | | | 1 | 1 | 1 | | 1 | | | 1 | | 5 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 |
| Transgender Screening | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | 4 | 4 | 11 | 3 | | 8 | 5 | 11 | 7 | 62 |
| CSM | | | | | | | | 1 | | | 1 | | 2 |
| Others | | | | | 1 | 1 | 1 | 3 | 2 | 2 | 1 | 1 | 12 |
| TSO | | | | 4 | 3 | 10 | 2 | 5 | 6 | 3 | 9 | 6 | 48 |
| Locks | | | | 10 | 8 | 5 | 7 | 8 | 4 | 8 | 8 | 12 | 70 |
| General | | | | 1 | | | | | | | | 1 | 2 |
| Missing or Damaged Lock | | | | 9 | 8 | 5 | 7 | 8 | 4 | 8 | 8 | 11 | 68 |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Airport/TSA | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | 62 | 33 | 39 | 34 | 34 | 39 | 41 | 57 | 47 | 386 |
| Damaged/Missing Items--Carry-on Luggage | | | | 3 | 4 | 4 | 2 | 3 | 3 | 2 | 5 | 1 | 27 |
| Damaged/Missing Items--Checked Baggage | | | | 54 | 25 | 31 | 29 | 26 | 30 | 36 | 48 | 42 | 321 |
| Damaged/Missing Items--Unspecified Luggage | | | | | 2 | 1 | | | | | 1 | | 4 |
| Disarrayed Items--Carry-on or Checked | | | | 5 | 2 | 3 | 3 | 5 | 6 | 3 | 3 | 4 | 34 |
| Patdown | | | | 3 | 1 | 2 | 3 | | 2 | | 1 | 4 | 16 |
| Flyer | | | | 3 | 1 | 2 | 3 | | 2 | | 1 | 3 | 15 |
| Flyer as Observer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 2 | 1 | | 3 | 1 | | 1 | 2 | 11 |
| Assistive Technology | | | | | | | | 1 | | | | | 1 |
| Diabetes | | | | | | | | 1 | | | | | 1 |
| General | | | | | | | | | 1 | | | 1 | 2 |
| Hearing Impairment | | | | | 1 | | | | | | | | 1 |
| Internal Medical Devices | | | | | | | | 1 | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 1 | | 1 |
| Ostomy/Ostomates | | | | | 1 | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | 1 | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | 1 | 2 |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | | | 1 | | | 1 |
| Request for Assistance | | | | | | | | | | 1 | | | 1 |
| Other | | | | | | | | | | 1 | | | 1 |
| Screening | | | | 7 | 3 | 1 | 5 | 11 | 9 | 2 | 3 | 6 | 47 |
| Inconsistency | | | | | | | | 2 | | | | | 2 |
| Lengthy Lines | | | | 1 | 1 | | 1 | 4 | 3 | | 1 | 2 | 13 |
| Procedures/Process | | | | 4 | 1 | 1 | 4 | 5 | 3 | 2 | 2 | 4 | 26 |
| Retrieving Abandoned/Confiscated Items | | | | 2 | 1 | | | | 2 | | | | 5 |
| Security Breach | | | | | | | | | 1 | | | | 1 |
| 2017 | 64 | 58 | 58 | 64 | 39 | 39 | 44 | 59 | 60 | 87 | 60 | 59 | 691 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| General | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 1 | | | | 1 | 1 | 2 | 1 | 1 | 1 | 2 | 2 | 12 |
| Constitutional Rights | | | | | | | 1 | | | | | | 1 |
| Hair Patdowns | | | | | | | | 1 | | | | | 1 |
| National Origin | | | | | | | | | | | 1 | | 1 |
| Perceived Religion | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | | | | 1 | | | 1 | 1 | 1 | 2 | 7 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | 1 | | | | | | | | 1 |
| Customer Service | 9 | 6 | 5 | 5 | 2 | 4 | 3 | 4 | 3 | 13 | 5 | 8 | 67 |
| Others | 3 | | 1 | | | 1 | | | 1 | 1 | | | 7 |
| TSO | 6 | 6 | 4 | 5 | 2 | 3 | 3 | 4 | 2 | 12 | 5 | 8 | 60 |
| Locks | 10 | 12 | 7 | 8 | 9 | 7 | 5 | 11 | 6 | 9 | 7 | 8 | 99 |
| General | 1 | | | | | | 1 | 2 | | 1 | 2 | | 7 |
| Missing or Damaged Lock | 9 | 12 | 7 | 8 | 9 | 7 | 4 | 9 | 6 | 8 | 5 | 8 | 92 |
| Lost and Found | | | 2 | | | | | | | | 1 | | 3 |
| Airport/TSA | | | 2 | | | | | | | | 1 | | 3 |
| Mishandling of Passenger Property | 36 | 29 | 31 | 46 | 20 | 23 | 19 | 26 | 23 | 34 | 22 | 21 | 330 |
| Damaged/Missing Items--Carry-on Luggage | 5 | 1 | 2 | 2 | 1 | | | 2 | 1 | 2 | 1 | | 17 |
| Damaged/Missing Items--Checked Baggage | 23 | 27 | 27 | 42 | 15 | 20 | 15 | 18 | 18 | 29 | 20 | 14 | 268 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | 1 | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 8 | 1 | 2 | 2 | 4 | 3 | 4 | 5 | 4 | 3 | 1 | 7 | 44 |
| Patdown | 3 | 2 | 2 | 1 | 1 | 1 | 5 | 1 | 1 | 3 | | | 20 |
| Flyer | 3 | 2 | 2 | 1 | 1 | 1 | 4 | 1 | 1 | 3 | | | 19 |
| Non-Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 3 | 1 | 1 | | 1 | 1 | 3 | | 1 | 1 | 13 |
| Cancer (general) Not Breast Cancer | | | 1 | | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | 1 | | | | 1 |
| Diabetes | | | 1 | | | | | | | | 1 | | 2 |
| Hearing Impairment | | | | 1 | | | | | | | | | 1 |
| Internal Medical Devices | | | | | | | | | 1 | | | | 1 |
| Medical Devices - Attached to the Body | | | | | 1 | | 1 | | | | | | 2 |
| Metal Implants (joint) | 1 | | | | | | | | | | | 1 | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | 1 | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | 1 | 1 | | 1 | | | | 1 | | 1 | 5 |
| Chemical/Household Products | | | | 1 | | | | | | | | | 1 |
| Firearm/Ammunition | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| General | | | | | | | | | | | | 1 | 1 |
| Knives/Tools/Razors/Sharp Objects | | | 1 | | | | | | | | | | 1 |
| Sporting Goods | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | 7 | 11 | 16 | 16 | 11 | 9 | 70 |
| Damaged Items - Carry-On | | | | | | | | 2 | | 1 | | 1 | 4 |
| Damaged Items - Checked | | | | | | | 2 | 4 | 4 | 7 | 2 | | 19 |
| Missing Items - Carry-On | | | | | | | 1 | 1 | 2 | 1 | 2 | | 7 |
| Missing Items - Checked | | | | | | | 4 | 4 | 10 | 7 | 7 | 8 | 40 |
| Request for Assistance | | 1 | | | | | | | | | 1 | | 2 |
| Other | | | | | | | | | | | 1 | | 1 |
| Wounded Warrior (MSIJSOC) | | 1 | | | | | | | | | | | 1 |
| Screening | 3 | 8 | 7 | 2 | 5 | 2 | 2 | 4 | 7 | 10 | 9 | 9 | 68 |
| Children | | | | | | | | | | | 1 | | 1 |
| Crew Member or Airline Employee | | | 1 | | | | | | | 1 | | | 2 |
| Inconsistency | | 2 | | | 1 | 1 | 1 | 1 | | 1 | | 1 | 8 |
| Lengthy Lines | 1 | | 1 | 2 | | | | 1 | 1 | 2 | 2 | 2 | 12 |
| Procedures/Process | 2 | 6 | 4 | | 3 | 1 | 1 | 2 | 5 | 4 | 5 | 5 | 38 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | 1 | | | | 1 | 2 | 1 | 1 | 7 |
| SIDA (Security Identification Display Area) | | | | | | | | | | | 1 | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| 2018 | 70 | 49 | 71 | 61 | 32 | 48 | 52 | 71 | 67 | 78 | 52 | 45 | 696 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | 1 | | | 2 |
| Flyer | 1 | | | | | | | | | 1 | | | 2 |
| Civil Rights | 1 | 3 | 1 | 2 | 1 | | 2 | | | 1 | 2 | | 13 |
| Constitutional Rights | 1 | | | 1 | | | | | | | | | 2 |
| Hair Patdowns | | 1 | | | | | | | | | | | 1 |
| Headwear | | | 1 | | | | | | | | | | 1 |
| National Origin | | | | 1 | | | | | | 1 | 1 | | 3 |
| Racial Profiling or Discrimination | | | | | 1 | | 2 | | | | | | 3 |
| Sex/Gender/Gender Identity- Not Transgender | | 2 | | | | | | | | | | | 2 |
| Transgender Screening | | | | | | | | | | | 1 | | 1 |
| Customer Service | 11 | 9 | 9 | 5 | 1 | 7 | 7 | 9 | 5 | 4 | 3 | 6 | 76 |
| Others | 1 | 1 | | | | | 1 | 1 | | | | | 4 |
| TSO | 10 | 8 | 9 | 5 | 1 | 7 | 6 | 8 | 5 | 4 | 3 | 6 | 72 |
| Locks | 4 | 8 | 8 | 12 | 3 | 3 | 3 | 10 | 8 | 13 | 6 | 2 | 80 |
| General | | | 1 | | | | | 2 | | | | | 3 |
| Missing or Damaged Lock | 4 | 8 | 7 | 12 | 3 | 3 | 3 | 8 | 8 | 13 | 6 | 2 | 77 |
| Lost and Found | | | | | 1 | 1 | 1 | | 3 | 1 | 1 | 1 | 9 |
| Airport/TSA | | | | | 1 | 1 | 1 | | 3 | 1 | 1 | 1 | 9 |
| Mishandling of Passenger Property | 29 | 13 | 27 | 21 | 9 | 14 | 8 | 18 | 17 | 28 | 23 | 17 | 224 |
| Damaged/Missing Items--Carry-on Luggage | | | 2 | 1 | 1 | | 1 | 2 | | 1 | 1 | | 9 |
| Damaged/Missing Items--Checked Baggage | 23 | 11 | 19 | 13 | 5 | 10 | 5 | 14 | 14 | 23 | 16 | 15 | 168 |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | 1 | | | | 1 | | | 1 | 4 |
| Disarrayed Items--Carry-on or Checked | 6 | 2 | 5 | 7 | 2 | 4 | 2 | 2 | 2 | 4 | 6 | 1 | 43 |
| Patdown | | 2 | | | 2 | 1 | 3 | 3 | | 4 | 3 | 1 | 19 |
| Flyer | | 2 | | | 2 | 1 | 3 | 1 | | 4 | 2 | 1 | 16 |
| Flyer as Observer | | | | | | | | 1 | | | | | 1 |
| Non-Flyer | | | | | | | | 1 | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 1 | 1 | | 1 | 3 | 1 | 3 | 3 | | 1 | 16 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | 1 | | | 1 |
| Diabetes | | | | | | | 1 | | | | | | 1 |
| Diapers/Garments/Dressings/Masks | | | | | | | | | | 1 | | | 1 |
| General | | | | 1 | | | | | 1 | | | | 2 |
| Medical Devices - Attached to the Body | | | | | | | | | | 1 | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | | | 1 | | | | | | 2 |
| Prosthesis/Amputees and Casts | | | | | | | | | | | | 1 | 1 |
| Touch Aversion (pain/trauma) | | | 1 | | | | | 1 | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | 1 | | 2 | | | | 4 |
| Property - Special Handling | 11 | 3 | 15 | 12 | 8 | 12 | 13 | 11 | 12 | 16 | 7 | 11 | 131 |
| Damaged Items - Carry-On | 2 | | | | | 4 | 2 | | 1 | 2 | | | 11 |
| Damaged Items - Checked | 3 | | 2 | 3 | | 2 | 1 | 4 | 4 | 4 | 2 | 5 | 30 |
| Missing Items - Carry-On | 1 | | 1 | 2 | 2 | 2 | 3 | 1 | | 1 | | 1 | 14 |
| Missing Items - Checked | 5 | 3 | 12 | 7 | 6 | 4 | 7 | 6 | 7 | 9 | 5 | 5 | 76 |
| Request for Assistance | | | | | 1 | | | | 1 | | 1 | | 3 |
| Other | | | | | 1 | | | | 1 | | 1 | | 3 |
| Screening | 12 | 10 | 10 | 8 | 6 | 9 | 12 | 19 | 18 | 7 | 6 | 6 | 123 |
| Crew Member or Airline Employee | | | | | | | | 1 | 1 | | | | 2 |
| Inconsistency | 1 | | 1 | 1 | | 3 | | 2 | 1 | 1 | | | 10 |
| Lengthy Lines | 4 | 4 | 3 | 1 | 6 | 3 | 5 | 11 | 10 | 4 | | | 51 |
| Procedures/Process | 7 | 6 | 4 | 5 | | 3 | 7 | 5 | 6 | 2 | 6 | 6 | 57 |
| Retrieving Abandoned/Confiscated Items | | | 1 | 1 | | | | | | | | | 2 |
| Security Breach | | | 1 | | | | | | | | | | 1 |
| 2019 | 64 | 61 | 55 | 42 | 20 | 38 | 50 | | | | | | 330 |
| Civil Rights | 1 | 2 | 1 | | 1 | | | | | | | | 5 |
| Hair Patdowns | | | 1 | | | | | | | | | | 1 |
| Perceived Religion | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | 1 | | | | | | | | | | | 2 |
| Customer Service | 5 | 6 | 7 | 4 | 2 | 5 | 7 | | | | | | 36 |
| Others | 1 | 1 | 1 | | | | | | | | | | 3 |
| TSO | 4 | 5 | 6 | 4 | 2 | 5 | 7 | | | | | | 33 |
| Locks | 5 | 12 | 5 | 5 | 1 | 2 | 4 | | | | | | 34 |
| General | | 1 | | 1 | | | | | | | | | 2 |
| Missing or Damaged Lock | 5 | 11 | 5 | 4 | 1 | 2 | 4 | | | | | | 32 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Lost and Found | 1 | | 2 | | | 1 | | | | | | | 4 |
| Airport/TSA | 1 | | 2 | | | 1 | | | | | | | 4 |
| Mishandling of Passenger Property | 19 | 13 | 19 | 16 | 6 | 15 | 17 | | | | | | 105 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 2 | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 13 | 11 | 15 | 13 | 6 | 12 | 12 | | | | | | 82 |
| Disarrayed Items--Carry-on or Checked | 6 | 2 | 4 | 3 | | 3 | 3 | | | | | | 21 |
| Patdown | 6 | 3 | 2 | | | 1 | 2 | | | | | | 14 |
| Flyer | 6 | 3 | 2 | | | 1 | 2 | | | | | | 14 |
| Persons w/ Disabilities (PWD) | 2 | 2 | 3 | 1 | 1 | 4 | 4 | | | | | | 17 |
| Cancer (general) Not Breast Cancer | | | | | | 2 | | | | | | | 2 |
| Cognitive /Developmental /Mental Disability | | 1 | | | | | | | | | | | 1 |
| Diabetes | 1 | | | | 1 | 2 | 1 | | | | | | 5 |
| General | 1 | | 1 | | | | | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | | 1 | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | 1 | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | 2 | | | | 1 | | | | | | 3 |
| Property - Special Handling | 16 | 14 | 11 | 10 | 4 | 6 | 12 | | | | | | 73 |
| Damaged Items - Carry-On | 1 | 2 | 2 | | 1 | | | | | | | | 6 |
| Damaged Items - Checked | 6 | | 2 | 4 | | 2 | 2 | | | | | | 16 |
| Missing Items - Carry-On | 2 | 6 | 2 | 1 | | 3 | 2 | | | | | | 16 |
| Missing Items - Checked | 7 | 6 | 5 | 5 | 3 | 1 | 8 | | | | | | 35 |
| Request for Assistance | 1 | | | | | | | | | | | | 1 |
| Other | 1 | | | | | | | | | | | | 1 |
| Screening | 8 | 9 | 5 | 6 | 5 | 4 | 4 | | | | | | 41 |
| Inconsistency | 1 | | | 1 | 2 | | | | | | | | 4 |
| Lengthy Lines | 2 | 4 | 1 | | | | 1 | | | | | | 8 |
| Procedures/Process | 5 | 4 | 4 | 3 | 3 | 2 | 2 | | | | | | 23 |
| Retrieving Abandoned/Confiscated Items | | 1 | | 2 | | 1 | | | | | | | 4 |
| Security Breach | | | | | | 1 | 1 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| IAG | 3 | 1 | | | | 2 | 2 | 2 | | 4 | 4 | 5 | 23 | |
| 2016 | | | | | | | | | | | 1 | 1 | 2 | |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 | |
| Patdown | | | | | | | | | | | | 1 | 1 | |
| Flyer as Observer | | | | | | | | | | | | 1 | 1 | |
| 2017 | 1 | 1 | | | | | | | | 2 | 3 | 2 | 9 | |
| Customer Service | | | | | | | | | | 1 | 1 | | 2 | |
| Others | | | | | | | | | | 1 | | | 1 | |
| TSO | | | | | | | | | | | 1 | | 1 | |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | 1 | 1 | 4 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | | | | | 1 | 1 | 4 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | | 1 | 1 | |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 | |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Screening | | | | | | | | | | 1 | | | 1 | |
| Inconsistency | | | | | | | | | | 1 | | | 1 | |
| 2018 | 1 | | | | | 1 | 2 | 2 | | 2 | | 2 | 10 | |
| Customer Service | | | | | | | | 1 | | 1 | | | 2 | |
| TSO | | | | | | | | 1 | | 1 | | | 2 | |
| Mishandling of Passenger Property | 1 | | | | | | 1 | 1 | | 1 | | 1 | 5 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | 1 | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | 1 | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 | |
| Patdown | | | | | | 1 | | | | | | | 1 | |
| Flyer | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 | |
| Missing Items - Checked | | | | | | | | | | | | 1 | 1 | |
| Screening | | | | | | | 1 | | | | | | 1 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | 1 | |
| 2019 | 1 | | | | | 1 | | | | | | | 2 | |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 | |
| Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| IAH | | 292 | 280 | 318 | 415 | 355 | 392 | 336 | 270 | 247 | 283 | 263 | 226 | 3,677 |
| 2016 | | | | | 98 | 95 | 112 | 77 | 102 | 86 | 93 | 108 | 104 | 875 |
| | Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | 1 |
| | Flyer | | | | 1 | | | | | | | | | 1 |
| | Civil Rights | | | | 2 | 1 | 5 | 1 | 4 | 2 | 5 | 3 | 3 | 26 |
| | Constitutional Rights | | | | | | | | | | 1 | | | 1 |
| | General Complaint and Discrimination | | | | 1 | 1 | | | | | | | | 2 |
| | National Origin | | | | | | 2 | | | | | | | 2 |
| | Racial Profiling or Discrimination | | | | 1 | | 3 | 1 | 4 | 1 | 3 | 1 | 1 | 15 |
| | Screening of Religious or Cultural Garments | | | | | | | | | | | | 1 | 1 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | 2 | 1 | 4 |
| | Transgender Screening | | | | | | | | | 1 | | | | 1 |
| | Customer Service | | | | 18 | 23 | 24 | 17 | 23 | 15 | 13 | 23 | 14 | 170 |
| | CSM | | | | | | | | | | | 1 | | 1 |
| | Others | | | | 4 | 10 | 11 | 6 | 5 | 3 | 1 | 4 | 1 | 45 |
| | TSO | | | | 14 | 13 | 13 | 11 | 18 | 12 | 12 | 18 | 13 | 124 |
| | Identification (ID) Requirements | | | | 1 | | | | | | | 1 | | 2 |
| | Domestic | | | | 1 | | | | | | | | | 1 |
| | ID Matching Ticket and Boarding Pass Issues | | | | | | | | | | | 1 | | 1 |
| | Locks | | | | 7 | 6 | 8 | 5 | 3 | 5 | 7 | 13 | 5 | 59 |
| | General | | | | 1 | 1 | | | | 1 | 1 | 1 | | 5 |
| | Missing or Damaged Lock | | | | 6 | 5 | 8 | 5 | 3 | 4 | 6 | 12 | 5 | 54 |
| | Lost and Found | | | | 3 | | 2 | 1 | | | | | 2 | 8 |
| | Airport/TSA | | | | 3 | | 2 | 1 | | | | | 2 | 8 |
| | Mishandling of Passenger Property | | | | 49 | 51 | 58 | 38 | 47 | 48 | 54 | 57 | 53 | 455 |
| | Damaged/Missing Items Private Screening Contractor | | | | | | | 1 | | | | | | 1 |
| | Damaged/Missing Items--Carry-on Luggage | | | | 7 | 4 | 7 | 4 | 2 | 7 | 8 | 8 | 7 | 54 |
| | Damaged/Missing Items--Checked Baggage | | | | 40 | 44 | 45 | 32 | 42 | 38 | 45 | 49 | 42 | 377 |
| | Damaged/Missing Items--Unspecified Luggage | | | | | | | | 1 | | | | 1 | 2 |
| | Disarrayed Items--Carry-on or Checked | | | | 2 | 3 | 6 | 1 | 2 | 3 | 1 | | 3 | 21 |
| | Patdown | | | | 2 | 1 | 2 | 2 | 4 | 2 | 3 | 3 | 6 | 25 |
| | Children | | | | | | 1 | | | | | | | 1 |
| | Flyer | | | | 1 | 1 | 1 | 2 | 4 | 2 | 1 | 3 | 6 | 21 |
| | Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| | General | | | | 1 | | | | | | 1 | | | 2 |
| | Persons w/ Disabilities (PWD) | | | | 2 | 1 | | 3 | 1 | 3 | 3 | 5 | 3 | 21 |
| | Autism Spectrum | | | | | | | | | 1 | | | | 1 |
| | Breast Cancer | | | | | | | | | | | 1 | | 1 |
| | Cognitive /Developmental /Mental Disability | | | | | 1 | | 1 | | | 2 | 1 | | 5 |
| | Diabetes | | | | 1 | | | | 1 | | | | | 2 |
| | General | | | | | | | 1 | | | | | | 1 |
| | Hearing Impairment | | | | | | | | | 1 | | | | 1 |
| | Internal Medical Devices | | | | | | | 1 | | | | | | 1 |
| | Medically Necessary Medication and Medical Supplies | | | | 1 | | | | | | 1 | | 1 | 3 |
| | Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | 1 | | | 2 | 3 |
| | Service Animals | | | | | | | | | | | | | 1 |
| | Wheelchair/ Scooter/ Segway | | | | | | | | | | | 1 | | 2 |
| | Screening | | | | 13 | 12 | 13 | 10 | 20 | 11 | 8 | 3 | 18 | 108 |
| | Crew Member or Airline Employee | | | | | | | | | | | | 1 | 1 |
| | Inconsistency | | | | 1 | | 1 | | | 2 | 1 | | 1 | 6 |
| | Lengthy Lines | | | | 8 | 3 | 7 | 6 | 8 | 3 | 3 | | 3 | 41 |
| | Procedures/Process | | | | 4 | 7 | 4 | 3 | 10 | 4 | 4 | 3 | 12 | 51 |
| | Retrieving Abandoned/Confiscated Items | | | | | 1 | | | 1 | | | | 1 | 3 |
| | Security Breach | | | | | 1 | 1 | 1 | 1 | 2 | | | | 6 |
| 2017 | | 111 | 97 | 131 | 139 | 93 | 101 | 82 | 84 | 84 | 108 | 75 | 58 | 1,163 |
| | Advanced Imaging Technology (AIT) | | | | 1 | | | 1 | | | | | | 2 |
| | Flyer | | | | 1 | | | 1 | | | | | | 2 |
| | Civil Rights | 5 | 1 | 4 | 2 | 5 | 1 | 1 | 1 | 1 | 5 | 2 | 1 | 29 |
| | Hair Patdowns | | | | | | | | | | 1 | | | 1 |
| | National Origin | | | | | | 1 | | | | 2 | | | 3 |
| | Racial Profiling or Discrimination | 4 | | 2 | 1 | 5 | | 1 | 1 | 1 | 2 | 2 | 1 | 20 |
| | Screening of Religious Cultural and Ceremoni | 1 | | 1 | | | | | | | | | | 2 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| | Sexual Orientation - Not Transgender | | | 1 | | | | | | | | | | 1 |
| | Transgender Screening | | 1 | | | | | | | | | | | 1 |
| | Customer Service | 32 | 23 | 29 | 23 | 15 | 18 | 15 | 24 | 26 | 25 | 16 | 9 | 255 |
| | CSM | | | 1 | 1 | | | | | | | | | 2 |
| | Others | 2 | 2 | 1 | 1 | | 1 | 1 | 3 | 5 | 1 | 2 | 1 | 20 |
| | TSO | 30 | 21 | 27 | 21 | 15 | 17 | 14 | 21 | 21 | 24 | 14 | 8 | 233 |
| | Identification (ID) Requirements | | | | | | | | | | 1 | | | 1 |
| | Domestic | | | | | | | | | | 1 | | | 1 |
| | Locks | 3 | 3 | 3 | 4 | 4 | 2 | 6 | 1 | | 5 | 1 | 3 | 35 |
| | Missing or Damaged Lock | 3 | 3 | 3 | 4 | 4 | 2 | 6 | 1 | | 5 | 1 | 3 | 35 |
| | Lost and Found | 2 | 2 | 2 | 2 | 2 | | 1 | 3 | 1 | 4 | 1 | 2 | 22 |
| | Airport/TSA | 2 | 2 | 2 | 2 | 2 | | 1 | 3 | 1 | 4 | 1 | 2 | 22 |
| | Mishandling of Passenger Property | 52 | 47 | 62 | 76 | 56 | 59 | 22 | 28 | 25 | 31 | 31 | 16 | 505 |
| | Damaged/Missing Items--Carry-on Luggage | 3 | 6 | 7 | 10 | 6 | 8 | 3 | 1 | 1 | 1 | 4 | 1 | 51 |
| | Damaged/Missing Items--Checked Baggage | 46 | 37 | 47 | 65 | 45 | 47 | 15 | 22 | 18 | 23 | 24 | 14 | 403 |
| | Damaged/Missing Items--Unspecified Luggag | 1 | 1 | 1 | | | | 1 | 1 | | 1 | 1 | | 7 |
| | Disarrayed Items--Carry-on or Checked | 2 | 3 | 7 | 1 | 5 | 4 | 3 | 4 | 6 | 6 | 2 | 1 | 44 |
| | Patdown | 7 | 8 | 9 | 9 | 2 | 9 | 9 | 3 | 1 | 8 | | 4 | 69 |
| | Flyer | 5 | 8 | 8 | 8 | 2 | 9 | 8 | 3 | | 7 | | 4 | 62 |
| | Flyer as Observer | 2 | | 1 | | | | 1 | | 1 | | | | 5 |
| | Non-Flyer | | | | 1 | | | | | | 1 | | | 2 |
| | Persons w/ Disabilities (PWD) | 1 | 2 | | 6 | 1 | 4 | 3 | 4 | 7 | 2 | 2 | 2 | 34 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Autism Spectrum | | | | | | 1 | 1 | | | | | | 2 |
| Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | | | | 1 | 1 | | | | 2 |
| Cognitive /Developmental /Mental Disability | | 1 | | | | | | | | | | | 1 |
| Diabetes | | | | | | | | 1 | | | | 1 | 2 |
| Internal Medical Devices | | | | | | | | | 1 | | | | 1 |
| Medically Necessary Medication and Medical | 1 | | | 2 | | 1 | | | 1 | | 1 | | 6 |
| Metal Implants (joint) | | | | 2 | | | | | | | 1 | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | 1 | | 2 | | | 1 | | | 5 |
| Service Animals | | 1 | | | | | | 2 | 1 | | | 1 | 5 |
| Touch Aversion (pain/trauma) | | | | 1 | | | | | | 1 | | | 2 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | 3 | | | | 4 |
| Prohibited & Permitted Items | | | | 1 | | | | 1 | | | | | 2 |
| General | | | | 1 | | | | 1 | | | | | 2 |
| Property - Special Handling | | | | | | | 19 | 14 | 16 | 19 | 14 | 17 | 99 |
| Damaged Items - Carry-On | | | | | | | 1 | 1 | 4 | 1 | | 1 | 8 |
| Damaged Items - Checked | | | | | | | 8 | 2 | 3 | 4 | 3 | 3 | 23 |
| Missing Items - Carry-On | | | | | | | 4 | 3 | 1 | | 1 | 3 | 12 |
| Missing Items - Checked | | | | | | | 6 | 8 | 8 | 14 | 10 | 10 | 56 |
| Request for Assistance | | | | | | | | | | 1 | | | 1 |
| Other | | | | | | | | | | 1 | | | 1 |
| Screening | 9 | 11 | 21 | 15 | 8 | 8 | 5 | 5 | 7 | 7 | 8 | 4 | 108 |
| Crew Member or Airline Employee | | | | 1 | 1 | | 1 | | | | | | 3 |
| Inconsistency | 1 | | | 2 | | | | | | | | | 3 |
| Lengthy Lines | | | | 1 | 3 | | 1 | 4 | 1 | 1 | | | 14 |
| Procedures/Process | 8 | 8 | 18 | 11 | 4 | 8 | 3 | 1 | 5 | 4 | 8 | 4 | 82 |
| Retrieving Abandoned/Confiscated Items | | | 2 | | | | | | | 2 | | | 4 |
| Security Breach | | 1 | | | | | | | 1 | | | | 2 |
| TSA Contact Information | | | | 1 | | | | | | | | | 1 |
| General | | | | 1 | | | | | | | | | 1 |
| 2018 | 96 | 92 | 101 | 96 | 110 | 106 | 84 | 84 | 77 | 82 | 80 | 64 | 1,072 |
| Advanced Imaging Technology (AIT) | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| Civil Rights | 2 | 2 | | 2 | 3 | 6 | 1 | 4 | 1 | 2 | 2 | 3 | 28 |
| Age | | | | | | | | | | 1 | | | 1 |
| Constitutional Rights | | | | | | | | | | | | 1 | 1 |
| Hair Patdowns | | | | | | 1 | | | | | | | 1 |
| National Origin | 1 | | | | 1 | | | | | | | | 2 |
| Racial Profiling or Discrimination | 1 | 2 | | 2 | 1 | 5 | 1 | 3 | | 1 | 1 | 1 | 18 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | 1 | | | | 1 | | 1 | 1 | 4 |
| Transgender Screening | | | | | | | | 1 | | | | | 1 |
| Customer Service | 22 | 19 | 26 | 25 | 32 | 26 | 26 | 23 | 22 | 21 | 19 | 18 | 279 |
| Others | 4 | 1 | 4 | 1 | 8 | 5 | 1 | 4 | | 1 | | 2 | 31 |
| TSO | 18 | 18 | 22 | 24 | 24 | 21 | 25 | 19 | 22 | 20 | 19 | 16 | 248 |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | 1 |
| Domestic | | | | 1 | | | | | | | | | 1 |
| Locks | 3 | 4 | 5 | 6 | 3 | 3 | 5 | 1 | 1 | 8 | 5 | 4 | 48 |
| General | 1 | | | | | 1 | | | | | | | 2 |
| Missing or Damaged Lock | 2 | 4 | 5 | 6 | 3 | 2 | 5 | 1 | 1 | 8 | 5 | 4 | 46 |
| Lost and Found | 1 | 3 | 3 | 3 | 2 | 1 | | 1 | 1 | 1 | | | 16 |
| Airport/TSA | 1 | 3 | 3 | 3 | 2 | 1 | | 1 | 1 | 1 | | | 16 |
| Mishandling of Passenger Property | 21 | 30 | 31 | 30 | 27 | 25 | 22 | 28 | 20 | 17 | 25 | 23 | 299 |
| Damaged/Missing Items Private Screening Co | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Carry-on Luggage | | 4 | 3 | 1 | 2 | 1 | | 1 | 1 | 1 | 1 | 1 | 16 |
| Damaged/Missing Items--Checked Baggage | 18 | 25 | 22 | 25 | 22 | 19 | 19 | 22 | 17 | 13 | 19 | 16 | 237 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | 1 | | 1 | | | 1 | | | 4 |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | 6 | 3 | 2 | 5 | 2 | 5 | 2 | 2 | 5 | 6 | 41 |
| Patdown | 5 | 3 | 2 | | 1 | 3 | | 5 | 2 | 3 | 4 | 2 | 30 |
| Flyer | 5 | 3 | 2 | | 1 | 3 | | 4 | 1 | 3 | 3 | 2 | 27 |
| Flyer as Observer | | | | | | | | 1 | 1 | | 1 | | 3 |
| Persons w/ Disabilities (PWD) | 5 | 3 | 5 | 2 | 2 | 5 | 3 | 2 | 3 | 3 | 2 | | 35 |
| Cognitive /Developmental /Mental Disability | | 1 | | | | | | | | | | | 1 |
| Diabetes | | | 1 | | | | 1 | | | 1 | 1 | | 4 |
| General | 2 | | 2 | 1 | | | 1 | | 1 | | 1 | | 8 |
| Hearing Impairment | | | | | | | | | | 1 | | | 1 |
| Medically Necessary Medication and Medical | 1 | | | 1 | 1 | | | | 1 | | | | 4 |
| Mobility Disability (Not Wheelchair or Scooter) | | 2 | | | 1 | 3 | | 1 | | 1 | | | 8 |
| Ostomy/Ostomates | 1 | | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 |
| Respiratory and Inhaler Equipment | | | | | | 1 | | | 1 | | | | 2 |
| Service Animals | 1 | | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 2 | | | 1 | 1 | | | | | | 4 |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| Alcohol and Tobacco | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 24 | 20 | 19 | 19 | 27 | 19 | 16 | 11 | 18 | 20 | 18 | 11 | 222 |
| Damaged Items - Carry-On | 7 | 1 | 3 | 2 | 2 | 5 | 2 | 1 | 2 | 1 | | | 26 |
| Damaged Items - Checked | 5 | 6 | 6 | 6 | 5 | 2 | 2 | 3 | 4 | 5 | 6 | 1 | 51 |
| Missing Items - Carry-On | 4 | 6 | 5 | 3 | 8 | 3 | 4 | 2 | 2 | 3 | 4 | 4 | 48 |
| Missing Items - Checked | 8 | 7 | 5 | 8 | 12 | 9 | 8 | 5 | 10 | 11 | 8 | 6 | 97 |
| Request for Assistance | | | | | | 1 | | | | | | | 1 |
| Other | | | | | | 1 | | | | | | | 1 |
| Screening | 13 | 7 | 10 | 8 | 12 | 17 | 11 | 9 | 9 | 7 | 5 | 3 | 111 |
| Crew Member or Airline Employee | | | | | | | | 1 | 1 | | | | 2 |
| Inconsistency | 2 | 2 | 1 | | 1 | | | | | 1 | 1 | | 8 |
| Lengthy Lines | 1 | 2 | 2 | 1 | 4 | 4 | 2 | 2 | 1 | 2 | 1 | | 22 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Procedures/Process | 9 | 3 | 7 | 6 | 7 | 11 | 8 | 6 | 7 | 4 | 3 | 3 | 74 |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | 1 | 1 | | | | | | 3 |
| Security Breach | | | | 1 | | 1 | | | | | | | 2 |
| 2019 | 85 | 91 | 86 | 82 | 57 | 73 | 93 | | | | | | 567 |
| Civil Rights | 2 | 2 | 4 | 2 | 4 | 2 | 4 | | | | | | 20 |
| Constitutional Rights | | | | 1 | 1 | | | | | | | | 2 |
| National Origin | | | | | 1 | | | | | | | | 1 |
| Perceived Religion | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | 2 | 1 | 1 | 1 | | 1 | 4 | | | | | | 10 |
| Screening of Religious or Cultural Garments | | | | | 1 | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | 3 | | 1 | | | | | | | | 5 |
| Customer Service | 20 | 18 | 24 | 10 | 15 | 15 | 24 | | | | | | 126 |
| Others | 2 | 4 | | | | 3 | 1 | | | | | | 10 |
| TSO | 18 | 14 | 24 | 10 | 15 | 12 | 23 | | | | | | 116 |
| Locks | 8 | 6 | 4 | 4 | 2 | 2 | 3 | | | | | | 29 |
| General | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 7 | 6 | 4 | 4 | 2 | 2 | 3 | | | | | | 28 |
| Lost and Found | 1 | 1 | 3 | 4 | 3 | 4 | 3 | | | | | | 19 |
| Airport/TSA | 1 | 1 | 3 | 4 | 3 | 4 | 3 | | | | | | 19 |
| Mishandling of Passenger Property | 17 | 24 | 19 | 20 | 8 | 15 | 27 | | | | | | 130 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 2 | | | | 1 | 1 | | | | | | 5 |
| Damaged/Missing Items--Checked Baggage | 13 | 18 | 17 | 17 | 7 | 12 | 21 | | | | | | 105 |
| Damaged/Missing Items--Unspecified Luggage | | | 2 | | 1 | | | | | | | | 3 |
| Disarrayed Items--Carry-on or Checked | 3 | 4 | | 3 | | 2 | 5 | | | | | | 17 |
| Patdown | 5 | 2 | 3 | 3 | | 3 | | | | | | | 16 |
| Flyer | 4 | 2 | 3 | 3 | | 3 | | | | | | | 15 |
| Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 3 | 4 | 3 | 3 | 2 | 6 | | | | | | 24 |
| Autism Spectrum | | | | | | | 1 | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Diabetes | | | | | | 1 | 1 | | | | | | 2 |
| Diapers/Garments/Dressings/Masks | | | 1 | | | | | | | | | | 1 |
| General | | | | | 1 | | | | | | | | 1 |
| Internal Medical Devices | | 1 | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 2 | 1 | 1 | | | | 2 | | | | | | 6 |
| Ostomy/Ostomates | 1 | | | | | | 1 | | | | | | 2 |
| Visual Impairment | | | | | 1 | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 2 | 2 | | 1 | 1 | | | | | | 6 |
| Wounded Warrior | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 17 | 21 | 14 | 32 | 15 | 22 | 14 | | | | | | 135 |
| Damaged Items - Carry-On | 1 | 1 | | 3 | | 2 | 1 | | | | | | 8 |
| Damaged Items - Checked | 2 | 5 | 3 | 3 | 2 | 5 | 3 | | | | | | 23 |
| Missing Items - Carry-On | 3 | 4 | 1 | 7 | 3 | 4 | 2 | | | | | | 24 |
| Missing Items - Checked | 11 | 11 | 10 | 19 | 10 | 11 | 8 | | | | | | 80 |
| Request for Assistance | | 1 | 3 | | | 1 | | | | | | | 5 |
| Other | | 1 | 2 | | | 1 | | | | | | | 4 |
| Wounded Warrior (MSIJSOC) | | | 1 | | | | | | | | | | 1 |
| Screening | 12 | 13 | 8 | 4 | 7 | 7 | 12 | | | | | | 63 |
| Crew Member or Airline Employee | | | | | | 1 | | | | | | | 1 |
| Lengthy Lines | 5 | 5 | 1 | 2 | 1 | 3 | 1 | | | | | | 18 |
| Procedures/Process | 5 | 8 | 5 | 2 | 5 | 2 | 9 | | | | | | 36 |
| Retrieving Abandoned/Confiscated Items | 2 | | | | | | | | | | | | 2 |
| Security Breach | | | 2 | | 1 | 1 | 2 | | | | | | 6 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| ICT | 28 | 23 | 14 | 18 | 13 | 16 | 22 | 16 | 13 | 15 | 13 | 13 | 204 | |
| 2016 | | | | 4 | 3 | 7 | 9 | 3 | 3 | 4 | 2 | 1 | 36 | |
| Civil Rights | | | | | | 1 | | | | | | | 1 | |
| National Origin | | | | | | 1 | | | | | | | 1 | |
| Customer Service | | | | 1 | | | 1 | | | | 1 | | 3 | |
| TSO | | | | 1 | | | 1 | | | | 1 | | 3 | |
| Locks | | | | | | 1 | 1 | | | | | | 2 | |
| Missing or Damaged Lock | | | | | | 1 | 1 | | | | | | 2 | |
| Mishandling of Passenger Property | | | | 3 | 1 | 5 | 3 | 2 | 2 | 3 | 1 | 1 | 21 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | 1 | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | 2 | 1 | 4 | 1 | 2 | 2 | 1 | 1 | 1 | 15 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | 2 | | | 1 | | | 4 | |
| Patdown | | | | | 2 | | | | | | | | 2 | |
| Flyer | | | | | 2 | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 | |
| Screening | | | | | | | 3 | 1 | 1 | 1 | | | 6 | |
| Children | | | | | | | | | 1 | | | | 1 | |
| Inconsistency | | | | | | | | | | 1 | | | 1 | |
| Lengthy Lines | | | | | | | 2 | | | | | | 2 | |
| Procedures/Process | | | | | | | 1 | | | | | | 1 | |
| Security Breach | | | | | | | | 1 | | | | | 1 | |
| 2017 | 7 | 8 | 2 | 6 | 3 | 6 | 5 | 5 | 5 | 6 | 9 | 6 | 68 | |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | 1 | 2 | |
| Flyer | | | | | | | | | | | 1 | 1 | 2 | |
| Civil Rights | 1 | | | | | | | | | | 1 | | 2 | |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 | |
| Sexual Orientation - Not Transgender | | | | | | | | | | | 1 | | 1 | |
| Customer Service | | 1 | 1 | | 1 | | | | 2 | | 1 | | 6 | |
| Others | | | 1 | | | | | | 1 | | | | 2 | |
| TSO | | 1 | | | 1 | | | | 1 | | 1 | | 4 | |
| Locks | 2 | 1 | | | | | | | | 1 | | | 4 | |
| Missing or Damaged Lock | 2 | 1 | | | | | | | | 1 | | | 4 | |
| Mishandling of Passenger Property | 4 | 3 | 1 | 3 | 2 | 5 | 2 | 1 | 2 | 2 | 2 | 2 | 29 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 1 | | | | 1 | | | 3 | |
| Damaged/Missing Items--Checked Baggage | 3 | 3 | 1 | 3 | 1 | 3 | 2 | 1 | 2 | 1 | 2 | 2 | 24 | |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | 1 | | | | | | | 2 | |
| Patdown | | 1 | | 3 | | 1 | | 3 | | 1 | | 2 | 11 | |
| Flyer | | 1 | | 3 | | 1 | | 3 | | 1 | | 2 | 11 | |
| Property - Special Handling | | | | | | | 1 | 1 | 1 | 1 | | | 4 | |
| Damaged Items - Carry-On | | | | | | | | | 1 | | | | 1 | |
| Damaged Items - Checked | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | | | | | | | 1 | | | 1 | | | 2 | |
| Screening | | 2 | | | | | 2 | | | 1 | 4 | 1 | 10 | |
| Children | | | | | | | | | | 1 | | | 1 | |
| Procedures/Process | | 1 | | | | | | | | | 4 | 1 | 8 | |
| Security Breach | | 1 | | | | | | | | | | | 1 | |
| 2018 | 16 | 7 | 6 | 6 | 3 | 1 | 6 | 8 | 5 | 5 | 2 | 6 | 71 | |
| Civil Rights | | | | | | | | | 1 | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 | |
| Customer Service | 2 | 1 | 4 | 2 | 1 | | | 1 | 1 | 1 | | 1 | 14 | |
| TSO | 2 | 1 | 4 | 2 | 1 | | | 1 | 1 | 1 | | 1 | 14 | |
| Locks | 2 | | 1 | | | | 1 | | | | | | 4 | |
| Missing or Damaged Lock | 2 | | 1 | | | | 1 | | | | | | 4 | |
| Mishandling of Passenger Property | 1 | 1 | 1 | 1 | | | 1 | 2 | 2 | | 1 | 2 | 12 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 1 | 1 | | | 1 | 1 | 2 | | 1 | 1 | 10 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 | |
| Patdown | 2 | 3 | | | 1 | 1 | | | | 1 | 1 | | 9 | |
| Flyer | 2 | 3 | | | 1 | 1 | | | | 1 | 1 | | 9 | |
| Persons w/ Disabilities (PWD) | 1 | | | 1 | | | | | | 1 | | | 3 | |
| Diabetes | | | | 1 | | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 1 | | | 1 | |
| Ostomy/Ostomates | 1 | | | | | | | | | | | | 1 | |
| Property - Special Handling | 3 | 1 | | 1 | | | 1 | 1 | | 1 | | 1 | 9 | |
| Damaged Items - Checked | 2 | | | | | | | | | 1 | | 1 | 4 | |
| Missing Items - Checked | 1 | 1 | | 1 | | | 1 | 1 | | | | | 5 | |
| Screening | 5 | 1 | | 1 | 1 | | 3 | 4 | 1 | 1 | | 2 | 19 | |
| Inconsistency | 1 | | | 1 | 1 | | 2 | 1 | | 1 | | 1 | 8 | |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 | |
| Procedures/Process | 3 | 1 | | | | | | 3 | 1 | | | 1 | 9 | |
| Security Breach | | | | | | | 1 | | | | | | 1 | |
| 2019 | 5 | 8 | 6 | 2 | 4 | 2 | 2 | | | | | | 29 | |
| Civil Rights | 1 | 1 | | | | | 1 | | | | | | 3 | |
| Constitutional Rights | | | | | | | 1 | | | | | | 1 | |
| Perceived Religion | 1 | | | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 | |
| Customer Service | 1 | 1 | 1 | 1 | | | | | | | | | 4 | |
| CSM | | | 1 | | | | | | | | | | 1 | |
| Others | | 1 | | | | | | | | | | | 1 | |
| TSO | 1 | | | 1 | | | | | | | | | 2 | |
| Locks | 1 | | 1 | | | | 1 | | | | | | 3 | |
| Missing or Damaged Lock | 1 | | 1 | | | | 1 | | | | | | 3 | |
| Mishandling of Passenger Property | | 1 | 2 | | 2 | | | | | | | | 5 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| Damaged/Missing Items--Checked Baggage | | | 2 | | 2 | | | | | | | | 4 | |
| Patdown | | 2 | | | | 2 | | | | | | | 4 | |
| Flyer | | 2 | | | | 2 | | | | | | | 4 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | | 1 | |
| Property - Special Handling | 1 | 1 | 1 | | 1 | | | | | | | | 4 | |
| Damaged Items - Carry-On | | 1 | | | | | | | | | | | 1 | |
| Damaged Items - Checked | | | 1 | | | | | | | | | | 1 | |
| Missing Items - Checked | 1 | | | | 1 | | | | | | | | 2 | |
| Screening | 1 | 2 | 1 | 1 | | | | | | | | | 5 | |
| Inconsistency | | 1 | | | | | | | | | | | 1 | |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 | |
| Procedures/Process | 1 | | | 1 | | | | | | | | | 2 | |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 | |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| IDA | 1 | 3 | | 2 | 1 | 7 | 4 | 2 | 1 | 5 | 3 | 5 | 34 |
| 2016 | | | | | | 2 | 3 | | | 2 | 1 | 3 | 11 |
| Customer Service | | | | | | | 1 | | | 1 | | | 2 |
| TSO | | | | | | | 1 | | | 1 | | | 2 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | 2 | | | | | 1 | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | | 2 | | | | | | 1 | 3 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | 1 | | | 1 | | 1 | 3 |
| Procedures/Process | | | | | | | 1 | | | 1 | | 1 | 3 |
| 2017 | | 2 | | | | 1 | | 1 | | 1 | | 1 | 6 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | 1 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | 1 | | | | 1 | | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | 1 | | | | 1 | | 1 | 4 |
| 2018 | 1 | 1 | | | | 4 | 1 | 1 | 1 | 2 | 2 | 1 | 14 |
| Customer Service | | | | | | 1 | | | | 1 | | | 2 |
| TSO | | | | | | 1 | | | | 1 | | | 2 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | 2 | 1 | | 1 | | 1 | 1 | 6 |
| Damaged/Missing Items--Checked Baggage | | | | | | 2 | 1 | | 1 | | | 1 | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | 1 | | | | | 2 |
| Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Damaged Items - Checked | | | | | | | | 1 | | | | | 1 |
| Screening | 1 | | | | | | | | | 1 | | | 2 |
| Procedures/Process | 1 | | | | | | | | | 1 | | | 2 |
| 2019 | | | | 2 | 1 | | | | | | | | 3 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Classified Materials | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| IFP | 3 | 2 | 2 | 4 | 9 | 6 | 3 | 4 | 1 | 1 | 2 | 1 | 38 | |
| 2016 | | | | 1 | 2 | | 2 | 2 | 1 | 1 | | 1 | 10 | |
| Customer Service | | | | | | | | 1 | | | | | 1 | |
| TSO | | | | | | | | 1 | | | | | 1 | |
| Locks | | | | 1 | | | | 1 | | | | | 2 | |
| Missing or Damaged Lock | | | | 1 | | | | 1 | | | | | 2 | |
| Mishandling of Passenger Property | | | | | 1 | | 1 | | | 1 | | 1 | 4 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 1 | | | 1 | | 1 | 4 | |
| Patdown | | | | | | | | | 1 | | | | 1 | |
| Flyer | | | | | | | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | | 1 | |
| Screening | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | | | | | | | 1 | | | | | | 1 | |
| 2017 | | | | 2 | 2 | 1 | 1 | 2 | | | 1 | | 9 | |
| Customer Service | | | | 1 | | | | | | | | | 1 | |
| TSO | | | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 1 | 1 | | | | | | 1 | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | | | | | 1 | | 3 | |
| Patdown | | | | | 1 | | | | | | | | 1 | |
| Flyer as Observer | | | | | 1 | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | | 1 | | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | 1 | | | | | 2 | |
| Missing Items - Carry-On | | | | | | | 1 | 1 | | | | | 2 | |
| Screening | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | | | | | | 1 | | | | | | | 1 | |
| 2018 | 1 | | 2 | | 3 | 4 | | | | | 1 | | 11 | |
| Customer Service | | | | | | | | | | | 1 | | 1 | |
| TSO | | | | | | | | | | | 1 | | 1 | |
| Locks | | | 1 | | | | | | | | | | 1 | |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | 1 | 3 | | | | | | | 4 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 3 | | | | | | | 4 | |
| Patdown | | | 1 | | 1 | | | | | | | | 2 | |
| Flyer | | | 1 | | 1 | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 | |
| Internal Medical Devices | | | | | 1 | | | | | | | | 1 | |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 | |
| Missing Items - Checked | 1 | | | | | | | | | | | | 1 | |
| Screening | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | | | | | | 1 | | | | | | | 1 | |
| 2019 | 2 | 2 | | 1 | 2 | 1 | | | | | | | 8 | |
| Customer Service | | | | | | 1 | | | | | | | 1 | |
| TSO | | | | | | 1 | | | | | | | 1 | |
| Mishandling of Passenger Property | | 1 | | | 1 | | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | 1 | | | 1 | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | | | | | | | | 2 | |
| Visual Impairment | | | | | 1 | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling | 2 | 1 | | | | | | | | | | | 3 | |
| Missing Items - Checked | 2 | 1 | | | | | | | | | | | 3 | |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|----------|----------|-----|-----|-----|-----|-----|-----|-----|-----|----------|
| IGM | | | 1 | 1 | | | | | | | | | 2 |
| 2017 | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | | | | | 1 |
| 2018 | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ILG | 1 | | 1 | | | | | | | | | | 2 |
| 2017 | | | 1 | | | | | | | | | | 1 |
| Lost and Found | | | 1 | | | | | | | | | | 1 |
| Airport/TSA | | | 1 | | | | | | | | | | 1 |
| 2018 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ILM | 7 | 9 | 11 | 3 | 12 | 10 | 9 | 13 | 10 | 6 | 9 | 7 | 106 |
| 2016 | | | | 1 | 1 | 2 | | 4 | | 1 | 3 | 3 | 15 |
| Locks | | | | | | | | | | 1 | 2 | | 3 |
| Missing or Damaged Lock | | | | | | | | | | 1 | 2 | | 3 |
| Mishandling of Passenger Property | | | | | 1 | 2 | | 2 | | | | 2 | 7 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 2 | | 2 | | | | 1 | 6 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | 1 | | | | 1 | | | | | 2 |
| Flyer | | | | 1 | | | | 1 | | | | | 2 |
| Screening | | | | | | | | 1 | | | 1 | 1 | 3 |
| Inconsistency | | | | | | | | 1 | | | | | 1 |
| Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2017 | 5 | 3 | 2 | 2 | 2 | 5 | 1 | 3 | 4 | 3 | 1 | 2 | 33 |
| Customer Service | 2 | | | | | | | 1 | 1 | 1 | | | 5 |
| TSO | 2 | | | | | | | 1 | 1 | 1 | | | 5 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 3 | 1 | 1 | 1 | 5 | | 1 | 2 | | | 2 | 18 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | 1 | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 1 | | 1 | 4 | | 1 | 2 | | | 1 | 12 |
| Disarrayed Items--Carry-on or Checked | | 2 | | | | 1 | | | | | | 1 | 4 |
| Patdown | | | 1 | | | | | | | 1 | | | 2 |
| Flyer | | | 1 | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | 1 | | 2 |
| Damaged Items - Checked | | | | | | | | 1 | | | | | 1 |
| Missing Items - Carry-On | | | | | | | | | | | 1 | | 1 |
| Screening | 1 | | | 1 | | | 1 | | | 1 | | | 4 |
| Inconsistency | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | 1 | | | 1 | | | 3 |
| 2018 | | 2 | 6 | | 5 | 2 | 2 | 6 | 6 | 2 | 5 | 2 | 38 |
| Customer Service | | | 1 | | 1 | | 1 | 2 | 2 | | 2 | | 9 |
| Others | | | | | | | 1 | 1 | | | | | 2 |
| TSO | | | 1 | | 1 | | | 1 | 2 | | 2 | | 7 |
| Mishandling of Passenger Property | | 1 | | | 1 | | | 4 | 1 | 1 | 1 | 1 | 10 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | 1 | | | 3 | 1 | 1 | | 1 | 8 |
| Patdown | | | | | | 1 | 1 | | | | 2 | 1 | 5 |
| Flyer | | | | | | 1 | 1 | | | | 2 | 1 | 5 |
| Property - Special Handling | | | 2 | | 2 | | | | 1 | | | | 5 |
| Missing Items - Carry-On | | | | | 2 | | | | | | | | 2 |
| Missing Items - Checked | | | 2 | | | | | | 1 | | | | 3 |
| Screening | | 1 | 3 | | 1 | 1 | | | 2 | 1 | | | 9 |
| Inconsistency | | 1 | | | 1 | | | | | | | | 2 |
| Lengthy Lines | | | | | | | | | 1 | 1 | | | 2 |
| Procedures/Process | | | 3 | | | 1 | | | 1 | | | | 5 |
| 2019 | 2 | 4 | 3 | | 4 | 1 | 6 | | | | | | 20 |
| Civil Rights | 1 | | | | 1 | | | | | | | | 2 |
| Racial Profiling or Discrimination | 1 | | | | 1 | | | | | | | | 2 |
| Customer Service | 1 | | 1 | | | 1 | 1 | | | | | | 4 |
| TSO | 1 | | 1 | | | 1 | 1 | | | | | | 4 |
| Locks | | | | | | | 2 | | | | | | 2 |
| Missing or Damaged Lock | | | | | | | 2 | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | 1 | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | 1 | | 2 | | | | | | 3 |
| Damaged Items - Checked | | | | | 1 | | 2 | | | | | | 3 |
| Screening | | 2 | 1 | | 2 | | 1 | | | | | | 6 |
| Lengthy Lines | | 2 | 1 | | | | 1 | | | | | | 4 |
| Procedures/Process | | | | | 2 | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|-----|----------|----------|-----|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| IMT | 1 | 3 | | 1 | 1 | | 1 | 1 | 2 | 1 | 2 | 2 | 15 |
| 2016 | | | | 1 | 1 | | 1 | | | | | | 3 |
| Customer Service | | | | 1 | 1 | | | | | | | | 2 |
| TSO | | | | 1 | 1 | | | | | | | | 2 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 |
| 2017 | | 1 | | | | | | 1 | | 1 | 1 | 2 | 6 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | | | 1 | | 1 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | | | | | 1 | | | | 1 | 2 |
| Flyer | | | | | | | | 1 | | | | 1 | 2 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| 2018 | | 1 | | | | | | | 2 | | 1 | | 4 |
| Mishandling of Passenger Property | | 1 | | | | | | | 1 | | | | 2 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2019 | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| IND | 62 | 46 | 65 | 60 | 48 | 65 | 70 | 55 | 74 | 55 | 65 | 51 | 716 |
| 2016 | | | | 16 | 10 | 20 | 26 | 20 | 22 | 15 | 21 | 16 | 166 |
| Civil Rights | | | | | | | | 2 | 1 | 2 | 1 | | 6 |
| Constitutional Rights | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 2 | 1 | 1 | | | 4 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | 4 | 1 | 3 | 8 | 5 | 3 | 4 | 5 | 5 | 38 |
| Others | | | | 3 | | 1 | 1 | 2 | | 1 | 1 | 1 | 10 |
| TSO | | | | 1 | 1 | 2 | 7 | 3 | 3 | 3 | 4 | 4 | 28 |
| Identification (ID) Requirements | | | | | | | | 1 | | | | | 1 |
| Domestic | | | | | | | | 1 | | | | | 1 |
| Locks | | | | 3 | 1 | 2 | | 1 | 1 | 1 | | | 9 |
| Missing or Damaged Lock | | | | 3 | 1 | 2 | | 1 | 1 | 1 | | | 9 |
| Lost and Found | | | | | | | 1 | | | | | | 1 |
| Airport/TSA | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | 7 | 6 | 13 | 9 | 7 | 10 | 6 | 12 | 8 | 78 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | 1 | | | | 1 | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 6 | 5 | 9 | 7 | 6 | 7 | 6 | 11 | 8 | 65 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 1 | 3 | 1 | 1 | 2 | | | | 9 |
| Patdown | | | | | | 1 | 4 | 1 | 4 | | 1 | | 11 |
| Flyer | | | | | | 1 | 3 | 1 | 4 | | 1 | | 10 |
| Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 2 | | 1 | | | | 1 | 2 | 7 |
| Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | | 1 | | 1 |
| Hearing Impairment | | | | | 1 | | | | | | | | 1 |
| Internal Medical Devices | | | | 1 | | | 1 | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 1 | 1 |
| Ostomy/Ostomates | | | | | | | | | | | | 1 | 1 |
| Request for Assistance | | | | | | | 1 | | | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | | | | 1 | | | | | | 1 |
| Screening | | | | 1 | | 1 | 2 | 3 | 3 | 2 | 1 | 1 | 14 |
| Inconsistency | | | | | | | | 1 | | | | | 1 |
| Lengthy Lines | | | | 1 | | 1 | 1 | | | 2 | | 1 | 6 |
| Procedures/Process | | | | | | | 1 | 2 | 1 | | 1 | | 5 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | | 1 |
| Security Breach | | | | | | | | | 1 | | | | 1 |
| 2017 | 27 | 16 | 23 | 18 | 17 | 21 | 14 | 17 | 27 | 25 | 25 | 22 | 252 |
| Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | 1 |
| Non-Flyer | | | | 1 | | | | | | | | | 1 |
| Civil Rights | 1 | | 2 | 1 | | 1 | | 1 | | | | | 6 |
| Hair Patdowns | | | | | | | | 1 | | | | | 1 |
| National Origin | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | 1 | 1 | | 1 | | | | | | | 4 |
| Customer Service | 6 | | 2 | 2 | | 5 | 3 | 4 | 5 | 4 | | 3 | 36 |
| Others | 2 | 1 | | | | | | | | | | 1 | 4 |
| TSO | 4 | 1 | 2 | 2 | | 5 | 3 | 4 | 5 | 4 | | 2 | 32 |
| Identification (ID) Requirements | | | | | | | | | | 1 | | | 1 |
| Minors Domestic | | | | | | | | | | 1 | | | 1 |
| Locks | 3 | 1 | 1 | 1 | 1 | 2 | | 3 | 3 | | 3 | 1 | 19 |
| General | | | | | | | | | 2 | | | | 2 |
| Missing or Damaged Lock | 3 | 1 | 1 | 1 | 1 | 2 | | 3 | 1 | | 3 | 1 | 17 |
| Lost and Found | | | 1 | | | | | | | | | | 1 |
| Airport/TSA | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 12 | 7 | 11 | 13 | 12 | 9 | 5 | 3 | 9 | 8 | 11 | 8 | 108 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 2 | | | | 1 | | | | | 1 | | 5 |
| Damaged/Missing Items--Checked Baggage | 10 | 5 | 11 | 9 | 12 | 8 | 5 | 2 | 6 | 8 | 9 | 7 | 92 |
| Damaged/Missing Items--Unspecified Luggage | 1 | | | 1 | | | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | 3 | | | | 1 | 3 | | 1 | 1 | 9 |
| Patdown | 3 | 1 | 2 | | | 2 | 2 | 1 | 2 | 2 | 2 | 3 | 20 |
| Flyer | 3 | 1 | 2 | | | 2 | 2 | 1 | 1 | 2 | 2 | 3 | 19 |
| Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | 2 | | 2 | | 1 | 1 | 1 | | 1 | | 9 |
| Diabetes | | | | | | | | | | | 1 | | 1 |
| General | | | 1 | | 1 | | | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | 1 | 1 | | | | | 1 | | | | | 3 |
| Prosthesis/Amputees and Casts | | | | | 1 | | | | | | | | 1 |
| Service Animals | | | | | | | 1 | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 |
| Prohibited & Permitted Items | | | | | | | 1 | | | | | | 1 |
| Firearm/Ammunition | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | 3 | 3 | 3 | 4 | 2 | 16 |
| Damaged Items - Checked | | | | | | | | 1 | 1 | | 3 | | 5 |
| Missing Items - Carry-On | | | | | | | | 1 | 1 | | 1 | | 3 |
| Missing Items - Checked | | | | | | | 1 | 1 | 1 | 3 | | 2 | 8 |
| Screening | 2 | 4 | 2 | | 2 | 2 | 1 | 1 | 4 | 7 | 4 | 5 | 34 |
| Inconsistency | | 2 | | | | | | | | | | | 2 |
| Lengthy Lines | | | | | | | 1 | | | 1 | | | 2 |
| Procedures/Process | 2 | 2 | 2 | | 2 | 2 | | 1 | 2 | 6 | 4 | 4 | 27 |
| Security Breach | | | | | | | | | 2 | | | 1 | 3 |
| 2018 | 23 | 15 | 24 | 16 | 9 | 13 | 18 | 18 | 25 | 15 | 19 | 13 | 208 |
| Civil Rights | 1 | | | | | 1 | 2 | | 1 | | | 1 | 6 |
| Racial Profiling or Discrimination | 1 | | | | | | 2 | | 1 | | | 1 | 5 |
| Transgender Screening | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Customer Service | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 4 | 6 | 1 | 4 | 2 | 28 |
| Others | | 1 | | | | 1 | | 1 | | | | | 3 |
| TSO | 2 | 1 | 2 | 2 | 1 | | 1 | 3 | 6 | 1 | 4 | 2 | 25 |
| Identification (ID) Requirements | 1 | | | | | | | | | | | | 1 |
| Domestic | 1 | | | | | | | | | | | | 1 |
| Locks | | | | 2 | | 2 | 2 | | 3 | 2 | 1 | | 12 |
| Missing or Damaged Lock | | | | 2 | | 2 | 2 | | 3 | 2 | 1 | | 12 |
| Mishandling of Passenger Property | 9 | 3 | 7 | 4 | 3 | 4 | 6 | 8 | 5 | 5 | 6 | 4 | 64 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | 1 | | | | | 1 | | | 3 |
| Damaged/Missing Items--Checked Baggage | 6 | 2 | 6 | 3 | 2 | 3 | 6 | 8 | 4 | 4 | 5 | 4 | 53 |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | 1 | 1 | | 1 | | | 1 | | 1 | | 8 |
| Patdown | 2 | | 2 | | 1 | 1 | | 2 | 1 | 1 | | | 10 |
| Flyer | 2 | | 2 | | 1 | 1 | | 1 | 1 | 1 | | | 9 |
| Flyer as Observer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 4 | | | | | | 1 | 1 | 1 | | 9 |
| Autism Spectrum | | | 2 | | | | | | | | | | 2 |
| Breast Cancer | | | 1 | | | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | | | | | | 1 | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | 1 | | | | 1 |
| Diabetes | | 1 | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | | | | | | | 1 | | 2 |
| Service Animals | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 4 | 5 | 7 | 4 | 1 | 2 | 2 | | 5 | 2 | 2 | 4 | 38 |
| Damaged Items - Carry-On | | 1 | | | | | | | 1 | | | | 2 |
| Damaged Items - Checked | 2 | 3 | 3 | | | | | | 1 | | 1 | 1 | 11 |
| Missing Items - Carry-On | 1 | | | 2 | | | 1 | | | | | | 4 |
| Missing Items - Checked | 1 | 1 | 4 | 2 | 1 | 2 | 1 | | 3 | 2 | 1 | 3 | 21 |
| Request for Assistance | | | | | | | | | 1 | | | | 1 |
| Other | | | | | | | | | 1 | | | | 1 |
| Screening | 3 | 4 | 2 | 4 | 3 | 2 | 5 | 4 | 2 | 3 | 5 | 2 | 39 |
| Inconsistency | | | | | | | | | 1 | | | | 1 |
| Lengthy Lines | 1 | | | | 2 | | 1 | 1 | | | | | 5 |
| Procedures/Process | 2 | 2 | 2 | 4 | 1 | 2 | 4 | 2 | 1 | 2 | 4 | 2 | 28 |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | 1 | 1 | | 3 |
| Security Breach | | 1 | | | | | | 1 | | | | | 2 |
| 2019 | 12 | 15 | 18 | 10 | 12 | 11 | 12 | | | | | | 90 |
| Civil Rights | 1 | | 1 | | | | 1 | | | | | | 3 |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 |
| Screening of Religious or Cultural Garments | | | | | | | 1 | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 2 | 1 | 2 | 1 | | 2 | | | | | | 8 |
| Others | | 1 | | | | | | | | | | | 1 |
| TSO | | 1 | 1 | 2 | 1 | | 2 | | | | | | 7 |
| Locks | | | | | 4 | | | | | | | | 4 |
| Missing or Damaged Lock | | | | | 4 | | | | | | | | 4 |
| Mishandling of Passenger Property | 7 | 3 | 6 | 3 | 4 | 5 | 3 | | | | | | 31 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 7 | 2 | 6 | 2 | 3 | 1 | 2 | | | | | | 23 |
| Disarrayed Items--Carry-on or Checked | | 1 | | 1 | 1 | 3 | 1 | | | | | | 7 |
| Patdown | | | | | | 3 | 1 | | | | | | 4 |
| Flyer | | | | | | 3 | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | 1 | | | 1 | | | | | | 4 |
| Breast Cancer | | 1 | | | | | | | | | | | 1 |
| Internal Medical Devices | | | | 1 | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | 1 | | | | 1 | | | | | | 2 |
| Property - Special Handling | 2 | 7 | 8 | 4 | 2 | 1 | 4 | | | | | | 28 |
| Damaged Items - Checked | | 1 | 3 | 1 | | 1 | 2 | | | | | | 8 |
| Missing Items - Carry-On | 1 | 2 | 1 | | 1 | | | | | | | | 5 |
| Missing Items - Checked | 1 | 4 | 4 | 3 | 1 | | 2 | | | | | | 15 |
| Screening | 2 | 2 | 1 | | 1 | 2 | | | | | | | 8 |
| Procedures/Process | 2 | 2 | 1 | | 1 | 2 | | | | | | | 8 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|-----|-----|-----|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| INL | 1 | 3 | 3 | 1 | 1 | | | | 4 | 6 | 6 | 4 | 29 |
| 2016 | | | | 1 | 1 | | | | | | 2 | 1 | 4 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | 2 | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | 2 | 1 | 4 |
| 2017 | | | 1 | | | | | | 2 | 1 | 2 | 1 | 7 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | 1 | | | 1 | 3 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | 1 | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | | 1 | | 2 | | 3 |
| Missing Items - Checked | | | | | | | | | 1 | | 2 | | 3 |
| 2018 | | 3 | | | 1 | | | | 2 | 5 | 2 | 2 | 15 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| Others | | 1 | | | | | | | | | | | 1 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | 1 | 3 | 2 | 1 | 8 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | 1 | 2 | 2 | 1 | 7 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 |
| Sporting Goods | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | 1 | | | | | | | 1 | 1 | | 1 | 4 |
| Damaged Items - Checked | | 1 | | | | | | | | 1 | | | 2 |
| Missing Items - Checked | | | | | | | | | 1 | | | 1 | 2 |
| 2019 | 1 | | 2 | | | | | | | | | | 3 |
| Mishandling of Passenger Property | 1 | | 2 | | | | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | | | | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| IPL | | | | | 1 | | | | 1 | | | 1 | 3 |
| 2017 | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2018 | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | | | 1 |
| 2019 | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | 1 | | | | | | | | 1 |
| Missing Items - Checked | | | | | 1 | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| IPT | 1 | | 2 | 2 | 2 | 1 | 1 | | | 1 | | 1 | 11 |
| 2016 | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2017 | | | | | 1 | | 1 | | | 1 | | | 3 |
| Mishandling of Passenger Property | | | | | | | 1 | | | 1 | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2018 | 1 | | 2 | | | | | | | | | 1 | 4 |
| Mishandling of Passenger Property | | | 2 | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | 2 | | | | | | | | | | 2 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Missing Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| 2019 | | | | 2 | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| IRK | | 1 | 1 | | | | | | | 1 | | | 3 |
| 2017 | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| 2019 | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Breast Cancer | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ISN | 6 | 7 | 5 | 7 | 5 | 8 | 4 | 1 | 3 | 3 | 7 | 4 | 60 |
| 2016 | | | | 2 | 5 | 8 | 1 | 1 | 3 | 3 | 1 | 2 | 9 |
| Mishandling of Passenger Property | | | | 2 | | | 1 | | 2 | 1 | 1 | 1 | 8 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | 2 | 1 | 1 | 1 | 6 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | 1 | | | | | | 2 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2017 | 4 | 2 | 2 | 3 | 2 | 1 | 1 | | | 1 | 4 | 2 | 22 |
| Mishandling of Passenger Property | 4 | 2 | 1 | 2 | 1 | 1 | 1 | | | | 2 | 1 | 15 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | 1 | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 3 | 1 | 1 | 1 | 1 | 1 | 1 | | | | | 1 | 10 |
| Damaged/Missing Items--Unspecified Luggag | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 2 | | 2 |
| Property - Special Handling | | | | | | | | | | 1 | 1 | 1 | 3 |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | | | | | 1 | | 1 | 2 |
| Screening | | | 1 | 1 | 1 | | | | | | 1 | | 4 |
| Inconsistency | | | | | | | | | | | 1 | | 1 |
| Procedures/Process | | | 1 | 1 | 1 | | | | | | | | 3 |
| 2018 | | 4 | 2 | 1 | 2 | 2 | | 1 | 1 | 1 | 2 | | 16 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| TSO | | 1 | | | | | | | | | | | 1 |
| Locks | | 1 | | 1 | | | | | | | | | 2 |
| Missing or Damaged Lock | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | 2 | | 1 | 1 | | 1 | 1 | | 1 | | 8 |
| Damaged/Missing Items--Checked Baggage | | 1 | 2 | | 1 | 1 | | 1 | | | 1 | | 7 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | 1 | 1 | | 3 |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | 1 | | 2 |
| Screening | | | | | 1 | 1 | | | | | | | 2 |
| Inconsistency | | | | | | 1 | | | | | | | 1 |
| Security Breach | | | | | 1 | | | | | | | | 1 |
| 2019 | 2 | 1 | 1 | 1 | 1 | 5 | 2 | | | | | | 13 |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | 1 | | 1 | 1 | | | | | | 3 |
| TSO | | | | 1 | | 1 | 1 | | | | | | 3 |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| Screening | 1 | 1 | | | 1 | 2 | 1 | | | | | | 6 |
| Procedures/Process | 1 | 1 | | | 1 | 2 | | | | | | | 5 |
| Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ISP | 10 | 15 | 14 | 20 | 17 | 17 | 14 | 16 | 8 | 16 | 9 | 5 | 161 |
| 2016 | | | | 6 | 6 | 5 | 4 | 2 | 5 | 4 | 2 | 3 | 37 |
| Customer Service | | | | 1 | 1 | | | | | 2 | | | 4 |
| Others | | | | 1 | | | | | | 1 | | | 2 |
| TSO | | | | | 1 | | | | | 1 | | | 2 |
| Locks | | | | 1 | | | | 1 | | 1 | | | 3 |
| Missing or Damaged Lock | | | | 1 | | | | 1 | | 1 | | | 3 |
| Mishandling of Passenger Property | | | | 1 | 3 | 4 | 3 | 1 | 4 | 1 | 2 | 3 | 22 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 2 | 3 | 3 | 1 | 4 | 1 | 2 | 3 | 20 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 3 | 1 | | | | 1 | | | | 5 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | | | | | | | 1 |
| Ostomy/Ostomates | | | | 2 | | | | | | | | | 2 |
| Service Animals | | | | | | | | | 1 | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | 1 | 1 | | | | | | | 2 |
| Procedures/Process | | | | | 1 | 1 | | | | | | | 2 |
| 2017 | 2 | 5 | 5 | 4 | 3 | 5 | 4 | 6 | 2 | 6 | 4 | 1 | 47 |
| Customer Service | | 2 | | 1 | 1 | 1 | | | 1 | | | | 6 |
| Others | | | | | | | | | 1 | | | | 1 |
| TSO | | 2 | | 1 | 1 | 1 | | | | | | | 5 |
| Locks | | | | | | | | 1 | | | 1 | | 2 |
| Missing or Damaged Lock | | | | | | | | 1 | | | 1 | | 2 |
| Mishandling of Passenger Property | | 2 | 4 | 3 | 2 | 2 | 2 | 4 | 1 | 1 | 3 | | 24 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | 1 | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | 2 | 3 | 2 | 2 | | 2 | 3 | 1 | 1 | 1 | | 17 |
| Disarrayed Items--Carry-on or Checked | | | | | | 2 | | 1 | | | 2 | | 5 |
| Patdown | | | 1 | | | 1 | | | | 1 | | | 3 |
| Flyer | | | 1 | | | 1 | | | | 1 | | | 3 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | 2 | | | 3 |
| Diapers/Garments/Dressings/Masks | 1 | | | | | | | | | | | | 1 |
| Service Animals | | | | | | | | | | 1 | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| Lighters/Matches | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 2 | 1 | | 1 | | 1 | 5 |
| Missing Items - Carry-On | | | | | | | 1 | 1 | | | | | 2 |
| Missing Items - Checked | | | | | | | 1 | | | 1 | | 1 | 3 |
| Screening | 1 | | | | | 1 | | | | 1 | | | 3 |
| Crew Member or Airline Employee | | | | | | 1 | | | | | | | 1 |
| Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2018 | 6 | 3 | 5 | 4 | 4 | 3 | 1 | 8 | 1 | 6 | 3 | 1 | 45 |
| Customer Service | 2 | | 1 | 1 | 3 | 1 | 1 | 2 | | 1 | | | 12 |
| Others | | | | | | 1 | 1 | | | | | | 2 |
| TSO | 2 | | 1 | 1 | 3 | | | 2 | | 1 | | | 10 |
| Locks | 1 | 1 | | | | | | | | | | | 2 |
| Missing or Damaged Lock | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 2 | 1 | 2 | 1 | | | | 3 | | 3 | | | 12 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | 2 | 1 | | | | 1 | | 3 | | | 10 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 |
| Patdown | | | 1 | | | | | 1 | | | | | 2 |
| Flyer | | | | | | | | 1 | | | | | 1 |
| Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | 1 | 2 |
| Metal Implants (joint) | | | | | | | | | | | | 1 | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 1 | | 1 | 1 | | 2 | | 2 | 1 | 1 | 1 | | 10 |
| Damaged Items - Checked | 1 | | 1 | | | 1 | | | | 1 | | | 4 |
| Missing Items - Carry-On | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | 1 | | 1 | | 2 | 1 | | | | 5 |
| Screening | | 1 | | 1 | 1 | | | | | | 2 | | 5 |
| Procedures/Process | | 1 | | 1 | 1 | | | | | | 2 | | 5 |
| 2019 | 2 | 7 | 4 | 6 | 4 | 4 | 5 | | | | | | 32 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | | | 1 | | | 1 | | | | | | 3 |
| TSO | 1 | | | 1 | | | 1 | | | | | | 3 |
| Locks | | 1 | | | | 1 | | | | | | | 2 |
| General | | 1 | | | | 1 | | | | | | | 2 |
| Lost and Found | | | | | 1 | | | | | | | | 1 |
| Airport/TSA | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | 3 | | | 2 | 1 | 3 | | | | | | 9 |
| Damaged/Missing Items--Checked Baggage | | 3 | | | 2 | 1 | 2 | | | | | | 8 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | | | 1 | 1 | | 1 | | | | | | | 3 |
| Flyer | | | 1 | 1 | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | | | | | | | | | 2 |
| Ostomy/Ostomates | | 1 | | | | | | | | | | | 1 |
| Service Animals | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | 1 | 3 | 1 | | | | | | | | 6 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| Missing Items - Checked | 1 | | 1 | 2 | 1 | | | | | | | | 5 |
| Screening | | 2 | | 1 | | 1 | 1 | | | | | | 5 |
| Children | | | | | | | 1 | | | | | | 1 |
| Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | 1 | | 1 | | | | | | | 3 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| ITH | 1 | | | 2 | | 1 | 1 | 2 | 1 | 1 | 3 | 1 | 13 |
| 2016 | | | | | | | 1 | | 1 | | | | 2 |
| Mishandling of Passenger Property | | | | | | | 1 | | 1 | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | 1 | | | | 2 |
| 2017 | | | | 1 | | | | 1 | | | | 1 | 3 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | 1 |
| Locks | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Missing Items - Checked | | | | | | | | | | | | 1 | 1 |
| 2018 | | | | 1 | | 1 | | 1 | | 1 | 3 | | 7 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | 1 | | | 2 | | 3 |
| Inconsistency | | | | | | | | | | | 1 | | 1 |
| Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2019 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Inconsistency | 1 | | | | | | | | | | | | 1 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--------------------------------|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ITO | | 14 | 10 | 14 | 16 | 8 | 13 | 6 | 13 | 3 | 13 | 11 | 3 | 124 |
| 2016 | | | | | 2 | 4 | 5 | 2 | 6 | | 4 | 3 | | 26 |
| | Customer Service | | | | 1 | | 1 | | 1 | | | 1 | | 4 |
| | Others | | | | | | | | | | | 1 | | 1 |
| | TSO | | | | 1 | | 1 | | 1 | | | | | 3 |
| | Locks | | | | | | 1 | | 1 | | | | | 2 |
| | Missing or Damaged Lock | | | | | | 1 | | 1 | | | | | 2 |
| | Mishandling of Passenger Property | | | | 1 | 1 | 3 | 1 | 3 | | 4 | 2 | | 15 |
| | Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | 3 | 1 | 3 | | 3 | 1 | | 13 |
| | Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | 1 | | 2 |
| | Patdown | | | | | | | 1 | | | | | | 1 |
| | Flyer | | | | | | | 1 | | | | | | 1 |
| | Screening | | | | | 3 | | | 1 | | | | | 4 |
| | Children | | | | | 1 | | | | | | | | 1 |
| | Procedures/Process | | | | | 2 | | | | | | | | 2 |
| | Retrieving Abandoned/Confiscated Items | | | | | | | | 1 | | | | | 1 |
| 2017 | | 6 | 4 | 6 | 3 | 2 | | 1 | 2 | 1 | 6 | 5 | 1 | 37 |
| | Customer Service | 2 | 1 | 1 | 1 | 1 | | 1 | | | 2 | 1 | | 10 |
| | Others | 1 | 1 | | | | | | | | | | | 2 |
| | TSO | 1 | | 1 | 1 | 1 | | 1 | | | 2 | 1 | | 8 |
| | Locks | | | | | 1 | | | | | | | | 1 |
| | Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| | Mishandling of Passenger Property | 4 | 3 | 4 | 2 | | | | | | 1 | 3 | | 17 |
| | Damaged/Missing Items--Checked Baggage | 3 | 3 | 3 | 1 | | | | | | 1 | 3 | | 14 |
| | Disarrayed Items--Carry-on or Checked | 1 | | 1 | 1 | | | | | | | | | 3 |
| | Patdown | | | 1 | | | | | | 1 | 1 | | 1 | 4 |
| | Flyer | | | 1 | | | | | | 1 | 1 | | 1 | 4 |
| | Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 |
| | Food/Beverages | | | | | | | | | | 1 | | | 1 |
| | Property - Special Handling | | | | | | | | 2 | | 1 | | | 3 |
| | Missing Items - Checked | | | | | | | | 2 | | 1 | | | 3 |
| | Screening | | | | | | | | | | | 1 | | 1 |
| | Crew Member or Airline Employee | | | | | | | | | | | 1 | | 1 |
| 2018 | | 4 | 5 | 3 | 7 | 1 | 4 | | 5 | 2 | 3 | 3 | 2 | 39 |
| | Civil Rights | 1 | 1 | | | | | | | | | | 1 | 3 |
| | Constitutional Rights | 1 | | | | | | | | | | | | 1 |
| | Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 |
| | Transgender Screening | | 1 | | | | | | | | | | | 1 |
| | Customer Service | | 1 | 1 | 1 | | 1 | | 3 | 2 | 1 | | | 10 |
| | Others | | | | | | | | | 1 | 1 | | | 2 |
| | TSO | | 1 | 1 | 1 | | 1 | | 3 | 1 | | | | 8 |
| | Mishandling of Passenger Property | | 1 | 1 | 2 | 1 | 1 | | | | 2 | | | 8 |
| | Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | 1 | | | 2 |
| | Damaged/Missing Items--Checked Baggage | | 1 | | 2 | 1 | 1 | | | | 1 | | | 6 |
| | Patdown | | | | | | 1 | | | | | 1 | 1 | 3 |
| | Flyer | | | | | | 1 | | | | | 1 | 1 | 3 |
| | Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| | Mobility Disability (Not Wheelchair or Scooter | 1 | | | | | | | | | | | | 1 |
| | Property - Special Handling | 1 | | 1 | 1 | | | | 2 | | | 1 | | 6 |
| | Damaged Items - Checked | | | | | | | | 2 | | | 1 | | 3 |
| | Missing Items - Checked | 1 | | 1 | 1 | | | | | | | | | 3 |
| | Screening | 1 | 2 | | 3 | | 1 | | | | | 1 | | 8 |
| | Procedures/Process | 1 | 2 | | 2 | | 1 | | | | | | | 6 |
| | Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | 1 | | 2 |
| 2019 | | 4 | 1 | 5 | 4 | 1 | 4 | 3 | | | | | | 22 |
| | Customer Service | 2 | | | 1 | | 1 | 1 | | | | | | 5 |
| | Others | | | | | | | 1 | | | | | | 1 |
| | TSO | 2 | | | 1 | | 1 | | | | | | | 4 |
| | Locks | | | 1 | 1 | | 2 | | | | | | | 4 |
| | Missing or Damaged Lock | | | 1 | 1 | | 2 | | | | | | | 4 |
| | Mishandling of Passenger Property | 1 | | 2 | 1 | 1 | | 2 | | | | | | 7 |
| | Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| | Damaged/Missing Items--Checked Baggage | 1 | | 1 | | 1 | | 2 | | | | | | 5 |
| | Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| | Patdown | | 1 | 2 | | | 1 | | | | | | | 4 |
| | Flyer | | 1 | 2 | | | 1 | | | | | | | 4 |
| | Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| | Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| | Screening | | | | 1 | | | | | | | | | 1 |
| | Procedures/Process | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| IWA | 22 | 25 | 28 | 21 | 28 | 37 | 31 | 21 | 18 | 18 | 15 | 10 | 274 |
| 2016 | | | | 8 | 11 | 11 | 6 | 7 | 9 | 5 | 5 | 3 | 65 |
| Civil Rights | | | | 1 | 1 | | 1 | 1 | | | | | 4 |
| General Complaint and Discrimination | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | | | 1 | 1 | | | | | 3 |
| Customer Service | | | | 3 | 3 | | 1 | | 5 | 2 | 1 | 2 | 17 |
| Others | | | | 1 | 2 | | 1 | | 4 | 1 | | | 9 |
| TSO | | | | 2 | 1 | | | | 1 | 1 | 1 | 2 | 8 |
| Locks | | | | | | 1 | | | | | | 1 | 2 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | 1 | 2 |
| Lost and Found | | | | | 1 | | | | | | | | 1 |
| Airport/TSA | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 4 | 2 | 5 | 3 | 2 | 1 | | 3 | | 20 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | 2 | 1 | 1 | | 1 | | 6 |
| Damaged/Missing Items--Checked Baggage | | | | 3 | 2 | 5 | 1 | 1 | | | 2 | | 14 |
| Patdown | | | | | | | | 1 | 1 | | | | 2 |
| Flyer | | | | | | | | 1 | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | 1 | 1 | | | 1 | 2 | 1 | | 6 |
| Cognitive /Developmental /Mental Disability | | | | | 1 | | | | | | | | 1 |
| Diabetes | | | | | | | | | | 1 | | | 1 |
| Internal Medical Devices | | | | | | | | | | | 1 | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 1 | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | 3 | 4 | 1 | 3 | 1 | 1 | | | 13 |
| Inconsistency | | | | | 1 | | | | | | | | 1 |
| Lengthy Lines | | | | | 2 | 2 | 1 | 3 | 1 | | | | 9 |
| Procedures/Process | | | | | | 2 | | | | 1 | | | 3 |
| 2017 | 8 | 4 | 5 | 7 | 6 | 12 | 8 | 6 | 6 | 9 | 5 | 4 | 80 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | 1 | | | | | | | | 1 |
| Customer Service | 2 | 1 | | 2 | 1 | 5 | 3 | 3 | 1 | 4 | 3 | | 25 |
| Others | | | | 2 | | 1 | 1 | | | | | | 4 |
| TSO | 2 | 1 | | | 1 | 4 | 2 | 3 | 1 | 4 | 3 | | 21 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Lost and Found | | | | | | | | | | | 1 | | 1 |
| Airport/TSA | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 3 | 1 | 2 | 3 | 2 | 2 | 3 | 1 | 3 | 1 | | 3 | 24 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | 1 | | 1 | 1 | | 1 | | | 1 | 6 |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | 2 | 2 | 2 | 1 | 2 | 1 | 2 | 1 | | 1 | 17 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | | 1 | 1 |
| Patdown | 1 | | 1 | | | | | | | 2 | | | 4 |
| Flyer | 1 | | 1 | | | | | | | | | | 2 |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| General | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | | 1 | 1 | | 2 | | 1 | | | | | 7 |
| Cancer (general) Not Breast Cancer | | | 1 | | | | | | | | | | 1 |
| Internal Medical Devices | 2 | | | | | | | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | 1 | | | 2 |
| Missing Items - Checked | | | | | | | | 1 | | 1 | | | 2 |
| Screening | | 2 | 1 | 1 | 2 | 2 | 2 | | 2 | 1 | 1 | 1 | 15 |
| Children | | | | | | | 1 | | | | | | 1 |
| Lengthy Lines | | 1 | | | | 1 | 1 | | | | | | 3 |
| Procedures/Process | | 1 | 1 | 1 | 2 | 1 | | | 2 | 1 | 1 | 1 | 11 |
| 2018 | 7 | 15 | 13 | 4 | 6 | 8 | 5 | 8 | 3 | 4 | 5 | 3 | 81 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Customer Service | 2 | 2 | 2 | 1 | | 1 | 3 | 3 | | | 1 | | 15 |
| Others | | | | | | | | | | | 1 | | 1 |
| TSO | 2 | 2 | 2 | 1 | | 1 | 3 | 3 | | | | | 14 |
| Locks | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Lost and Found | | | | | | 1 | 1 | | | | 1 | | 3 |
| Airport/TSA | | | | | | 1 | 1 | | | | 1 | | 3 |
| Mishandling of Passenger Property | | 3 | 3 | 2 | 4 | 1 | | | 1 | 1 | 1 | 2 | 18 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | | 2 | 3 | 1 | 4 | 1 | | | | 1 | | 2 | 14 |
| Disarrayed Items--Carry-on or Checked | | 1 | | 1 | | | | | | | | | 2 |
| Patdown | | | 2 | | | 1 | | | | 2 | | | 5 |
| Flyer | | | 2 | | | 1 | | | | 2 | | | 5 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 1 | | | | 1 | 1 | 1 | | | | 6 |
| Cognitive /Developmental /Mental Disability | | 1 | | | | | | | | | | | 1 |
| Hearing Impairment | | | 1 | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | 1 | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items | 1 | | | | | | | | | | | | 1 |
| Alcohol and Tobacco | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 3 | 2 | 1 | 2 | 2 | | 2 | | | 1 | | 14 |
| Damaged Items - Carry-On | | 1 | | | | | | 1 | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Damaged Items - Checked | | | 1 | 1 | | 1 | | | | | 1 | | 4 |
| Missing Items - Carry-On | | 2 | | | 1 | 1 | | 1 | | | | | 5 |
| Missing Items - Checked | 1 | | 1 | | 1 | | | | | | | | 3 |
| Request for Assistance | | | 1 | | | | | | | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | 1 | | | | | | | | | | 1 |
| Screening | 2 | 6 | 1 | | | 2 | | 1 | 1 | 1 | 1 | 1 | 16 |
| Inconsistency | | 1 | | | | | | | | | | | 1 |
| Lengthy Lines | | 1 | | | | | | | 1 | | | | 2 |
| Procedures/Process | 2 | 4 | 1 | | | 2 | | 1 | | 1 | 1 | 1 | 13 |
| 2019 | 7 | 6 | 10 | 2 | 5 | 6 | 12 | | | | | | 48 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| General | 1 | | | | | | | | | | | | 1 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | 2 | 2 | | 2 | 2 | 6 | | | | | | 15 |
| TSO | 1 | 2 | 2 | | 2 | 2 | 6 | | | | | | 15 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Lost and Found | | | | | 1 | | 1 | | | | | | 2 |
| Airport/TSA | | | | | 1 | | 1 | | | | | | 2 |
| Mishandling of Passenger Property | 1 | 1 | 3 | | 2 | 2 | 2 | | | | | | 11 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 2 | | 2 | 1 | | | | | | | 7 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | 1 | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Diabetes | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 3 | 2 | 3 | 2 | | | 2 | | | | | | 12 |
| Damaged Items - Carry-On | 1 | | 1 | | | | | | | | | | 2 |
| Damaged Items - Checked | | 2 | 1 | 1 | | | | | | | | | 4 |
| Missing Items - Carry-On | | | | 1 | | | 1 | | | | | | 2 |
| Missing Items - Checked | 2 | | 1 | | | | 1 | | | | | | 4 |
| Screening | 1 | 1 | | | | 1 | 1 | | | | | | 4 |
| Inconsistency | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | 1 | 1 | | | | | | 3 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| IWD | 1 | | | | | | | 1 | | | 1 | 1 | 4 |
| 2016 | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | | 1 |
| 2017 | 1 | | | | | | | | | | | 1 | 2 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| 2018 | | | | | | | | | | | 1 | | 1 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | 1 | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| JAC | 3 | 1 | 1 | 4 | 4 | 5 | 3 | 1 | 3 | 3 | 7 | 6 | 41 |
| 2016 | | | | 1 | 2 | | 1 | | 1 | | 4 | 3 | 12 |
| Civil Rights | | | | | 1 | | | | | | 1 | | 2 |
| Constitutional Rights | | | | | | | | | | | 1 | | 1 |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | | 1 | 1 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Flyer | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | 1 | | 1 | | 1 | | 3 | 1 | 7 |
| Crew Member or Airline Employee | | | | | | | | | | | 1 | | 1 |
| Inconsistency | | | | | 1 | | | | | | 1 | | 2 |
| Procedures/Process | | | | | | | 1 | | 1 | | | 1 | 3 |
| Security Breach | | | | | | | | | | | 1 | | 1 |
| 2017 | 2 | | 1 | 1 | 1 | 2 | 2 | 1 | | 3 | 1 | 2 | 16 |
| Customer Service | | | | | | | 1 | | | 1 | | 1 | 3 |
| Others | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | 1 | | | 1 | | | 2 |
| Mishandling of Passenger Property | 1 | | | 1 | | 2 | | | | | | | 4 |
| Damaged/Missing Items Private Screening Contractor | 1 | | | | | 1 | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | | | | | | | 2 |
| Patdown | | | 1 | | | | 1 | 1 | | 2 | | | 5 |
| Flyer | | | 1 | | | | 1 | 1 | | 2 | | | 5 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Service Animals | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | 1 | | | | | | | | | | | 1 | 2 |
| Inconsistency | 1 | | | | | | | | | | | 1 | 2 |
| 2018 | 1 | | | | 1 | 2 | | | 2 | | 2 | 1 | 9 |
| Customer Service | | | | | | | | | 1 | | 1 | | 2 |
| Others | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 2 | | | | | | | 2 |
| Damaged/Missing Items Private Screening Contractor | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | | 1 | | 1 | | 2 |
| Procedures/Process | | | | | | | | | 1 | | 1 | | 2 |
| 2019 | | 1 | | 2 | | 1 | | | | | | | 4 |
| Advanced Imaging Technology (AIT) | | | | | | 1 | | | | | | | 1 |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Notice of Violation/Civil Penalties | | 1 | | | | | | | | | | | 1 |
| General | | 1 | | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--------------------------------|---|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| JAN | | 14 | 18 | 14 | 19 | 13 | 21 | 17 | 16 | 19 | 14 | 7 | 17 | 189 |
| 2016 | | | | | 8 | 1 | 8 | 7 | 11 | 5 | 8 | 2 | 8 | 58 |
| | Civil Rights | | | | | | | 1 | | 1 | 2 | | | 4 |
| | Racial Profiling or Discrimination | | | | | | | | | 1 | 2 | | | 3 |
| | Sexual Orientation - Not Transgender | | | | | | | 1 | | | | | | 1 |
| | Customer Service | | | | 2 | | 2 | 1 | 2 | 1 | | | 1 | 9 |
| | TSO | | | | 2 | | 2 | 1 | 2 | 1 | | | 1 | 9 |
| | Locks | | | | | | | 1 | | | | | 1 | 2 |
| | Missing or Damaged Lock | | | | | | | 1 | | | | | 1 | 2 |
| | Mishandling of Passenger Property | | | | 4 | | 3 | 2 | 4 | 1 | 1 | 2 | 5 | 22 |
| | Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 |
| | Damaged/Missing Items--Checked Baggage | | | | 3 | | 3 | 2 | 4 | | 1 | 2 | 4 | 19 |
| | Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | 1 | | | | 2 |
| | Patdown | | | | | | | | 1 | | 2 | | | 3 |
| | Flyer | | | | | | | | 1 | | 2 | | | 3 |
| | Screening | | | | 2 | 1 | 3 | 2 | 4 | 2 | 3 | | 1 | 18 |
| | Crew Member or Airline Employee | | | | 1 | | | | | | | | | 1 |
| | Inconsistency | | | | | | | 1 | | | | | | 1 |
| | Lengthy Lines | | | | 1 | | 3 | | 1 | | 1 | | 1 | 7 |
| | Procedures/Process | | | | | 1 | | 1 | 3 | 2 | 2 | | | 9 |
| 2017 | | 7 | 10 | 9 | 4 | 2 | 4 | 3 | 2 | 6 | 3 | 3 | 4 | 57 |
| | Civil Rights | | 1 | | | | | | | | | | | 2 |
| | Constitutional Rights | | | 1 | | | | | | | | | | 1 |
| | Screening of Religious or Cultural Garments | | 1 | | | | | | | | | | | 1 |
| | Customer Service | 2 | 1 | 1 | 1 | | 1 | 1 | 2 | 2 | 1 | | 1 | 13 |
| | TSO | 2 | 1 | 1 | 1 | | 1 | 1 | 2 | 2 | 1 | | 1 | 13 |
| | Identification (ID) Requirements | | 1 | | | | | | | | | | | 1 |
| | Domestic | | 1 | | | | | | | | | | | 1 |
| | Locks | | 1 | 1 | | | | | | | | | | 2 |
| | Missing or Damaged Lock | | 1 | 1 | | | | | | | | | | 2 |
| | Mishandling of Passenger Property | 3 | 3 | 3 | 3 | 1 | 2 | 1 | | 3 | 1 | 3 | | 23 |
| | Damaged/Missing Items--Carry-on Luggage | 2 | | | | | | | | | | 1 | | 3 |
| | Damaged/Missing Items--Checked Baggage | 1 | 2 | 3 | 3 | 1 | 1 | 1 | | 3 | 1 | 1 | | 17 |
| | Damaged/Missing Items--Unspecified Luggage | | 1 | | | | | | | | | | | 1 |
| | Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | 1 | | 2 |
| | Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| | General | | | | | | | | | 1 | | | | 1 |
| | Property - Special Handling | | | | | | | 1 | | | 1 | | 3 | 5 |
| | Damaged Items - Checked | | | | | | | | | | 1 | | 1 | 2 |
| | Missing Items - Checked | | | | | | | 1 | | | | | 2 | 3 |
| | Screening | 2 | 3 | 3 | | 1 | 1 | | | | | | | 10 |
| | Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| | Military | | | | | 1 | | | | | | | | 1 |
| | Procedures/Process | 1 | 3 | 3 | | | 1 | | | | | | | 8 |
| 2018 | | 3 | 3 | 3 | 3 | 9 | 7 | 5 | 3 | 8 | 3 | 2 | 5 | 54 |
| | Civil Rights | | | | 1 | | | | | | | | | 1 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| | Customer Service | 1 | | | 1 | 1 | 4 | 2 | | 2 | 2 | | 2 | 15 |
| | Others | | | | | | | | | | 1 | | | 1 |
| | TSO | 1 | | | 1 | 1 | 4 | 2 | | 2 | 1 | | 2 | 14 |
| | Mishandling of Passenger Property | 1 | 1 | 1 | 1 | | | 1 | 1 | 3 | | 1 | 3 | 13 |
| | Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| | Damaged/Missing Items--Checked Baggage | 1 | 1 | | 1 | | | 1 | 1 | 2 | | 1 | 3 | 11 |
| | Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| | Patdown | 1 | | | | 2 | 1 | | | 1 | | | | 5 |
| | Flyer | 1 | | | | 1 | 1 | | | 1 | | | | 4 |
| | Flyer as Observer | | | | | 1 | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| | Cancer (general) Not Breast Cancer | | | | | | | | | | | 1 | | 1 |
| | Property - Special Handling | | 1 | 1 | | | | 1 | 2 | 2 | 1 | | | 8 |
| | Damaged Items - Carry-On | | 1 | | | | | | | | 1 | | | 2 |
| | Missing Items - Carry-On | | | | | | | 1 | | 2 | | | | 3 |
| | Missing Items - Checked | | | 1 | | | | | 2 | | | | | 3 |
| | Screening | | 1 | 1 | | 6 | 2 | 1 | | | | | | 11 |
| | Inconsistency | | | 1 | | | | | | | | | | 1 |
| | Lengthy Lines | | | | | 2 | 1 | | | | | | | 3 |
| | Procedures/Process | | 1 | | | 4 | 1 | 1 | | | | | | 7 |
| 2019 | | 4 | 5 | 2 | 4 | 1 | 2 | 2 | | | | | | 20 |
| | Civil Rights | | 1 | | | | | | | | | | | 1 |
| | Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| | Customer Service | 1 | 2 | | 1 | | | | | | | | | 4 |
| | TSO | 1 | 2 | | 1 | | | | | | | | | 4 |
| | Locks | | | | | | | 1 | | | | | | 1 |
| | Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| | Mishandling of Passenger Property | 1 | 1 | 1 | | | 1 | 1 | | | | | | 5 |
| | Damaged/Missing Items--Checked Baggage | 1 | 1 | 1 | | | 1 | 1 | | | | | | 5 |
| | Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| | Diabetes | 1 | | | | | | | | | | | | 1 |
| | Property - Special Handling | 1 | 1 | | 1 | 1 | 1 | | | | | | | 5 |
| | Damaged Items - Checked | | | | | 1 | 1 | | | | | | | 2 |
| | Missing Items - Carry-On | | 1 | | 1 | | | | | | | | | 2 |
| | Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| | Screening | | | 1 | 2 | | | | | | | | | 3 |
| | Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| | Procedures/Process | | | 1 | 1 | | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| JAX | 42 | 70 | 62 | 72 | 51 | 85 | 80 | 68 | 57 | 38 | 64 | 36 | 725 |
| 2016 | | | | 15 | 15 | 20 | 12 | 22 | 21 | 12 | 20 | 14 | 151 |
| Civil Rights | | | | 1 | | | | 2 | | | 1 | 1 | 5 |
| Constitutional Rights | | | | | | | | 1 | | | | | 1 |
| National Origin | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | | | | | | | 1 | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | 1 | 4 | 4 | 1 | 4 | 4 | 2 | 2 | | 22 |
| CSM | | | | | | | 1 | | | | | | 1 |
| Others | | | | | | 1 | | | | | | | 1 |
| TSO | | | | 1 | 4 | 3 | | 4 | 4 | 2 | 2 | | 20 |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 |
| Domestic | | | | | 1 | | | | | | | | 1 |
| Locks | | | | | | 1 | | 3 | 2 | 1 | 3 | | 10 |
| Missing or Damaged Lock | | | | | | 1 | | 3 | 2 | 1 | 3 | | 10 |
| Lost and Found | | | | | 1 | | | | | 2 | 1 | | 4 |
| Airport/TSA | | | | | 1 | | | | | 2 | 1 | | 4 |
| Mishandling of Passenger Property | | | | 13 | 6 | 13 | 10 | 7 | 10 | 6 | 10 | 8 | 83 |
| Damaged/Missing Items--Carry-on Luggage | | | | 2 | 3 | 1 | 2 | | 2 | 1 | 2 | | 13 |
| Damaged/Missing Items--Checked Baggage | | | | 9 | 2 | 10 | 8 | 6 | 7 | 5 | 7 | 8 | 62 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 1 | 2 | | 1 | 1 | | 1 | | 7 |
| Patdown | | | | | 1 | | | 1 | | | | | 2 |
| Flyer | | | | | 1 | | | 1 | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | 1 | 1 | 3 |
| Diabetes | | | | | | | 1 | | | | | | 1 |
| General | | | | | | | | | | | | 1 | 1 |
| Metal Implants (joint) | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | 2 | 2 | | 5 | 5 | 1 | 2 | 4 | 21 |
| Inconsistency | | | | | 1 | 1 | | | 2 | | | 1 | 5 |
| Procedures/Process | | | | | | | | 5 | 2 | 1 | 2 | | 10 |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | | 2 | 3 |
| Security Breach | | | | | | 1 | | | 1 | | | 1 | 3 |
| 2017 | 16 | 18 | 22 | 23 | 10 | 22 | 20 | 25 | 16 | 16 | 16 | 10 | 214 |
| Civil Rights | | | | | | 1 | 2 | 1 | | | 1 | | 5 |
| Hair Patdowns | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | 1 | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 2 | | | | | | 2 |
| Customer Service | 4 | 2 | 1 | 1 | 2 | 2 | 1 | 6 | | 3 | 1 | 1 | 24 |
| TSO | 4 | 2 | 1 | 1 | 2 | 2 | 1 | 6 | | 3 | 1 | 1 | 24 |
| Locks | 2 | 2 | | 2 | 2 | 1 | | 1 | 1 | 3 | 1 | 1 | 16 |
| General | | | | | 1 | | | | 1 | | | 1 | 3 |
| Missing or Damaged Lock | 2 | 2 | | 2 | 1 | | | 1 | | 3 | 1 | | 13 |
| Lost and Found | | | | | | 1 | | | | | | | 1 |
| Airport/TSA | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 8 | 11 | 18 | 14 | 6 | 14 | 8 | 10 | 9 | 7 | 4 | 4 | 113 |
| Damaged/Missing Items--Carry-on Luggage | 2 | 4 | | 1 | | 1 | 2 | | | 1 | | | 11 |
| Damaged/Missing Items--Checked Baggage | 6 | 6 | 17 | 13 | 5 | 12 | 5 | 7 | 8 | 5 | 3 | 2 | 89 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | | | | | | 1 | 2 |
| Disarrayed Items--Carry-on or Checked | | 1 | 1 | | 1 | | 1 | 3 | 1 | 1 | 1 | 1 | 11 |
| Patdown | 1 | 1 | | 1 | | 1 | 1 | | 1 | 1 | 2 | 1 | 10 |
| Flyer | 1 | 1 | | 1 | | 1 | 1 | | 1 | 1 | 1 | 1 | 9 |
| Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | 2 | 2 | 1 | | 2 | 1 | | | | | | 8 |
| Diabetes | | 1 | 1 | 1 | | | | | | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | 1 | | | | | | 2 |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Service Animals | | 1 | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | 5 | 6 | 2 | 2 | 3 | 2 | 20 |
| Damaged Items - Checked | | | | | | | | | 1 | | | 2 | 3 |
| Missing Items - Carry-On | | | | | | | | 1 | 1 | | | | 2 |
| Missing Items - Checked | | | | | | | 5 | 5 | | 2 | 3 | | 15 |
| Screening | 1 | | 1 | 4 | | | 2 | | 3 | | 4 | 1 | 16 |
| Inconsistency | | | | | | | 1 | | 1 | | 1 | 1 | 4 |
| Procedures/Process | | | 1 | 3 | | | | | 2 | | 2 | | 8 |
| Retrieving Abandoned/Confiscated Items | 1 | | | 1 | | | 1 | | | | | | 3 |
| Security Breach | | | | | | | | | | | 1 | | 1 |
| TSA Contact Information | | | | | | | | 1 | | | | | 1 |
| General | | | | | | | | 1 | | | | | 1 |
| 2018 | 14 | 29 | 19 | 19 | 15 | 15 | 21 | 21 | 20 | 10 | 28 | 12 | 223 |
| Advanced Imaging Technology (AIT) | | | 1 | | | | | | | | | | 1 |
| Flyer | | | 1 | | | | | | | | | | 1 |
| Civil Rights | | | | 2 | | | 1 | | 1 | | 1 | 1 | 6 |
| Age | | | | | | | 1 | | | | | | 1 |
| Perceived Religion | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | 1 | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | 1 | 2 |
| Customer Service | 2 | 3 | 1 | 2 | 3 | 3 | | 1 | 3 | 4 | 3 | 5 | 30 |
| TSO | 2 | 3 | 1 | 2 | 3 | 3 | | 1 | 3 | 4 | 3 | 5 | 30 |
| Locks | 2 | 1 | 3 | 1 | | | 2 | 3 | 1 | | | 1 | 14 |
| Missing or Damaged Lock | 2 | 1 | 3 | 1 | | | 2 | 3 | 1 | | | 1 | 14 |
| Lost and Found | 1 | | | | | | | | 1 | | | | 2 |
| Airport/TSA | 1 | | | | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | 6 | 9 | 6 | 7 | 7 | 3 | 9 | 3 | 7 | 1 | 10 | 3 | 71 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Damaged/Missing Items--Carry-on Luggage | | 1 | 1 | | | 1 | 1 | | 1 | | | | 5 |
| Damaged/Missing Items--Checked Baggage | 4 | 8 | 5 | 5 | 6 | 1 | 7 | 2 | 6 | 1 | 8 | 3 | 56 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | | | 1 | | 2 |
| Disarrayed Items--Carry-on or Checked | 2 | | | 1 | 1 | 1 | 1 | 1 | | | 1 | | 8 |
| Patdown | 2 | 7 | 1 | 2 | | | 3 | 1 | | 1 | 1 | | 18 |
| Flyer | 2 | 5 | | 1 | | | 3 | 1 | | 1 | 1 | | 14 |
| Flyer as Observer | | 2 | | | | | | | | | | | 2 |
| Non-Flyer | | | 1 | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | 1 | | 3 | | | 1 | 2 | | 1 | 1 | 9 |
| Autism Spectrum | | | | | | | | | | | 1 | | 1 |
| Diabetes | | | | | | | | 1 | | | | 1 | 2 |
| Diapers/Garments/Dressings/Masks | | | | | 1 | | | | | | | | 1 |
| General | | | 1 | | | | | | | | | | 1 |
| Internal Medical Devices | | | | | | | | | 1 | | | | 1 |
| Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | 1 | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | 1 | 5 | 4 | 3 | 1 | 8 | 2 | 6 | 2 | 3 | 8 | 1 | 44 |
| Damaged Items - Carry-On | | | | 1 | | 1 | | | | | 1 | | 3 |
| Damaged Items - Checked | | 3 | 2 | 1 | 1 | 2 | | 3 | | | 4 | | 16 |
| Missing Items - Carry-On | | | | | | 2 | | 3 | 1 | | | | 6 |
| Missing Items - Checked | 1 | 2 | 2 | 1 | | 3 | 2 | | 1 | 3 | 3 | 1 | 19 |
| Request for Assistance | | | | | | | 1 | | 1 | | | | 2 |
| Other | | | | | | | 1 | | 1 | | | | 2 |
| Screening | | 4 | 2 | 2 | 1 | 1 | 3 | 6 | 2 | | 4 | | 26 |
| Children | | | | | | | | | | 1 | | | 1 |
| Inconsistency | | | | | | | 1 | | | | 1 | | 2 |
| Lengthy Lines | | 1 | 1 | | | | | 1 | | | | | 3 |
| Procedures/Process | | 2 | 1 | 1 | 1 | | 2 | 5 | 1 | | 2 | | 15 |
| Retrieving Abandoned/Confiscated Items | | 1 | | 1 | | | | | 1 | | | | 3 |
| Security Breach | | | | | | 1 | | | | | 1 | | 2 |
| 2019 | 12 | 23 | 21 | 15 | 11 | 28 | 27 | | | | | | 137 |
| Civil Rights | 1 | 1 | 3 | 1 | | | 1 | | | | | | 7 |
| Racial Profiling or Discrimination | 1 | 1 | 1 | 1 | | | 1 | | | | | | 5 |
| Screening of Religious Cultural and Ceremonial Items | | | 1 | | | | | | | | | | 1 |
| Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Customer Service | 3 | 2 | 4 | | 1 | 3 | 6 | | | | | | 19 |
| TSO | 3 | 2 | 4 | | 1 | 3 | 6 | | | | | | 19 |
| Locks | | 1 | | | | 1 | 2 | | | | | | 4 |
| Missing or Damaged Lock | | 1 | | | | 1 | 2 | | | | | | 4 |
| Mishandling of Passenger Property | | 4 | 6 | 3 | 1 | 9 | 8 | | | | | | 31 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 4 | 6 | 3 | 1 | 6 | 6 | | | | | | 26 |
| Disarrayed Items--Carry-on or Checked | | | | | | 2 | 2 | | | | | | 4 |
| Patdown | | 1 | | | 2 | 3 | | | | | | | 6 |
| Flyer | | 1 | | | 2 | 2 | | | | | | | 5 |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | 2 | | | | | | | 4 |
| Diabetes | | | | | | 1 | | | | | | | 1 |
| Internal Medical Devices | | | | 1 | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | | | | | 1 |
| Respiratory and Inhaler Equipment | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 7 | 7 | 7 | 6 | 4 | 6 | 6 | | | | | | 43 |
| Damaged Items - Carry-On | 1 | | | 1 | 1 | | | | | | | | 3 |
| Damaged Items - Checked | 1 | 1 | 3 | 1 | 1 | 2 | 3 | | | | | | 12 |
| Missing Items - Carry-On | | 2 | | | | | 1 | | | | | | 3 |
| Missing Items - Checked | 5 | 4 | 4 | 4 | 2 | 4 | 2 | | | | | | 25 |
| Request for Assistance | | | | | | 1 | | | | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | | | 1 | | | | | | | 1 |
| Screening | 1 | 6 | 1 | 4 | 3 | 3 | 4 | | | | | | 22 |
| Inconsistency | | 1 | | 2 | | | | | | | | | 3 |
| Lengthy Lines | | | | | 1 | 1 | | | | | | | 2 |
| Procedures/Process | 1 | 4 | 1 | 2 | 2 | 2 | 4 | | | | | | 16 |
| Security Breach | | 1 | | | | | | | | | | | 1 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--------------------------------|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| JFK | | 657 | 596 | 654 | 859 | 715 | 769 | 842 | 688 | 628 | 654 | 743 | 612 | 8,417 |
| 2016 | | | | | 234 | 178 | 207 | 233 | 216 | 186 | 212 | 215 | 207 | 1,888 |
| | Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | | 1 |
| | Flyer | | | | | | | | 1 | | | | | 1 |
| | Animals | | | | | 1 | | | | | | | | 1 |
| | Checked | | | | | 1 | | | | | | | | 1 |
| | Civil Rights | | | | 6 | 8 | 3 | 8 | 5 | 6 | 6 | 9 | 1 | 52 |
| | Civil Rights Violation (TSA Employee) | | | | 1 | | | | | | | | | 1 |
| | Constitutional Rights | | | | | | | | | | | 1 | | 1 |
| | General Complaint and Discrimination | | | | 1 | 2 | | | | | | | | 3 |
| | National Origin | | | | | | 1 | | 2 | | | 1 | | 4 |
| | Perceived Religion | | | | | | | | | | | | | 1 |
| | Racial Profiling or Discrimination | | | | 3 | 6 | 2 | 5 | 2 | 3 | 6 | 6 | 1 | 34 |
| | Screening of Religious Cultural and Ceremonial Items | | | | 1 | | | | | | | | | 1 |
| | Screening of Religious or Cultural Garments | | | | | | | | 1 | | | | | 1 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | | | | 2 | | 1 | | 1 | | 4 |
| | Sexual Orientation - Not Transgender | | | | | | | | | 1 | | | | 1 |
| | Transgender Screening | | | | | | | | | 1 | | | | 1 |
| | Customer Service | | | | 39 | 30 | 35 | 48 | 45 | 30 | 49 | 38 | 25 | 339 |
| | CSM | | | | | | | | | | | | 1 | 1 |
| | Others | | | | 8 | 9 | 4 | 12 | 7 | 6 | 3 | 4 | 2 | 55 |
| | TCC | | | | | | 1 | | | | | | | 1 |
| | TSO | | | | 31 | 21 | 30 | 36 | 38 | 24 | 46 | 34 | 22 | 282 |
| | Identification (ID) Requirements | | | | | | | | 1 | | | | | 1 |
| | Domestic | | | | | | | | 1 | | | | | 1 |
| | Locks | | | | 18 | 10 | 17 | 15 | 18 | 21 | 19 | 26 | 33 | 177 |
| | General | | | | | | 1 | | 1 | | 2 | 1 | 1 | 6 |
| | Missing or Damaged Lock | | | | 18 | 10 | 16 | 15 | 17 | 21 | 17 | 25 | 32 | 171 |
| | Lost and Found | | | | 30 | 11 | 7 | 10 | 7 | 4 | 7 | 1 | | 77 |
| | Airport/TSA | | | | 30 | 11 | 7 | 10 | 7 | 4 | 7 | 1 | | 77 |
| | Mishandling of Passenger Property | | | | 113 | 98 | 116 | 120 | 95 | 99 | 104 | 124 | 115 | 984 |
| | Damaged/Missing Items--Carry-on Luggage | | | | 7 | 15 | 14 | 11 | 12 | 14 | 11 | 18 | 12 | 114 |
| | Damaged/Missing Items--Checked Baggage | | | | 100 | 80 | 95 | 108 | 81 | 79 | 87 | 98 | 100 | 828 |
| | Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | | | | 1 | 4 | | 6 |
| | Disarrayed Items--Carry-on or Checked | | | | 6 | 3 | 6 | 1 | 2 | 6 | 5 | 4 | 3 | 36 |
| | Patdown | | | | 3 | 3 | | | 6 | 4 | 6 | 3 | 2 | 27 |
| | Flyer | | | | 3 | 3 | | | 6 | 3 | 6 | 3 | 2 | 26 |
| | Non-Flyer | | | | | | | | | 1 | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | | 4 | 1 | 6 | 3 | 6 | 2 | 2 | 3 | 4 | 31 |
| | Autism Spectrum | | | | | | 1 | | | | 1 | | | 2 |
| | Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| | Diabetes | | | | 1 | | | | 1 | | | | | 2 |
| | Diapers/Garments/Dressings/Masks | | | | | | | | 1 | | | | | 1 |
| | General | | | | | | 1 | | | | 1 | | | 2 |
| | Hearing Impairment | | | | | | | | | 1 | | 1 | | 2 |
| | Internal Medical Devices | | | | | | | | 1 | | | 1 | | 2 |
| | Medically Necessary Medication and Medical Supplies | | | | 1 | | 1 | 2 | 2 | | | 1 | | 7 |
| | Metal Implants (joint) | | | | | | 1 | | 1 | | | | | 2 |
| | Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | 1 | | | | | | 2 | 4 |
| | Prosthesis/Amputees and Casts | | | | | | | | | | | | 1 | 1 |
| | Wheelchair/ Scooter/ Segway | | | | 1 | | 1 | | | 1 | | | 1 | 4 |
| | Wounded Warrior | | | | | | | 1 | | | | | | 1 |
| | Screening | | | | 21 | 16 | 22 | 29 | 33 | 20 | 19 | 11 | 26 | 197 |
| | Crew Member or Airline Employee | | | | | 1 | 1 | | | 2 | | | 1 | 5 |
| | Inconsistency | | | | 3 | 1 | 3 | 2 | 3 | 1 | 2 | 2 | 4 | 21 |
| | Lengthy Lines | | | | 7 | 5 | 7 | 16 | 16 | 6 | 1 | | 4 | 62 |
| | Procedures/Process | | | | 10 | 8 | 10 | 6 | 12 | 10 | 14 | 8 | 14 | 92 |
| | Retrieving Abandoned/Confiscated Items | | | | 1 | | 1 | 4 | | | 1 | 1 | 1 | 9 |
| | Security Breach | | | | | 1 | | 1 | 2 | 1 | 1 | | 2 | 8 |
| | TSA Contact Information | | | | | | | | | | | | 1 | 1 |
| | General | | | | | | | | | | | | 1 | 1 |
| 2017 | | 210 | 182 | 200 | 227 | 169 | 178 | 188 | 201 | 191 | 226 | 268 | 216 | 2,456 |
| | Advanced Imaging Technology (AIT) | | | | | | | | | | | | 1 | 1 |
| | Flyer | | | | | | | | | | | | 1 | 1 |
| | Civil Rights | 5 | 6 | 10 | 9 | | 3 | 8 | 5 | 5 | 8 | 5 | 2 | 66 |
| | Constitutional Rights | | | 2 | | | | | | | | | | 2 |
| | National Origin | 1 | 1 | | | | 1 | 1 | | 1 | | | | 5 |
| | Perceived Religion | | 1 | 2 | 1 | | 1 | | | | | 1 | | 6 |
| | Racial Profiling or Discrimination | 3 | 4 | 3 | 8 | | 1 | 6 | 5 | 4 | 6 | 3 | 2 | 45 |
| | Screening of Religious Cultural and Ceremonial Items | | | | | | | 1 | | | | | | 1 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | 1 | | 2 |
| | Sexual Orientation - Not Transgender | 1 | | 1 | | | | | | | | | | 2 |
| | Transgender Screening | | | 2 | | | | | | | 1 | | | 3 |
| | Customer Service | 36 | 29 | 36 | 39 | 19 | 31 | 28 | 45 | 47 | 47 | 60 | 57 | 474 |
| | CSM | | | | 1 | 1 | | | | 1 | | | | 3 |
| | Others | 3 | 3 | 2 | 2 | 1 | 1 | 2 | | 6 | 1 | 6 | 2 | 29 |
| | TSO | 33 | 26 | 34 | 36 | 17 | 30 | 26 | 45 | 40 | 46 | 54 | 55 | 442 |
| | Identification (ID) Requirements | | | 2 | | | 1 | | | | 2 | | | 5 |
| | Domestic | | | 2 | | | | | | | 2 | | | 4 |
| | Minors Domestic | | | | | | 1 | | | | | | | 1 |
| | Locks | 27 | 13 | 13 | 20 | 16 | 15 | 22 | 17 | 16 | 22 | 22 | 21 | 224 |
| | General | 1 | | | | | | 1 | 2 | 1 | 1 | 1 | 3 | 10 |
| | Missing or Damaged Lock | 26 | 13 | 13 | 20 | 16 | 15 | 21 | 15 | 15 | 21 | 21 | 18 | 214 |
| | Lost and Found | 1 | 9 | 4 | 5 | 6 | 4 | 1 | 2 | | 4 | | 8 | 44 |
| | Airport/TSA | 1 | 9 | 4 | 5 | 6 | 4 | 1 | 2 | | 4 | | 8 | 44 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Mishandling of Passenger Property | 128 | 93 | 110 | 122 | 101 | 98 | 65 | 68 | 58 | 73 | 85 | 54 | 1,055 |
| Damaged/Missing Items--Carry-on Luggage | 13 | 11 | 9 | 13 | 14 | 11 | 2 | 8 | 3 | 7 | 4 | 4 | 99 |
| Damaged/Missing Items--Checked Baggage | 106 | 77 | 96 | 109 | 81 | 84 | 55 | 56 | 42 | 60 | 73 | 46 | 885 |
| Damaged/Missing Items--Unspecified Luggage | 2 | 1 | 1 | | 1 | | | | 3 | 1 | 1 | 2 | 12 |
| Disarrayed Items--Carry-on or Checked | 7 | 4 | 4 | | 5 | 3 | 8 | 4 | 10 | 5 | 7 | 2 | 59 |
| Notice of Violation/Civil Penalties | | | | | | | | | | 1 | | | 1 |
| General | | | | | | | | | | 1 | | | 1 |
| Patdown | 1 | 5 | 1 | 7 | 5 | 7 | 2 | 3 | 2 | 2 | 9 | 3 | 47 |
| Flyer | 1 | 5 | 1 | 7 | 4 | 7 | 2 | 3 | 1 | 2 | 8 | 3 | 44 |
| General | | | | | 1 | | | | | | | | 1 |
| Non-Flyer | | | | | | | | | 1 | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | 4 | 2 | 3 | 6 | 5 | 4 | 4 | 2 | 6 | 4 | 7 | 6 | 53 |
| Autism Spectrum | | | | | | 1 | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | 1 | | | 1 |
| Diabetes | 1 | | | | | | 2 | 1 | 2 | | 2 | | 8 |
| Diapers/Garments/Dressings/Masks | | | | | | | | | | 1 | | | 1 |
| General | 1 | | 1 | | 1 | | | | | 1 | 1 | 1 | 6 |
| Internal Medical Devices | | | | 1 | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | | | | | | 1 | | | | 1 |
| Medically Necessary Medication and Medical | 1 | | | 1 | 1 | 1 | | 1 | | | | | 5 |
| Metal Implants (joint) | | | | | | | | | | 1 | 1 | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | 2 | | | | | 2 | | | 2 | 7 |
| Ostomy/Ostomates | | | 1 | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | 1 | | | | | 1 | | 1 | | 3 |
| Service Animals | | 2 | | | | | | | | | | 1 | 3 |
| Touch Aversion (pain/trauma) | 1 | | | | | 1 | | | | | 1 | | 3 |
| Visual Impairment | | | | | 1 | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | 1 | 2 | 1 | 1 | | | | | 2 | 7 |
| Wounded Warrior | | | | | | | | | | | 1 | | 1 |
| Prohibited & Permitted Items | | 1 | | | | | | | 1 | 1 | 1 | | 4 |
| General | | 1 | | | | | | | 1 | 1 | | | 3 |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | 42 | 46 | 45 | 44 | 57 | 39 | 273 |
| Damaged Items - Carry-On | | | | | | | 2 | 1 | 2 | | 5 | 6 | 16 |
| Damaged Items - Checked | | | | | | | 8 | 10 | 12 | 13 | 4 | 8 | 55 |
| Missing Items - Carry-On | | | | | | | 7 | 10 | 7 | 8 | 15 | 4 | 51 |
| Missing Items - Checked | | | | | | | 25 | 25 | 24 | 23 | 33 | 21 | 151 |
| Request for Assistance | | | | | | | | | | 3 | | | 3 |
| Other | | | | | | | | | | 3 | | | 3 |
| Screening | 8 | 24 | 21 | 18 | 17 | 15 | 16 | 13 | 11 | 15 | 22 | 25 | 205 |
| Children | | | | | | | | | | 1 | | | 1 |
| Crew Member or Airline Employee | | | | 2 | 1 | 3 | | | | | | | 6 |
| Inconsistency | | 2 | 1 | 3 | 2 | 1 | 6 | 2 | 1 | 2 | 1 | 3 | 24 |
| International Screening | | | 1 | | | | | | | | | | 1 |
| Lengthy Lines | 1 | 6 | 3 | 1 | 2 | | 1 | 3 | 4 | 6 | 7 | 6 | 40 |
| Procedures/Process | 6 | 15 | 16 | 11 | 11 | 10 | 8 | 6 | 6 | 6 | 12 | 15 | 122 |
| Retrieving Abandoned/Confiscated Items | 1 | 1 | | | | | 1 | | | | 2 | | 5 |
| Security Breach | | | | 1 | 1 | 1 | | 2 | | | | 1 | 6 |
| TSA Contact Information | | | | 1 | | | | | | | | | 1 |
| General | | | | 1 | | | | | | | | | 1 |
| 2018 | 227 | 220 | 245 | 230 | 219 | 194 | 193 | 271 | 251 | 216 | 260 | 189 | 2,715 |
| Advanced Imaging Technology (AIT) | | | | 1 | | | 1 | | | | | | 2 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Flyer as Observer | | | | 1 | | | | | | | | | 1 |
| Civil Rights | 3 | 8 | 6 | 6 | 4 | 10 | 11 | 7 | 11 | 3 | 12 | 6 | 87 |
| Age | | 1 | | | | | | 1 | 1 | | | 1 | 4 |
| Constitutional Rights | | | | | | | | | | | 1 | | 1 |
| Hair Patdowns | | | | | | | 1 | | | | | | 1 |
| National Origin | | 1 | 1 | 1 | 1 | 3 | 2 | 1 | 2 | 1 | 1 | | 14 |
| Perceived Religion | | 1 | | | | | 1 | | | | | | 2 |
| Racial Profiling or Discrimination | 3 | 3 | 4 | 3 | 2 | 2 | 4 | 3 | 6 | 1 | 5 | 4 | 40 |
| Screening of Religious Cultural and Ceremonial Items | | 1 | | | | | 1 | | | | 1 | | 3 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | 1 | 2 | 1 | 2 | 2 | 2 | 1 | | 2 | 1 | 15 |
| Sexual Orientation - Not Transgender | | | | | | 1 | | | | | 1 | | 2 |
| Transgender Screening | | | | | | 2 | | | 1 | 1 | 1 | | 5 |
| Customer Service | 50 | 59 | 57 | 50 | 49 | 42 | 42 | 73 | 66 | 48 | 51 | 38 | 625 |
| Others | 4 | 2 | 4 | 2 | 2 | 7 | 3 | 8 | 6 | 1 | 2 | | 41 |
| TSO | 46 | 57 | 53 | 48 | 47 | 35 | 39 | 65 | 60 | 47 | 49 | 38 | 584 |
| Identification (ID) Requirements | 1 | | | | | | | | | | | | 1 |
| Domestic | 1 | | | | | | | | | | | | 1 |
| Locks | 13 | 14 | 19 | 16 | 12 | 15 | 24 | 19 | 23 | 17 | 16 | 14 | 202 |
| General | | | 1 | | | | 1 | | | 1 | | | 3 |
| Missing or Damaged Lock | 13 | 14 | 18 | 16 | 12 | 15 | 23 | 19 | 23 | 16 | 16 | 14 | 199 |
| Lost and Found | 5 | 1 | 3 | 2 | 4 | 2 | 2 | 3 | 2 | | 3 | 3 | 30 |
| Airport/TSA | 5 | 1 | 3 | 2 | 4 | 2 | 2 | 3 | 2 | | 3 | 3 | 30 |
| Mishandling of Passenger Property | 70 | 64 | 72 | 74 | 60 | 43 | 43 | 73 | 76 | 61 | 86 | 53 | 775 |
| Damaged/Missing Items--Carry-on Luggage | 3 | 3 | 10 | 11 | 8 | 4 | 3 | 9 | 10 | 2 | 7 | 2 | 72 |
| Damaged/Missing Items--Checked Baggage | 59 | 57 | 59 | 54 | 45 | 35 | 32 | 60 | 59 | 56 | 67 | 47 | 630 |
| Damaged/Missing Items--Unspecified Luggage | 2 | 2 | 1 | 2 | 2 | | 1 | 1 | 1 | 1 | 1 | 1 | 15 |
| Disarrayed Items--Carry-on or Checked | 6 | 2 | 2 | 7 | 5 | 4 | 7 | 3 | 6 | 2 | 11 | 3 | 58 |
| Patdown | 3 | 7 | 3 | 5 | 5 | 6 | 7 | 8 | 9 | 4 | 6 | 7 | 70 |
| Flyer | 2 | 6 | 3 | 5 | 5 | 6 | 7 | 7 | 5 | 4 | 5 | 7 | 62 |
| Flyer as Observer | 1 | 1 | | | | | | | 4 | | | | 6 |
| Non-Flyer | | | | | | | | 1 | | | 1 | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|-----|-----|-----|-----|-----|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Persons w/ Disabilities (PWD) | 9 | 3 | 5 | 6 | 8 | 2 | 5 | 12 | 3 | 6 | 10 | 8 | 77 |
| Breast Cancer | | | | | | | | 1 | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | 1 | 1 | | | | | 2 | | | 4 |
| Diabetes | | | | 1 | 1 | | 1 | 1 | 1 | | 1 | 1 | 7 |
| Diapers/Garments/Dressings/Masks | | | 1 | | | | | 1 | | | | | 2 |
| General | 1 | 1 | | | 1 | | | 1 | | | 1 | 1 | 6 |
| Hearing Impairment | | | | | | | | | | 1 | | 1 | 2 |
| Internal Medical Devices | | | 1 | | | | | | | | | 1 | 2 |
| Medical Devices - Attached to the Body | 1 | | | | | | | | | | | 3 | 4 |
| Medically Necessary Medication and Medical | 1 | 1 | | 1 | 1 | 1 | | | | 2 | 3 | | 10 |
| Metal Implants (joint) | 1 | | | | 1 | | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter | 3 | | 1 | 1 | 2 | 1 | 3 | 2 | 1 | 2 | 1 | | 17 |
| Prosthesis/Amputees and Casts | 1 | | 1 | | | | | 1 | | | | | 3 |
| Service Animals | 1 | | | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | 1 | | | 2 | 1 | 4 |
| Visual Impairment | | | | | | | | 1 | | 1 | | | 2 |
| Wheelchair/ Scooter/ Segway | | 1 | 1 | 2 | 1 | | 1 | 2 | 1 | | | | 9 |
| Wounded Warrior | | | | | | | | 1 | | | | | 1 |
| Prohibited & Permitted Items | | 1 | | 1 | | | | | | | | | 2 |
| General | | | | 1 | | | | | | | | | 1 |
| Medication/Prescription/Medically Necessary Items | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 52 | 31 | 57 | 43 | 45 | 42 | 33 | 46 | 46 | 54 | 56 | 45 | 550 |
| Damaged Items - Carry-On | 1 | | 9 | 7 | 7 | 4 | 8 | 5 | 9 | 6 | 7 | 6 | 69 |
| Damaged Items - Checked | 16 | 9 | 8 | 5 | 8 | 11 | 5 | 8 | 4 | 11 | 8 | 11 | 104 |
| Missing Items - Carry-On | 3 | | 8 | 4 | 10 | 11 | 3 | 9 | 12 | 10 | 11 | 5 | 86 |
| Missing Items - Checked | 32 | 22 | 32 | 27 | 20 | 16 | 17 | 24 | 21 | 27 | 30 | 23 | 291 |
| Request for Assistance | | | | 1 | | | | | | | 1 | | 2 |
| Other | | | | 1 | | | | | | | 1 | | 2 |
| Screening | 21 | 32 | 23 | 25 | 32 | 32 | 25 | 30 | 15 | 23 | 19 | 15 | 292 |
| Inconsistency | 1 | 1 | | | 1 | | | | | 2 | | 1 | 6 |
| International Screening | | | | | 1 | | | | | | | | 1 |
| Lengthy Lines | 7 | 14 | 8 | 5 | 11 | 8 | 7 | 8 | 1 | 1 | 2 | 3 | 75 |
| Procedures/Process | 13 | 16 | 14 | 14 | 16 | 23 | 17 | 21 | 14 | 19 | 15 | 10 | 192 |
| Retrieving Abandoned/Confiscated Items | | | 1 | 5 | 3 | | 1 | 1 | | | | 1 | 12 |
| Security Breach | | 1 | | 1 | | 1 | | | | 1 | 2 | | 6 |
| 2019 | 220 | 194 | 209 | 168 | 149 | 190 | 228 | | | | | | 1,358 |
| Civil Rights | 10 | 7 | 10 | 4 | 3 | 2 | 11 | | | | | | 47 |
| Age | | | 1 | 1 | | 1 | 1 | | | | | | 4 |
| Constitutional Rights | | 1 | | | | | | | | | | | 1 |
| National Origin | 5 | 3 | 1 | | | | 1 | | | | | | 10 |
| Perceived Religion | 1 | | | | | | 1 | | | | | | 2 |
| Racial Profiling or Discrimination | 2 | 1 | 4 | 3 | 2 | 1 | 5 | | | | | | 18 |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | 1 | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 2 | 1 | 4 | | 1 | | 2 | | | | | | 10 |
| Sexual Orientation - Not Transgender | | 1 | | | | | | | | | | | 1 |
| Customer Service | 50 | 52 | 40 | 30 | 31 | 32 | 54 | | | | | | 289 |
| Others | 6 | 9 | 1 | | 2 | 3 | 4 | | | | | | 25 |
| TSO | 44 | 43 | 39 | 30 | 29 | 29 | 50 | | | | | | 264 |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | 1 |
| Domestic | | | | 1 | | | | | | | | | 1 |
| Locks | 10 | 14 | 18 | 16 | 15 | 22 | 13 | | | | | | 108 |
| Missing or Damaged Lock | 10 | 14 | 18 | 16 | 15 | 22 | 13 | | | | | | 108 |
| Lost and Found | 3 | 3 | 6 | 13 | 2 | 7 | 3 | | | | | | 37 |
| Airport/TSA | 3 | 3 | 6 | 13 | 2 | 7 | 3 | | | | | | 37 |
| Mishandling of Passenger Property | 52 | 43 | 49 | 44 | 42 | 37 | 57 | | | | | | 324 |
| Damaged/Missing Items--Carry-on Luggage | 6 | 3 | 5 | 2 | 1 | 2 | 2 | | | | | | 21 |
| Damaged/Missing Items--Checked Baggage | 35 | 37 | 40 | 36 | 41 | 32 | 50 | | | | | | 271 |
| Damaged/Missing Items--Unspecified Luggag | 4 | | | | | 1 | 1 | | | | | | 6 |
| Disarrayed Items--Carry-on or Checked | 7 | 3 | 4 | 6 | | 2 | 4 | | | | | | 26 |
| Patdown | 6 | 7 | 2 | | 2 | 5 | 4 | | | | | | 26 |
| Flyer | 6 | 7 | 2 | | 1 | 5 | 4 | | | | | | 25 |
| Flyer as Observer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 10 | 4 | 9 | 4 | 9 | 9 | 6 | | | | | | 51 |
| Autism Spectrum | | | 1 | | | | 2 | | | | | | 3 |
| Cancer (general) Not Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | 1 | 1 | | 1 | 2 | | | | | | | 5 |
| Diabetes | | | 1 | | | | | | | | | | 1 |
| General | 1 | | | | 2 | | 1 | | | | | | 4 |
| Hearing Impairment | | | 1 | 1 | | | | | | | | | 2 |
| Internal Medical Devices | | | | | | 1 | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | | 1 | | | | | | | | 1 |
| Medically Necessary Medication and Medical | 3 | 2 | | 1 | | | 1 | | | | | | 7 |
| Metal Implants (joint) | 2 | | 2 | | 1 | | | | | | | | 5 |
| Mobility Disability (Not Wheelchair or Scooter | 2 | 1 | 3 | 2 | 1 | | | | | | | | 9 |
| Ostomy/Ostomates | | | | | | 1 | | | | | | | 1 |
| Prosthesis/Amputees and Casts | 1 | | | | | 1 | | | | | | | 2 |
| Service Animals | | | | | 1 | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | 2 | 1 | | | | | | | 3 |
| Wheelchair/ Scooter/ Segway | 1 | | | | | 2 | 2 | | | | | | 5 |
| Property - Special Handling | 58 | 48 | 58 | 42 | 31 | 54 | 52 | | | | | | 343 |
| Damaged Items - Carry-On | 4 | 4 | 8 | 5 | 5 | 6 | 7 | | | | | | 39 |
| Damaged Items - Checked | 15 | 10 | 11 | 7 | 8 | 15 | 6 | | | | | | 72 |
| Missing Items - Carry-On | 14 | 10 | 13 | 10 | 8 | 12 | 16 | | | | | | 83 |
| Missing Items - Checked | 25 | 24 | 26 | 20 | 10 | 21 | 23 | | | | | | 149 |
| Request for Assistance | | | | 1 | | | 1 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Other | | | | 1 | | | | | | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | | | | 1 | | | | | | 1 |
| Screening | 21 | 16 | 17 | 13 | 13 | 22 | 27 | | | | | | 129 |
| Inconsistency | | 1 | 1 | | | | | | | | | | 2 |
| Lengthy Lines | 5 | 3 | 1 | 1 | 4 | 5 | 4 | | | | | | 23 |
| Procedures/Process | 16 | 11 | 14 | 10 | 9 | 15 | 23 | | | | | | 98 |
| Retrieving Abandoned/Confiscated Items | | 1 | | 1 | | | | | | | | | 2 |
| Security Breach | | | 1 | 1 | | 2 | | | | | | | 4 |
| TSA Contact Information | | | | | 1 | | | | | | | | 1 |
| General | | | | | 1 | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|----------|-----|-----|----------|----------|-----|----------|----------|----------|-----------|
| JHM | | | | 4 | | | 2 | 1 | | 1 | 1 | 1 | 10 |
| 2016 | | | | | | | | 1 | | 1 | | | 2 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| Identification (ID) Requirements | | | | | | | | 1 | | | | | 1 |
| Domestic | | | | | | | | 1 | | | | | 1 |
| 2017 | | | | 1 | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 |
| 2018 | | | | | | | 1 | | | | | 1 | 2 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Missing Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| 2019 | | | | 3 | | | 1 | | | | | | 4 |
| Mishandling of Passenger Property | | | | 2 | | | 1 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | | | 1 | | | | | | 3 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| JHW | | | | | | | | | | | | 1 | 1 |
| 2017 | | | | | | | | | | | | 1 | 1 |
| Locks | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| JLN | 2 | 1 | | | | 4 | 3 | 2 | | | 1 | 1 | 14 |
| 2016 | | | | | | 2 | 2 | 1 | | | | | 5 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 2 | 1 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | 2 | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2017 | 1 | 1 | | | | | 1 | 1 | | | 1 | | 5 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | 1 | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| 2018 | | | | | | 1 | | | | | | 1 | 2 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2019 | 1 | | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| JMS | | | | 1 | 2 | | 1 | 1 | | | 2 | 1 | | 8 |
| 2016 | | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | | 1 |
| 2017 | | | | | | | | | | | 1 | | | 1 |
| Prohibited & Permitted Items | | | | | | | | | | | 1 | | | 1 |
| Liquids/Gels/Aerosols | | | | | | | | | | | 1 | | | 1 |
| 2018 | | | | 1 | 1 | | 1 | | | | | 1 | | 4 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | | 1 |
| Diabetes | | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | | 1 |
| Missing Items - Carry-On | | | | 1 | | | | | | | | | | 1 |
| Request for Assistance | | | | | | | | | | | | 1 | | 1 |
| Other | | | | | | | | | | | | 1 | | 1 |
| 2019 | | | | | 1 | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property | | | | | 1 | | | 1 | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | 1 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| JNU | 8 | 6 | 10 | 10 | 5 | 10 | 10 | 6 | 16 | 18 | 18 | 11 | 128 | |
| 2016 | | | | 1 | 2 | 3 | 3 | 2 | 2 | 4 | 7 | | 24 | |
| Civil Rights | | | | | | | | | 1 | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 | |
| Customer Service | | | | | | | | 1 | 1 | 1 | 3 | | 6 | |
| TSO | | | | | | | | 1 | 1 | 1 | 3 | | 6 | |
| Mishandling of Passenger Property | | | | 1 | 1 | 2 | | | | 2 | 4 | | 10 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | | | | 2 | 4 | | 8 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 | |
| Patdown | | | | | 1 | | | 1 | | | | | 2 | |
| Flyer | | | | | 1 | | | 1 | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | 1 | | | 2 | |
| Diabetes | | | | | | | | | | 1 | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 | |
| Screening | | | | | | | 3 | | | | | | 3 | |
| Inconsistency | | | | | | | 2 | | | | | | 2 | |
| Procedures/Process | | | | | | | 1 | | | | | | 1 | |
| 2017 | 2 | 3 | 1 | 4 | 1 | 5 | 2 | 2 | 5 | 10 | 7 | 9 | 51 | |
| Civil Rights | | | | | | | | 1 | | | 1 | 2 | 4 | |
| Constitutional Rights | | | | | | | | 1 | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | | 1 | 1 | 2 | |
| Screening of Religious or Cultural Garments | | | | | | | | | | | | 1 | 1 | |
| Customer Service | | | | | | | 1 | | 2 | 2 | | | 5 | |
| Others | | | | | | | | | 1 | | | | 1 | |
| TSO | | | | | | | 1 | | 1 | 2 | | | 4 | |
| Mishandling of Passenger Property | 2 | 1 | 1 | 1 | 1 | 2 | | | | 2 | 1 | 2 | 13 | |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | 1 | 1 | 1 | 2 | | | | 2 | | 1 | 11 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | 1 | 2 | |
| Patdown | | 1 | | | | 2 | | | 2 | 1 | 2 | 1 | 9 | |
| Flyer | | 1 | | | | 2 | | | 2 | 1 | 2 | | 8 | |
| Flyer as Observer | | | | | | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | | 4 | 2 | 1 | 7 | |
| Damaged Items - Carry-On | | | | | | | | | | 2 | | | 2 | |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Missing Items - Carry-On | | | | | | | | | | | 1 | | 1 | |
| Missing Items - Checked | | | | | | | | | | 2 | | 1 | 3 | |
| Screening | | 1 | | 2 | | 1 | 1 | 1 | 1 | 1 | 1 | 3 | 12 | |
| Inconsistency | | | | | | | 1 | | | | | | 1 | |
| Lengthy Lines | | | | | | | | | 1 | | 1 | | 2 | |
| Procedures/Process | | | | 2 | | 1 | | 1 | | 1 | | 3 | 8 | |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 | |
| 2018 | 3 | 2 | 5 | 3 | 1 | 2 | 5 | 2 | 9 | 4 | 4 | 2 | 42 | |
| Civil Rights | | | | | | 1 | 1 | 1 | | | 1 | | 4 | |
| Constitutional Rights | | | | | | | 1 | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | 1 | | 1 | | | | | 2 | |
| Transgender Screening | | | | | | | | | | | 1 | | 1 | |
| Customer Service | 1 | | 1 | 1 | | | | | | 1 | | | 4 | |
| TSO | 1 | | 1 | 1 | | | | | | 1 | | | 4 | |
| Locks | | | | | | | | | | 1 | | | 1 | |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 | |
| Patdown | | 1 | 4 | 1 | | | 2 | 1 | 3 | 1 | 1 | 1 | 15 | |
| Flyer | | 1 | 4 | 1 | | | 2 | 1 | 3 | 1 | 1 | 1 | 15 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | 1 | 2 | |
| Diapers/Garments/Dressings/Masks | | | | | | | | | | | | 1 | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | 1 | | | | | 1 | | | | 1 | 1 | | 4 | |
| Damaged Items - Carry-On | | | | | | | | | | 1 | | | 1 | |
| Damaged Items - Checked | | | | | | 1 | | | | | | | 1 | |
| Missing Items - Checked | 1 | | | | | | | | | | 1 | | 2 | |
| Screening | 1 | 1 | | 1 | 1 | | 2 | | 5 | | 1 | | 12 | |
| Inconsistency | 1 | | | | 1 | | | | | | | | 2 | |
| Lengthy Lines | | | | | | | 1 | | 4 | | | | 5 | |
| Procedures/Process | | 1 | | 1 | | | 1 | | 1 | | 1 | | 5 | |
| 2019 | 3 | 1 | 4 | 2 | 1 | | | | | | | | 11 | |
| Advanced Imaging Technology (AIT) | | | | | 1 | | | | | | | | 1 | |
| Flyer | | | | | 1 | | | | | | | | 1 | |
| Civil Rights | | | 1 | 1 | | | | | | | | | 2 | |
| Constitutional Rights | | | | 1 | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 | |
| Customer Service | | 1 | | | | | | | | | | | 1 | |
| Others | | 1 | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | | | | | 2 | |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 | |
| Patdown | | | 1 | | | | | | | | | | 1 | |
| Flyer | | | 1 | | | | | | | | | | 1 | |
| Property - Special Handling | 1 | | | 1 | | | | | | | | | 2 | |
| Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 | |
| Missing Items - Checked | 1 | | | | | | | | | | | | 1 | |
| Screening | 1 | | 1 | | | | | | | | | | 2 | |
| Procedures/Process | 1 | | 1 | | | | | | | | | | 2 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| JRB | | | | | | | | | | | | 1 | | 1 |
| 2016 | | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | | | | 1 | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|----------|-----|-----|-----|----------|-----|-----|-----|-----|----------|
| JST | | | | 2 | | | | 1 | | | | | 3 |
| 2016 | | | | 2 | | | | | | | | | 2 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| Others | | | | 1 | | | | | | | | | 1 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| 2018 | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| KOA | 26 | 34 | 50 | 47 | 57 | 57 | 65 | 44 | 33 | 32 | 39 | 42 | 526 |
| 2016 | | | | 13 | 17 | 13 | 16 | 9 | 8 | 14 | 17 | 12 | 119 |
| Civil Rights | | | | | | | 1 | 1 | | | | | 2 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | 2 | | 1 | 1 | 3 | 2 | 3 | 2 | | 14 |
| Others | | | | 1 | | | | | 1 | | | | 2 |
| TSO | | | | 1 | | 1 | 1 | 3 | 1 | 3 | 2 | | 12 |
| Locks | | | | 1 | | 2 | 1 | | | 1 | 2 | 1 | 8 |
| Missing or Damaged Lock | | | | 1 | | 2 | 1 | | | 1 | 2 | 1 | 8 |
| Lost and Found | | | | | 1 | 1 | | 1 | | | 1 | | 4 |
| Airport/TSA | | | | | 1 | 1 | | 1 | | | 1 | | 4 |
| Mishandling of Passenger Property | | | | 7 | 11 | 7 | 11 | 3 | 5 | 8 | 10 | 9 | 71 |
| Damaged/Missing Items--Carry-on Luggage | | | | 2 | | | | | | 1 | | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | | | 5 | 11 | 7 | 11 | 3 | 5 | 7 | 10 | 6 | 65 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | | 1 | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | 2 | 1 | | 1 | | | 1 | 1 | 1 | 7 |
| Flyer | | | | 2 | 1 | | 1 | | | | 1 | 1 | 6 |
| Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Screening | | | | 1 | 3 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 12 |
| Inconsistency | | | | | | | | 1 | | | | | 1 |
| Lengthy Lines | | | | | 2 | 2 | 1 | | | 1 | | | 6 |
| Procedures/Process | | | | 1 | | | | | 1 | | 1 | 1 | 4 |
| Security Breach | | | | | 1 | | | | | | | | 1 |
| 2017 | 10 | 11 | 22 | 11 | 11 | 11 | 13 | 17 | 16 | 12 | 15 | 16 | 165 |
| Civil Rights | | | 2 | | 1 | 1 | 1 | 1 | | | | 2 | 8 |
| Civil Rights Violation (TSA Employee) | | | | | | 1 | | | | | | | 1 |
| National Origin | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | 2 | | 1 | | | 1 | | | | 2 | 6 |
| Customer Service | 2 | 2 | 2 | | 1 | | 1 | 4 | 5 | 4 | 3 | 2 | 26 |
| Others | | | | | | | | | | 1 | | | 1 |
| TSO | 2 | 2 | 2 | | 1 | | 1 | 4 | 5 | 3 | 3 | 2 | 25 |
| Human Capital | | | | | | | | | | | | 1 | 1 |
| Former Employee | | | | | | | | | | | | 1 | 1 |
| Identification (ID) Requirements | | | | | | | 1 | | | | | | 1 |
| Domestic | | | | | | | 1 | | | | | | 1 |
| Locks | | | | 2 | | 1 | 2 | | | | 1 | 1 | 7 |
| Missing or Damaged Lock | | | | 2 | | 1 | 2 | | | | 1 | 1 | 7 |
| Mishandling of Passenger Property | 7 | 7 | 16 | 8 | 5 | 8 | 7 | 7 | 6 | 6 | 6 | 7 | 90 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | 1 | | | 2 |
| Damaged/Missing Items--Checked Baggage | 6 | 7 | 13 | 8 | 4 | 8 | 6 | 5 | 6 | 3 | 6 | 5 | 77 |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | 1 | | 1 | | 1 | 2 | | 2 | | 2 | 10 |
| Patdown | 1 | | | 1 | 2 | | | 3 | 1 | | | 1 | 9 |
| Flyer | | | | | 1 | | | 3 | 1 | | | 1 | 6 |
| Flyer as Observer | | | | | 1 | | | | | | | | 1 |
| General | 1 | | | | | | | | | | | | 1 |
| Non-Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | 1 | | | 2 |
| Metal Implants (joint) | | | | | | | | | | 1 | | | 1 |
| Prosthesis/Amputees and Casts | | 1 | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | | | | 1 | | | | | 1 |
| Lighters/Matches | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | 1 | 2 | | 2 | 1 | 7 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | 1 | 1 | | 2 | | 5 |
| Screening | | 1 | 2 | | 2 | 1 | | | 2 | 1 | 3 | 1 | 13 |
| Inconsistency | | | | | | | | | | | 1 | | 1 |
| Lengthy Lines | | | 1 | | 1 | | | | 1 | | 1 | | 4 |
| Procedures/Process | | 1 | 1 | | 1 | 1 | | | 1 | 1 | 1 | 1 | 8 |
| 2018 | 11 | 11 | 13 | 12 | 20 | 26 | 27 | 18 | 9 | 6 | 7 | 14 | 174 |
| Civil Rights | | 1 | | | 1 | | 2 | 1 | 1 | | | 1 | 7 |
| Racial Profiling or Discrimination | | 1 | | | 1 | | 2 | 1 | 1 | | | | 6 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | 1 | 1 |
| Customer Service | 3 | 2 | 2 | 6 | 5 | 9 | 7 | 1 | 1 | 1 | 2 | 3 | 42 |
| Others | | | 1 | | | | 1 | | | | | | 2 |
| TSO | 3 | 2 | 1 | 6 | 5 | 9 | 6 | 1 | 1 | 1 | 2 | 3 | 40 |
| Locks | | 1 | 2 | | | 6 | 1 | | | | | | 10 |
| Missing or Damaged Lock | | 1 | 2 | | | 6 | 1 | | | | | | 10 |
| Mishandling of Passenger Property | 4 | 5 | 3 | 4 | 6 | 6 | 4 | 8 | 3 | 2 | 1 | 5 | 51 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | 2 | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 4 | 4 | 3 | 3 | 5 | 5 | 4 | 4 | 2 | 1 | 1 | 4 | 40 |
| Disarrayed Items--Carry-on or Checked | | 1 | | 1 | | 1 | | 2 | 1 | 1 | | 1 | 8 |
| Patdown | 2 | | 2 | | 1 | | | | 1 | | 1 | | 7 |
| Flyer | 2 | | 2 | | 1 | | | | | | 1 | | 6 |
| Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 2 | | | | 2 | | 1 | | | | 5 |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 |
| Metal Implants (joint) | | | | | | | 1 | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 2 | | | | | | 1 | | | | 3 |
| Property - Special Handling | 2 | 1 | | | 2 | 1 | 2 | 4 | 2 | 2 | 1 | 2 | 19 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|-----------|-----------|-----------|----------|----------|----------|-----|-----|-----|-----|-----|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Damaged Items - Carry-On | | | | | | | | 1 | | 1 | | | 2 |
| Damaged Items - Checked | 1 | 1 | | | | | | 2 | 1 | | | 1 | 6 |
| Missing Items - Checked | 1 | | | | 2 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 11 |
| Screening | | 1 | 2 | 2 | 5 | 4 | 9 | 4 | | 1 | 2 | 3 | 33 |
| Inconsistency | | | | | 1 | | | | | | 1 | 1 | 3 |
| Lengthy Lines | | | 1 | 1 | 2 | 1 | 6 | 2 | | | | | 13 |
| Procedures/Process | | 1 | 1 | 1 | 1 | 3 | 3 | 2 | | 1 | 1 | 2 | 16 |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | | | 1 |
| 2019 | 5 | 12 | 15 | 11 | 9 | 7 | 9 | | | | | | 68 |
| Civil Rights | 1 | 1 | 1 | | 1 | | 2 | | | | | | 6 |
| Hair Patdowns | 1 | | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | | | | | 2 | | | | | | 3 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | 1 | | | | | | | | 2 |
| Customer Service | 1 | 5 | 1 | 1 | 3 | 1 | 1 | | | | | | 13 |
| Others | | | | | 1 | | | | | | | | 1 |
| TSO | 1 | 5 | 1 | 1 | 2 | 1 | 1 | | | | | | 12 |
| Locks | 1 | | 2 | | | 1 | | | | | | | 4 |
| Missing or Damaged Lock | 1 | | 2 | | | 1 | | | | | | | 4 |
| Lost and Found | | | 1 | | | | | | | | | | 1 |
| Airport/TSA | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 2 | 3 | 3 | 4 | 5 | 3 | | | | | | 21 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | 3 | 2 | 4 | 2 | 3 | | | | | | 17 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | 2 | | | | | | | 2 |
| Patdown | | 1 | | 2 | | | | | | | | | 3 |
| Flyer | | 1 | | 2 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | 2 | | 1 | | | | | | | | 3 |
| Cancer (general) Not Breast Cancer | | | 1 | | | | | | | | | | 1 |
| Metal Implants (joint) | | | 1 | | 1 | | | | | | | | 2 |
| Property - Special Handling | 1 | 2 | 4 | 3 | | | | | | | | | 10 |
| Damaged Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Missing Items - Carry-On | | 1 | 1 | | | | | | | | | | 2 |
| Missing Items - Checked | 1 | 1 | 1 | 3 | | | | | | | | | 6 |
| Screening | | 1 | 1 | 2 | | | 3 | | | | | | 7 |
| Procedures/Process | | 1 | 1 | | | | 3 | | | | | | 5 |
| Retrieving Abandoned/Confiscated Items | | | | 2 | | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|-----|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| KTN | 2 | 1 | 3 | | 1 | 4 | 4 | 1 | 7 | 6 | 7 | 5 | 41 |
| 2016 | | | | | 1 | 2 | | | 2 | 2 | 1 | 2 | 10 |
| Customer Service | | | | | | | | | | 1 | | 1 | 2 |
| TSO | | | | | | | | | | 1 | | 1 | 2 |
| Mishandling of Passenger Property | | | | | | 1 | | | 2 | 1 | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | 1 | 1 | | | 3 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | | 1 | | | | | | | 1 | 2 |
| Flyer | | | | | 1 | | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Diabetes | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| 2017 | 1 | 1 | | | | | | | 3 | 2 | 4 | 1 | 12 |
| Customer Service | | | | | | | | | 1 | | 1 | | 2 |
| TSO | | | | | | | | | 1 | | 1 | | 2 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | 1 | | 1 | | 4 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | 1 | | 2 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Patdown | | | | | | | | | | | 2 | | 2 |
| Flyer | | | | | | | | | | | 1 | | 1 |
| Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | | 1 | 1 | | 1 | 3 |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | | 1 | | | 1 | 2 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2018 | | | 2 | | | 1 | 3 | 1 | 2 | 2 | 2 | 2 | 15 |
| Customer Service | | | | | | | | | 1 | 1 | | | 2 |
| TSO | | | | | | | | | 1 | 1 | | | 2 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | 1 | | 1 | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | 1 | | 1 | 3 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | 1 | | | 1 | 3 |
| Damaged Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Screening | | | 2 | | | | | 1 | | | 2 | | 5 |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | 1 | | | 2 | | 4 |
| 2019 | 1 | | 1 | | | 1 | 1 | | | | | | 4 |
| Mishandling of Passenger Property | | | 1 | | | | 1 | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | 1 | | | | | | 2 |
| Property - Special Handling | 1 | | | | | 1 | | | | | | | 2 |
| Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| LAN | 3 | 4 | 5 | 2 | 6 | 8 | 6 | 6 | 2 | 8 | 3 | 1 | 54 |
| 2016 | | | | | 1 | 3 | 3 | 2 | 1 | 1 | 1 | | 12 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | 3 | 1 | 2 | 1 | 1 | 1 | | 10 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | 7 |
| Disarrayed Items--Carry-on or Checked | | | | | | 2 | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Diabetes | | | | | | | 1 | | | | | | 1 |
| 2017 | | | 1 | 1 | 3 | 1 | 2 | 2 | 1 | 4 | 1 | 1 | 17 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 2 | | | | | 1 | 1 | 1 | 6 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 2 | | | | | 1 | 1 | 1 | 5 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | 2 | 2 | 1 | 2 | | | 7 |
| Damaged Items - Checked | | | | | | | | 1 | 1 | 1 | | | 3 |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | 1 | | 1 | | | 3 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2018 | 1 | 1 | 2 | | | 2 | | 2 | | 3 | 1 | | 12 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | 2 | 1 | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | 1 | | 2 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | 1 | | | 2 |
| Property - Special Handling | | | 2 | | | 2 | | 1 | | | | | 5 |
| Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Missing Items - Carry-On | | | 1 | | | | | 1 | | | | | 2 |
| Missing Items - Checked | | | | | | 2 | | | | | | | 2 |
| Screening | | 1 | | | | | | | | 1 | | | 2 |
| Inconsistency | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2019 | 2 | 3 | 2 | 1 | 2 | 2 | 1 | | | | | | 13 |
| Advanced Imaging Technology (AIT) | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | 2 | | 1 | | 1 | | | | | | | 5 |
| TSO | 1 | 2 | | 1 | | 1 | | | | | | | 5 |
| Mishandling of Passenger Property | | | 1 | | 1 | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | 1 | | | | | | | | 2 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| LAR | 1 | | | 1 | 1 | 1 | | 2 | | | 1 | 1 | 8 |
| 2016 | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | | 1 |
| 2017 | 1 | | | | 1 | 1 | | | | | | | 3 |
| Mishandling of Passenger Property | 1 | | | | 1 | 1 | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | 1 | 1 | | | | | | | 3 |
| 2018 | | | | 1 | | | | 1 | | | 1 | 1 | 4 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Missing Items - Carry-On | | | | | | | | | | | 1 | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| LAS | 445 | 411 | 451 | 573 | 571 | 586 | 601 | 436 | 399 | 416 | 465 | 371 | 5,725 | |
| 2016 | | | | 157 | 168 | 169 | 172 | 163 | 136 | 149 | 169 | 151 | 1,434 | |
| Advanced Imaging Technology (AIT) | | | | | | | 1 | | | | | | 1 | |
| Flyer | | | | | | | 1 | | | | | | 1 | |
| Civil Rights | | | | 1 | 2 | 3 | 4 | 7 | 6 | 7 | 3 | | 33 | |
| Constitutional Rights | | | | | | | 1 | | | | | | 1 | |
| General Complaint and Discrimination | | | | 1 | | | | | | | | | 1 | |
| Headwear | | | | | 1 | | | | | | | | 1 | |
| National Origin | | | | | | | | 1 | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | 1 | 3 | 3 | 4 | 4 | 6 | 2 | | 23 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | 1 | 1 | | 3 | |
| Transgender Screening | | | | | | | | 1 | 2 | | | | 3 | |
| Customer Service | | | | 33 | 39 | 28 | 29 | 38 | 21 | 29 | 22 | 28 | 267 | |
| Others | | | | 8 | 6 | 3 | 2 | 7 | 2 | 3 | 3 | 2 | 36 | |
| TSO | | | | 25 | 33 | 25 | 27 | 31 | 19 | 26 | 19 | 26 | 231 | |
| Identification (ID) Requirements | | | | | | 2 | | | | 1 | | | 3 | |
| Domestic | | | | | | 2 | | | | 1 | | | 3 | |
| Locks | | | | 12 | 5 | 9 | 9 | 4 | 6 | 4 | 6 | 9 | 64 | |
| General | | | | | 1 | | | | | | | | 1 | |
| Missing or Damaged Lock | | | | 12 | 4 | 9 | 9 | 4 | 6 | 4 | 6 | 9 | 63 | |
| Lost and Found | | | | 2 | | 3 | 2 | | 3 | | 1 | 1 | 12 | |
| Airport/TSA | | | | 2 | | 3 | 2 | | 3 | | 1 | 1 | 12 | |
| Mishandling of Passenger Property | | | | 88 | 91 | 94 | 104 | 81 | 82 | 82 | 107 | 86 | 815 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 9 | 6 | 6 | 15 | 11 | 11 | 10 | 11 | 9 | 88 | |
| Damaged/Missing Items--Checked Baggage | | | | 69 | 78 | 80 | 85 | 66 | 64 | 68 | 92 | 68 | 670 | |
| Disarrayed Items--Carry-on or Checked | | | | 10 | 7 | 8 | 4 | 4 | 7 | 4 | 4 | 9 | 57 | |
| Patdown | | | | 6 | 7 | 5 | 6 | 11 | 3 | 5 | 10 | 11 | 64 | |
| Flyer | | | | 6 | 7 | 5 | 5 | 10 | 2 | 4 | 8 | 10 | 57 | |
| Flyer as Observer | | | | | | | 1 | 1 | | | 1 | 1 | 4 | |
| Non-Flyer | | | | | | | | | 1 | 1 | 1 | | 3 | |
| Persons w/ Disabilities (PWD) | | | | 2 | 5 | 2 | 5 | 6 | 3 | 5 | 3 | 5 | 36 | |
| Breast Cancer | | | | | | | | | 1 | | | 1 | 2 | |
| Cognitive /Developmental /Mental Disability | | | | | | | | 1 | | 1 | | 1 | 3 | |
| Diabetes | | | | | | 1 | 2 | | | | | | 3 | |
| General | | | | | 1 | | | | | | | | 1 | |
| Medical Devices - Attached to the Body | | | | | | | 1 | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | 1 | | | | 2 | |
| Metal Implants (joint) | | | | | 1 | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | 2 | | 1 | 2 | | 1 | 1 | 1 | 9 | |
| Ostomy/Ostomates | | | | | | | | | | 1 | | | 1 | |
| Respiratory and Inhaler Equipment | | | | | | 1 | | | | 1 | | 1 | 3 | |
| Touch Aversion (pain/trauma) | | | | | | | 1 | 1 | | | | 1 | 3 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | 2 | 1 | 1 | 2 | | 7 | |
| Prohibited & Permitted Items | | | | | | | | | | | 1 | | 1 | |
| Firearm/Ammunition | | | | | | | | | | | 1 | | 1 | |
| Screening | | | | 13 | 19 | 23 | 12 | 16 | 12 | 16 | 16 | 11 | 138 | |
| Crew Member or Airline Employee | | | | | 1 | | | | | | 1 | | 2 | |
| Inconsistency | | | | 2 | 3 | 2 | 2 | 1 | 2 | 3 | 4 | 1 | 20 | |
| Lengthy Lines | | | | 6 | 8 | 10 | 3 | 6 | | | 3 | 3 | 39 | |
| Procedures/Process | | | | 5 | 7 | 10 | 7 | 8 | 9 | 12 | 8 | 6 | 72 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | | 1 | |
| Security Breach | | | | | | 1 | | 1 | | 1 | | | 3 | |
| Traveling with Cash | | | | | | | | | | | | 1 | 1 | |
| 2017 | 142 | 154 | 167 | 159 | 139 | 140 | 148 | 147 | 129 | 133 | 153 | 132 | 1,743 | |
| Advanced Imaging Technology (AIT) | | | | | | 1 | | | 1 | | | | 2 | |
| Flyer | | | | | | 1 | | | 1 | | | | 2 | |
| Civil Rights | 3 | 3 | 6 | 3 | 3 | 3 | 7 | 4 | 6 | 5 | 6 | 4 | 53 | |
| Constitutional Rights | | 1 | | | 1 | | 1 | | | | | | 3 | |
| Hair Patdowns | | | | | | 1 | | | 1 | | | 1 | 3 | |
| National Origin | | | | 1 | | | | 2 | | 1 | | 3 | 7 | |
| Perceived Religion | | | | | | | 1 | | 1 | | | | 2 | |
| Racial Profiling or Discrimination | 2 | 1 | 5 | 1 | | 2 | 4 | 2 | 3 | 4 | 3 | | 27 | |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | 1 | 2 | | 1 | | 1 | | 2 | | 8 | |
| Sexual Orientation - Not Transgender | | | | | | | | | | | 1 | | 1 | |
| Transgender Screening | 1 | | 1 | | | | | | | | | | 2 | |
| Customer Service | 31 | 22 | 34 | 30 | 23 | 19 | 29 | 41 | 33 | 28 | 38 | 33 | 361 | |
| CSM | | | 1 | 1 | | 1 | | | | | | | 3 | |
| Others | 1 | | 3 | | 1 | 1 | 1 | 5 | | 1 | 1 | | 14 | |
| TSO | 30 | 22 | 30 | 29 | 22 | 17 | 28 | 36 | 33 | 27 | 37 | 33 | 344 | |
| Identification (ID) Requirements | | 1 | | | | | | | | 1 | | | 2 | |
| Domestic | | | | | | | | | | 1 | | | 1 | |
| ID Matching Ticket and Boarding Pass Issues | | 1 | | | | | | | | | | | 1 | |
| Locks | 15 | 10 | 10 | 9 | 5 | 5 | 7 | 5 | 8 | 6 | 11 | 9 | 100 | |
| General | | | | | | 1 | | 1 | 2 | 1 | 1 | 2 | 8 | |
| Missing or Damaged Lock | 15 | 10 | 10 | 9 | 5 | 4 | 7 | 4 | 6 | 5 | 10 | 7 | 92 | |
| Lost and Found | 1 | 3 | 3 | | 1 | | | 1 | | 1 | 2 | 1 | 13 | |
| Airport/TSA | 1 | 3 | 3 | | 1 | | | 1 | | 1 | 2 | 1 | 13 | |
| Mishandling of Passenger Property | 73 | 91 | 82 | 102 | 83 | 81 | 52 | 41 | 38 | 47 | 43 | 42 | 775 | |
| Damaged/Missing Items--Carry-on Luggage | 8 | 11 | 9 | 9 | 11 | 11 | 2 | 3 | 6 | 1 | 6 | 2 | 79 | |
| Damaged/Missing Items--Checked Baggage | 56 | 71 | 66 | 85 | 63 | 64 | 40 | 31 | 29 | 42 | 34 | 33 | 614 | |
| Damaged/Missing Items--Unspecified Luggage | 1 | | 1 | 1 | 1 | | | | | 1 | | | 5 | |
| Disarrayed Items--Carry-on or Checked | 8 | 9 | 6 | 7 | 8 | 6 | 10 | 7 | 3 | 3 | 3 | 7 | 77 | |
| Patdown | 6 | 6 | 13 | 8 | 6 | 9 | 9 | 9 | 9 | 3 | 9 | 6 | 93 | |
| Children | | 1 | | | | | | | | | | | 1 | |
| Flyer | 5 | 5 | 13 | 8 | 6 | 7 | 7 | 9 | 9 | 3 | 9 | 4 | 85 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Flyer as Observer | | | | | | 2 | 2 | | | | | 2 | 6 |
| Non-Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 6 | 3 | 3 | 4 | 2 | 7 | 6 | 3 | 5 | 2 | 7 | 2 | 50 |
| Autism Spectrum | | | 1 | | | | | | 1 | | | | 2 |
| Breast Cancer | | | 1 | | | | | | 1 | 1 | | | 3 |
| Cancer (general) Not Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 |
| Diabetes | 2 | | | | | 2 | | | | | | | 4 |
| General | 1 | 1 | | | | 1 | | | 1 | | | 1 | 5 |
| Hearing Impairment | | | | | | 1 | | | | | | | 1 |
| Internal Medical Devices | | | | 1 | | | | | | | 2 | | 3 |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | 1 | | | 1 | 1 | 1 | 5 |
| Metal Implants (joint) | | 1 | | 1 | | | 2 | | | | | | 4 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | 1 | | | | 1 | | | 1 | | 4 |
| Prosthesis/Amputees and Casts | 1 | | | | | | | | | | | | 1 |
| Respiratory and Inhaler Equipment | | | | | | | | | 1 | | 1 | | 2 |
| Service Animals | 1 | | | | | 1 | | | | | 1 | | 3 |
| Touch Aversion (pain/trauma) | | 1 | 1 | | | | 1 | | | | | | 3 |
| Visual Impairment | | | | | | | | | | | 1 | | 1 |
| Wheelchair/ Scooter/ Segway | | | | 1 | 1 | 1 | 1 | 2 | 1 | | | | 7 |
| Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| Liquids/Gels/Aerosols | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 26 | 31 | 18 | 28 | 28 | 16 | 147 |
| Damaged Items - Carry-On | | | | | | | 2 | 1 | | 2 | 4 | | 9 |
| Damaged Items - Checked | | | | | | | 6 | 8 | 2 | 15 | 7 | 5 | 43 |
| Missing Items - Carry-On | | | | | | | 6 | 3 | 4 | 4 | 3 | 2 | 22 |
| Missing Items - Checked | | | | | | | 12 | 19 | 12 | 7 | 14 | 9 | 73 |
| Request for Assistance | | | | | 1 | | | | | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | | 1 | | | | | | | | 1 |
| Screening | 7 | 14 | 16 | 3 | 15 | 15 | 12 | 12 | 11 | 12 | 8 | 19 | 144 |
| Crew Member or Airline Employee | | | | | | | 1 | | | | | | 1 |
| Inconsistency | | | 2 | 1 | 2 | 3 | 2 | 5 | 1 | 2 | 1 | 2 | 21 |
| Lengthy Lines | 1 | 2 | | | 1 | 3 | 1 | 2 | 2 | 2 | 1 | 1 | 16 |
| Procedures/Process | 5 | 12 | 13 | 2 | 12 | 9 | 6 | 5 | 8 | 8 | 4 | 15 | 99 |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | | 1 | | | | 1 | | 3 |
| Security Breach | | | | | | | 1 | | | | | 1 | 3 |
| Traveling with Cash | | | 1 | | | | | | | | | | 1 |
| TSA Contact Information | | | | | | | | | | | 1 | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| 2018 | 141 | 130 | 150 | 150 | 148 | 136 | 129 | 126 | 134 | 134 | 143 | 88 | 1,609 |
| Advanced Imaging Technology (AIT) | | | 3 | | | | | | | | | | 3 |
| Flyer | | | 1 | | | | | | | | | | 1 |
| Flyer as Observer | | | 2 | | | | | | | | | | 2 |
| Civil Rights | 3 | 2 | 3 | 5 | 1 | 5 | 5 | 5 | 2 | 7 | 2 | 4 | 44 |
| Constitutional Rights | 1 | 1 | | | | | | 1 | | | | | 3 |
| Hair Patdowns | | | | 1 | | | | | 1 | | | | 2 |
| National Origin | | 1 | | | | 1 | | | | | | | 2 |
| Racial Profiling or Discrimination | 1 | | 2 | 4 | 1 | 2 | 4 | 3 | 1 | 6 | 2 | 1 | 27 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | 1 | | | | 1 | | | 1 | | 2 | 6 |
| Transgender Screening | | | | | | 2 | | 1 | | | | 1 | 4 |
| Customer Service | 32 | 27 | 30 | 24 | 41 | 37 | 38 | 26 | 27 | 28 | 26 | 26 | 362 |
| Others | | 2 | 3 | | | 4 | 1 | 2 | | | 1 | 3 | 16 |
| TSO | 32 | 25 | 27 | 24 | 41 | 33 | 37 | 24 | 27 | 28 | 25 | 23 | 346 |
| Locks | 12 | 7 | 11 | 9 | 8 | 5 | 8 | 10 | 6 | 7 | 7 | 6 | 96 |
| General | | 1 | | | | 1 | | | | | | | 2 |
| Missing or Damaged Lock | 12 | 6 | 11 | 9 | 8 | 4 | 8 | 10 | 6 | 7 | 7 | 6 | 94 |
| Lost and Found | 3 | 2 | 3 | 2 | 4 | | 1 | 1 | | 1 | | | 17 |
| Airport/TSA | 3 | 2 | 3 | 2 | 4 | | 1 | 1 | | 1 | | | 17 |
| Mishandling of Passenger Property | 52 | 39 | 37 | 57 | 41 | 46 | 32 | 36 | 41 | 32 | 48 | 25 | 486 |
| Damaged/Missing Items--Carry-on Luggage | 5 | | | 6 | 5 | 5 | 4 | 5 | 5 | 6 | 4 | 1 | 46 |
| Damaged/Missing Items--Checked Baggage | 41 | 35 | 30 | 48 | 29 | 34 | 23 | 24 | 28 | 20 | 35 | 18 | 365 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 2 | | | | 1 | 1 | | 4 |
| Disarrayed Items--Carry-on or Checked | 6 | 4 | 7 | 3 | 7 | 5 | 5 | 7 | 8 | 5 | 8 | 6 | 71 |
| Patdown | 1 | 1 | 5 | 5 | 2 | 3 | 2 | 6 | 8 | 5 | 8 | 5 | 51 |
| Children | | | | | | | | | | 1 | | | 1 |
| Flyer | 1 | 1 | 4 | 4 | 2 | 2 | 2 | 6 | 8 | 3 | 7 | 4 | 44 |
| Flyer as Observer | | | 1 | | | 1 | | | | 1 | 1 | 1 | 5 |
| Non-Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 3 | 10 | 4 | 6 | 5 | 7 | 5 | 9 | 9 | 8 | 1 | 68 |
| Breast Cancer | | | | | | | | | | | 1 | | 1 |
| Cognitive /Developmental /Mental Disability | | | 1 | | | | | | | | 1 | | 2 |
| Diabetes | | | | 1 | | | | | | 1 | 1 | | 3 |
| General | | 1 | | | 2 | | | | 2 | 1 | | | 6 |
| Hearing Impairment | | | | 1 | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | | | | 2 | | | 3 |
| Metal Implants (joint) | | | | 1 | 1 | 1 | | 1 | | | 2 | | 6 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 3 | | 1 | | 1 | 2 | | 2 | 1 | | 10 |
| Prosthesis/Amputees and Casts | | 1 | | | | | | | | | | | 1 |
| Respiratory and Inhaler Equipment | 1 | | | | | | 2 | | | 1 | | | 4 |
| Service Animals | | | 1 | | | | 1 | | | 1 | | | 3 |
| Touch Aversion (pain/trauma) | | | | | | | 1 | | | | | | 1 |
| Visual Impairment | | | 1 | | | | | | 2 | | | | 3 |
| Wheelchair/ Scooter/ Segway | | | 4 | 1 | 2 | 4 | 2 | 2 | 5 | 1 | 2 | 1 | 24 |
| Property - Special Handling | 27 | 32 | 27 | 31 | 26 | 18 | 21 | 25 | 27 | 28 | 26 | 13 | 301 |
| Damaged Items - Carry-On | 1 | 3 | 2 | 3 | 3 | 1 | 1 | 2 | 3 | 4 | 4 | 3 | 30 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Damaged Items - Checked | 9 | 10 | 2 | 8 | 10 | 6 | 4 | 8 | 4 | 5 | 9 | | 75 |
| Missing Items - Carry-On | 3 | 3 | 8 | 10 | | 5 | 2 | 3 | 6 | 4 | 5 | 4 | 53 |
| Missing Items - Checked | 14 | 16 | 15 | 10 | 13 | 6 | 14 | 12 | 14 | 15 | 8 | 6 | 143 |
| Request for Assistance | | | | | | 1 | | | | 2 | 2 | | 5 |
| Other | | | | | | 1 | | | | 2 | 1 | | 4 |
| Wounded Warrior (MSIJSOC) | | | | | | | | | | | 1 | | 1 |
| Screening | 10 | 17 | 21 | 13 | 19 | 16 | 15 | 12 | 14 | 15 | 16 | 8 | 176 |
| Crew Member or Airline Employee | | | | | | | 1 | | | | | | 1 |
| Inconsistency | 1 | 2 | 3 | | 2 | 2 | | 1 | 1 | 1 | | 1 | 14 |
| Lengthy Lines | 1 | 3 | 2 | 2 | | 2 | 2 | 2 | 2 | | 1 | 1 | 18 |
| Procedures/Process | 8 | 9 | 13 | 7 | 15 | 12 | 12 | 9 | 10 | 11 | 14 | 5 | 125 |
| Retrieving Abandoned/Confiscated Items | | | 3 | 1 | 1 | | | | | 3 | 1 | | 9 |
| Security Breach | | 2 | | 3 | 1 | | | | 1 | | | 1 | 8 |
| Shoe Screening | | 1 | | | | | | | | | | | 1 |
| 2019 | 162 | 127 | 134 | 107 | 116 | 141 | 152 | | | | | | 939 |
| Civil Rights | 8 | 3 | 3 | 3 | 3 | 1 | 4 | | | | | | 25 |
| Age | | | | | 1 | | | | | | | | 1 |
| Constitutional Rights | 1 | | | | 1 | | | | | | | | 2 |
| National Origin | | | 1 | 1 | | | | | | | | | 2 |
| Racial Profiling or Discrimination | 3 | 2 | 2 | 1 | | 1 | 3 | | | | | | 12 |
| Sex/Gender/Gender Identity- Not Transgender | 2 | 1 | | 1 | 1 | | 1 | | | | | | 6 |
| Sexual Orientation - Not Transgender | 2 | | | | | | | | | | | | 2 |
| Customer Service | 39 | 29 | 37 | 22 | 26 | 33 | 34 | | | | | | 220 |
| CSM | | | | | | 1 | | | | | | | 1 |
| Others | 3 | 5 | 1 | | 1 | 2 | 7 | | | | | | 19 |
| TSO | 36 | 24 | 36 | 22 | 25 | 30 | 27 | | | | | | 200 |
| Identification (ID) Requirements | | | 1 | | | | | | | | | | 1 |
| Domestic | | | 1 | | | | | | | | | | 1 |
| Locks | 10 | 8 | 7 | 3 | 6 | 7 | 6 | | | | | | 47 |
| Missing or Damaged Lock | 10 | 8 | 7 | 3 | 6 | 7 | 6 | | | | | | 47 |
| Lost and Found | 2 | 1 | 3 | 2 | 1 | 1 | 1 | | | | | | 11 |
| Airport/TSA | 2 | 1 | 3 | 2 | 1 | 1 | 1 | | | | | | 11 |
| Mishandling of Passenger Property | 42 | 37 | 31 | 36 | 27 | 39 | 35 | | | | | | 247 |
| Damaged/Missing Items--Carry-on Luggage | 6 | 4 | 11 | 7 | 6 | 8 | 9 | | | | | | 51 |
| Damaged/Missing Items--Checked Baggage | 25 | 29 | 15 | 24 | 18 | 28 | 18 | | | | | | 157 |
| Disarrayed Items--Carry-on or Checked | 11 | 4 | 5 | 5 | 3 | 3 | 8 | | | | | | 39 |
| Patdown | 4 | 2 | 5 | | 7 | 6 | 6 | | | | | | 30 |
| Flyer | 4 | 1 | 5 | | 7 | 6 | 6 | | | | | | 29 |
| Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | 7 | 4 | 7 | 12 | 6 | 7 | | | | | | 47 |
| Autism Spectrum | | | 1 | 1 | | | | | | | | | 2 |
| Breast Cancer | 1 | 1 | | | | | | | | | | | 2 |
| Cognitive /Developmental /Mental Disability | | 1 | | 1 | | | | | | | | | 2 |
| Diabetes | | | | | 2 | | | | | | | | 2 |
| Diapers/Garments/Dressings/Masks | | | | | | 1 | | | | | | | 1 |
| General | | | 1 | 1 | 1 | 1 | | | | | | | 4 |
| Hearing Impairment | 1 | | | 1 | | 1 | | | | | | | 3 |
| Internal Medical Devices | | 1 | | 1 | | | | | | | | | 2 |
| Medical Devices - Attached to the Body | | | | | | | 1 | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | 1 | | | | | | 2 |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | 1 | 1 | 4 | | 3 | | | | | | 10 |
| Respiratory and Inhaler Equipment | | | | | | 1 | 1 | | | | | | 2 |
| Touch Aversion (pain/trauma) | | 1 | | 1 | 1 | | | | | | | | 3 |
| Wheelchair/ Scooter/ Segway | 1 | 3 | 1 | | 3 | 1 | 1 | | | | | | 10 |
| Property - Special Handling | 35 | 24 | 29 | 29 | 30 | 33 | 37 | | | | | | 217 |
| Damaged Items - Carry-On | 4 | 3 | 6 | 8 | 5 | 4 | 5 | | | | | | 35 |
| Damaged Items - Checked | 8 | 4 | 6 | 5 | 4 | 10 | 8 | | | | | | 45 |
| Missing Items - Carry-On | 7 | 8 | 6 | 2 | 15 | 3 | 6 | | | | | | 47 |
| Missing Items - Checked | 16 | 9 | 11 | 14 | 6 | 16 | 18 | | | | | | 90 |
| Request for Assistance | | | | | | | 1 | | | | | | 1 |
| Other | | | | | | | 1 | | | | | | 1 |
| Screening | 18 | 16 | 14 | 5 | 4 | 15 | 21 | | | | | | 93 |
| Inconsistency | 1 | 2 | | | | | | | | | | | 3 |
| Lengthy Lines | 2 | 3 | 2 | | | 1 | 2 | | | | | | 10 |
| Procedures/Process | 15 | 10 | 12 | 4 | 4 | 12 | 17 | | | | | | 74 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | 1 | | | | | | 2 |
| Security Breach | | 1 | | | | 2 | | | | | | | 3 |
| Traveling with Cash | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|-----|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| LAW | 2 | 2 | 1 | 1 | 1 | 2 | | 2 | 2 | 4 | 3 | 3 | 23 |
| 2016 | | | | 1 | 1 | | | | | 1 | | 1 | 4 |
| Customer Service | | | | | 1 | | | | | 1 | | | 2 |
| TSO | | | | | 1 | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2017 | | 1 | | | | 2 | | 1 | 1 | 1 | 2 | 1 | 9 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | 1 | | 1 | | | | | 3 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | 1 | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | 1 | 1 | 3 |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | | | | | 1 | | 1 | 2 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2018 | 2 | | 1 | | | | | 1 | 1 | 2 | 1 | 1 | 9 |
| Customer Service | | | | | | | | | 1 | | | 1 | 2 |
| TSO | | | | | | | | | 1 | | | 1 | 2 |
| Mishandling of Passenger Property | 1 | | | | | | | 1 | | | 1 | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | 1 | | | 1 | | 3 |
| Patdown | 1 | | | | | | | | | 1 | | | 2 |
| Flyer | 1 | | | | | | | | | 1 | | | 2 |
| Screening | | | 1 | | | | | | | 1 | | | 2 |
| Procedures/Process | | | 1 | | | | | | | 1 | | | 2 |
| 2019 | | 1 | | | | | | | | | | | 1 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| LAX | 657 | 680 | 782 | 928 | 749 | 916 | 870 | 720 | 711 | 704 | 739 | 608 | 9,064 |
| 2016 | | | | 215 | 206 | 237 | 242 | 281 | 234 | 213 | 272 | 240 | 2,140 |
| Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Civil Rights | | | | 4 | 2 | 3 | 5 | 9 | 4 | 9 | 14 | 6 | 56 |
| Constitutional Rights | | | | | | | 2 | 1 | | 1 | | | 4 |
| General Complaint and Discrimination | | | | 2 | | | | | | | | | 2 |
| Headwear | | | | | | | | | | 1 | 1 | | 2 |
| National Origin | | | | | | | | | | 1 | | | 1 |
| Perceived Religion | | | | | | 1 | | | | | 1 | 1 | 3 |
| Racial Profiling or Discrimination | | | | 2 | 2 | 1 | 3 | 6 | 3 | 5 | 11 | 4 | 37 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | 1 | 1 | | 1 | 1 | 5 |
| Transgender Screening | | | | | | | | 1 | | 1 | | | 2 |
| Customer Service | | | | 29 | 19 | 31 | 44 | 56 | 42 | 37 | 44 | 52 | 354 |
| CSM | | | | | | 1 | 1 | | 1 | | | 1 | 4 |
| Others | | | | 5 | | 6 | 5 | 16 | 2 | 4 | 6 | 5 | 49 |
| TSO | | | | 24 | 19 | 24 | 38 | 40 | 39 | 33 | 38 | 46 | 301 |
| Identification (ID) Requirements | | | | | 2 | 2 | 1 | 1 | | 1 | 1 | 1 | 9 |
| Domestic | | | | | 2 | 2 | 1 | 1 | | | | 1 | 7 |
| ID Matching Ticket and Boarding Pass Issues | | | | | | | | | | 1 | | | 1 |
| International Travel | | | | | | | | | | | 1 | | 1 |
| Locks | | | | 13 | 14 | 10 | 18 | 22 | 16 | 11 | 19 | 19 | 142 |
| General | | | | | | | 2 | 2 | 1 | 1 | | 1 | 7 |
| Missing or Damaged Lock | | | | 13 | 14 | 10 | 16 | 20 | 15 | 10 | 19 | 18 | 135 |
| Lost and Found | | | | 9 | 16 | 17 | 9 | 14 | 9 | 9 | 22 | 15 | 120 |
| Airport/TSA | | | | 9 | 16 | 17 | 9 | 14 | 9 | 9 | 22 | 15 | 120 |
| Mishandling of Passenger Property | | | | 137 | 128 | 136 | 122 | 111 | 126 | 106 | 131 | 122 | 1,119 |
| Damaged/Missing Items Private Screening Contractor | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Carry-on Luggage | | | | 16 | 10 | 17 | 18 | 25 | 15 | 16 | 26 | 19 | 162 |
| Damaged/Missing Items--Checked Baggage | | | | 112 | 108 | 113 | 99 | 80 | 102 | 84 | 100 | 99 | 897 |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | 1 | 1 | 2 | 1 | 1 | | 7 |
| Disarrayed Items--Carry-on or Checked | | | | 8 | 9 | 6 | 4 | 5 | 7 | 5 | 4 | 4 | 52 |
| Patdown | | | | 2 | 6 | 4 | 9 | 18 | 6 | 8 | 9 | 7 | 69 |
| Children | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | 2 | 6 | 3 | 9 | 16 | 4 | 7 | 9 | 7 | 63 |
| Flyer as Observer | | | | | | | | 1 | 2 | 1 | | | 4 |
| Non-Flyer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 6 | 5 | 8 | 8 | 9 | 5 | 8 | 5 | 10 | 64 |
| Autism Spectrum | | | | | | | 1 | | | | | | 1 |
| Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | | | | 1 | | | | | 1 |
| Diabetes | | | | | | | | 1 | | 3 | | | 4 |
| Diapers/Garments/Dressings/Masks | | | | | | 1 | | | | | | | 1 |
| General | | | | | | | | 1 | 2 | | 1 | 2 | 6 |
| Hearing Impairment | | | | | | | | 1 | | 1 | | | 2 |
| Internal Medical Devices | | | | | 1 | | 2 | | | | | | 3 |
| Medical Devices - Attached to the Body | | | | 1 | | | | | | 1 | 1 | | 3 |
| Medically Necessary Medication and Medical Supplies | | | | 2 | | 2 | | 1 | | 1 | 1 | 2 | 9 |
| Metal Implants (joint) | | | | | | | | | | | | 1 | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 2 | 1 | 1 | | | 1 | 2 | 7 |
| Ostomy/Ostomates | | | | | | | | | | | | 1 | 1 |
| Prosthesis/Amputees and Casts | | | | | | 1 | | 1 | | | | | 2 |
| Service Animals | | | | | | | | | | 1 | | | 1 |
| Touch Aversion (pain/trauma) | | | | 1 | | | | 1 | | | 1 | 1 | 4 |
| Visual Impairment | | | | | 2 | | | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | | 2 | 1 | | 4 | 1 | 3 | 1 | | 1 | 13 |
| Wounded Warrior | | | | | 1 | 1 | | | | | | | 2 |
| Request for Assistance | | | | | | | | 1 | | 1 | | | 2 |
| Other | | | | | | | | 1 | | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | | | | | | | 1 | | | 1 |
| Screening | | | | 14 | 14 | 26 | 26 | 40 | 26 | 22 | 26 | 8 | 202 |
| Children | | | | | 1 | | | | | | | | 1 |
| Crew Member or Airline Employee | | | | 2 | | | | | | | | | 2 |
| Inconsistency | | | | 1 | | 4 | 3 | 1 | 4 | 2 | 4 | 1 | 20 |
| International Screening | | | | | | 1 | | | | | | | 1 |
| Lengthy Lines | | | | | 2 | 2 | 8 | 17 | 4 | 3 | | | 36 |
| Procedures/Process | | | | 9 | 11 | 16 | 14 | 22 | 16 | 16 | 20 | 7 | 131 |
| Retrieving Abandoned/Confiscated Items | | | | 2 | | 1 | | | 1 | | | | 4 |
| Security Breach | | | | | | 2 | 1 | | 1 | 1 | 2 | | 7 |
| SIDA (Security Identification Display Area) | | | | | | | | | | | 1 | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| TSA Contact Information | | | | | | | | | | 1 | | | 1 |
| General | | | | | | | | | | 1 | | | 1 |
| 2017 | 260 | 277 | 294 | 290 | 212 | 240 | 209 | 231 | 246 | 244 | 249 | 213 | 2,965 |
| Advanced Imaging Technology (AIT) | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Civil Rights | 6 | 5 | 7 | 7 | 7 | 9 | 7 | 9 | 4 | 7 | 7 | 5 | 80 |
| Constitutional Rights | | | | 1 | 1 | | | | | | | 1 | 3 |
| Hair Patdowns | | | | | 1 | | 1 | | | 1 | 1 | | 4 |
| Headwear | | 1 | | 1 | | 1 | | | | | | | 3 |
| National Origin | | | 3 | 1 | | 2 | 1 | 1 | | | 1 | | 9 |
| Perceived Religion | | | | | | | | 1 | | 1 | | | 2 |
| Racial Profiling or Discrimination | 5 | 3 | 3 | 3 | 3 | 5 | 4 | 7 | 2 | 5 | 5 | 2 | 47 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | 1 | 1 | 2 | 1 | | | 1 | | | 1 | 8 |
| Transgender Screening | 1 | | | | | | 1 | | 1 | | | 1 | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Customer Service | 54 | 43 | 45 | 36 | 31 | 34 | 37 | 55 | 47 | 52 | 42 | 33 | 509 |
| CSM | 1 | 2 | | 2 | | | | | | 1 | | | 6 |
| Others | 7 | 6 | 4 | 2 | 2 | 1 | 4 | 3 | 4 | 2 | 1 | 3 | 39 |
| TSO | 46 | 35 | 41 | 32 | 29 | 33 | 33 | 52 | 43 | 49 | 41 | 30 | 464 |
| Identification (ID) Requirements | | | 1 | | | | 2 | | | | | | 3 |
| Domestic | | | 1 | | | | 2 | | | | | | 3 |
| Locks | 19 | 19 | 9 | 22 | 13 | 12 | 15 | 10 | 16 | 16 | 20 | 18 | 189 |
| General | 1 | 1 | 1 | 3 | | | 1 | 1 | 4 | 3 | 1 | 1 | 17 |
| Missing or Damaged Lock | 18 | 18 | 8 | 19 | 13 | 12 | 14 | 9 | 12 | 13 | 19 | 17 | 172 |
| Lost and Found | 11 | 19 | 27 | 30 | 12 | 20 | 14 | 13 | 11 | 6 | 7 | 18 | 188 |
| Airport/TSA | 11 | 19 | 27 | 30 | 12 | 20 | 14 | 13 | 11 | 6 | 7 | 18 | 188 |
| Mishandling of Passenger Property | 118 | 141 | 159 | 162 | 117 | 122 | 65 | 64 | 89 | 84 | 73 | 61 | 1,255 |
| Damaged/Missing Items--Carry-on Luggage | 21 | 18 | 27 | 20 | 16 | 18 | 3 | 3 | 5 | 8 | 7 | 7 | 153 |
| Damaged/Missing Items--Checked Baggage | 90 | 115 | 120 | 126 | 90 | 97 | 52 | 52 | 71 | 68 | 58 | 44 | 983 |
| Damaged/Missing Items--Unspecified Luggage | | | 2 | 3 | | 1 | 3 | | 1 | 1 | 2 | 1 | 14 |
| Disarrayed Items--Carry-on or Checked | 7 | 8 | 10 | 13 | 11 | 6 | 7 | 9 | 12 | 7 | 6 | 9 | 105 |
| Patdown | 10 | 13 | 14 | 6 | 14 | 17 | 10 | 18 | 12 | 12 | 10 | 9 | 145 |
| Children | | 1 | | | | | 1 | | 1 | | | | 3 |
| Flyer | 10 | 12 | 14 | 6 | 13 | 15 | 9 | 14 | 9 | 11 | 7 | 8 | 128 |
| Flyer as Observer | | | | | | 1 | | 3 | 1 | 1 | 1 | | 7 |
| General | | | | | | | | 1 | | | 1 | | 2 |
| Non-Flyer | | | | | 1 | 1 | | | 1 | | 1 | 1 | 5 |
| Persons w/ Disabilities (PWD) | 8 | 9 | 8 | 4 | 4 | 7 | 7 | 5 | 9 | 5 | 13 | 12 | 91 |
| Assistive Technology | | | | 1 | | | | | | | | | 1 |
| Autism Spectrum | | | | | | | | | 1 | | | 1 | 2 |
| Breast Cancer | 2 | 1 | 2 | | | | | | | | | | 5 |
| Cancer (general) Not Breast Cancer | | | 1 | | 1 | | | 2 | | | | | 4 |
| Cognitive /Developmental /Mental Disability | 2 | | | | | | 1 | 1 | | | | | 4 |
| Diabetes | | 1 | | 1 | | 1 | 1 | | | 1 | | | 5 |
| General | | | 1 | | | | | | 1 | | 2 | 2 | 6 |
| Hearing Impairment | | | | | 1 | | | | | | | 1 | 2 |
| Internal Medical Devices | | 1 | | | | | 1 | | | | | | 2 |
| Medical Devices - Attached to the Body | | | | 1 | | | | | | | | 1 | 2 |
| Medically Necessary Medication and Medical | 1 | 1 | 1 | | | 1 | | | | 2 | 4 | 2 | 12 |
| Metal Implants (joint) | | | | | 1 | | | | 1 | | 2 | | 4 |
| Mobility Disability (Not Wheelchair or Scooter | 3 | 2 | 1 | | | 2 | 2 | 1 | 3 | 1 | 2 | 2 | 19 |
| Ostomy/Ostomates | | | | | | | | | | | 1 | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | | | 1 | 2 | 3 |
| Respiratory and Inhaler Equipment | | 1 | | | | | | | | | | | 1 |
| Service Animals | | | 1 | | 1 | | | 1 | | | | 1 | 4 |
| Wheelchair/ Scooter/ Segway | | 2 | 1 | 1 | | 3 | 2 | | 3 | 1 | 1 | | 14 |
| Prohibited & Permitted Items | | 1 | | 2 | | | | 1 | | 3 | 3 | | 10 |
| Alcohol and Tobacco | | 1 | | | | | | | | 1 | 1 | | 3 |
| Breast Milk/Baby Formula/Breast Pump | | | | | | | | | | 1 | | | 1 |
| Food/Beverages | | | | | | | | 1 | | | 1 | | 2 |
| General | | | | 1 | | | | | | | 1 | | 2 |
| Knives/Tools/Razors/Sharp Objects | | | | 1 | | | | | | | | | 1 |
| Lighters/Matches | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | 33 | 46 | 41 | 41 | 51 | 33 | 245 |
| Damaged Items - Carry-On | | | | | | | 4 | 3 | 3 | 5 | 7 | 2 | 24 |
| Damaged Items - Checked | | | | | | | 6 | 11 | 15 | 11 | 17 | 10 | 70 |
| Missing Items - Carry-On | | | | | | | 8 | 6 | 6 | 6 | 8 | 6 | 40 |
| Missing Items - Checked | | | | | | | 15 | 26 | 17 | 19 | 19 | 15 | 111 |
| Request for Assistance | | | | 1 | | | | | 1 | 1 | 1 | | 4 |
| Other | | | | 1 | | | | | | 1 | 1 | | 3 |
| Wounded Warrior (MSIJSOC) | | | | | | | | | 1 | | | | 1 |
| Screening | 34 | 27 | 24 | 20 | 14 | 18 | 19 | 10 | 16 | 17 | 22 | 24 | 245 |
| Crew Member or Airline Employee | | 1 | | | | 1 | | | | | | | 2 |
| Inconsistency | 3 | | 3 | 1 | 2 | 1 | | 1 | 2 | 4 | 1 | 1 | 19 |
| International Screening | 1 | | | | | | | | | | 1 | | 2 |
| Lengthy Lines | 6 | 3 | 2 | | | 1 | 2 | 2 | 5 | 1 | 2 | 1 | 25 |
| Procedures/Process | 21 | 22 | 19 | 16 | 11 | 13 | 16 | 7 | 9 | 8 | 18 | 21 | 181 |
| Retrieving Abandoned/Confiscated Items | 1 | 1 | | | | 2 | | | | 2 | | | 6 |
| Security Breach | 2 | | | 3 | 1 | | 1 | | | 2 | | | 9 |
| Traveling with Cash | | | | | | | | | | | | 1 | 1 |
| 2018 | 197 | 205 | 251 | 258 | 200 | 210 | 206 | 208 | 231 | 247 | 218 | 155 | 2,586 |
| Advanced Imaging Technology (AIT) | | 1 | 1 | | | | | | | | | | 2 |
| Flyer | | 1 | 1 | | | | | | | | | | 2 |
| Civil Rights | 4 | 5 | 5 | 7 | 6 | 7 | 6 | 9 | 7 | 7 | 10 | 7 | 80 |
| Age | | | | | 1 | | | | | | | | 1 |
| Constitutional Rights | | | | | | | | | | | 1 | | 1 |
| Hair Patdowns | 2 | | | | | | 1 | | | | 1 | | 4 |
| Headwear | | | | | | | | 1 | 1 | | | | 2 |
| National Origin | | | 1 | 1 | 1 | | | | | | | 2 | 5 |
| Perceived Religion | | | 1 | | 1 | | | | | | | | 2 |
| Racial Profiling or Discrimination | 2 | 5 | 3 | 5 | 1 | 5 | 4 | 7 | 6 | 3 | 6 | 4 | 51 |
| Screening of Religious Cultural and Ceremonial Items | | | | | | 1 | | | | | | | 1 |
| Screening of Religious or Cultural Garments | | | | 1 | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | 1 | | | | | 1 | 1 | | 3 |
| Sexual Orientation - Not Transgender | | | | | 1 | | | | | 1 | | | 2 |
| Transgender Screening | | | | | | 1 | 1 | 1 | | 2 | 1 | 1 | 7 |
| Customer Service | 31 | 32 | 37 | 31 | 30 | 35 | 43 | 38 | 28 | 38 | 34 | 8 | 385 |
| Others | 2 | 4 | 2 | | 2 | | 1 | | 1 | | | | 12 |
| TSO | 29 | 28 | 35 | 31 | 28 | 35 | 42 | 38 | 27 | 38 | 34 | 8 | 373 |
| Identification (ID) Requirements | 1 | | 1 | | | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|-----|-----|-----|-----|-----|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Domestic | 1 | | 1 | | | | | | | | | | 2 |
| Locks | 18 | 12 | 11 | 14 | 12 | 9 | 10 | 12 | 18 | 19 | 13 | 10 | 158 |
| General | 1 | | 1 | | 1 | | | | | | | | 3 |
| Missing or Damaged Lock | 17 | 12 | 10 | 14 | 11 | 9 | 10 | 12 | 18 | 19 | 13 | 10 | 155 |
| Lost and Found | 11 | 8 | 12 | 9 | 11 | 10 | 2 | 5 | 11 | 7 | 6 | 5 | 97 |
| Airport/TSA | 11 | 8 | 12 | 9 | 11 | 10 | 2 | 5 | 11 | 7 | 6 | 5 | 97 |
| Mishandling of Passenger Property | 52 | 67 | 79 | 88 | 58 | 63 | 60 | 67 | 64 | 77 | 64 | 59 | 798 |
| Damaged/Missing Items--Carry-on Luggage | 2 | 4 | 4 | 4 | 5 | 5 | 7 | 4 | 2 | 9 | 8 | 3 | 57 |
| Damaged/Missing Items--Checked Baggage | 42 | 55 | 65 | 71 | 41 | 50 | 49 | 45 | 53 | 58 | 50 | 48 | 627 |
| Damaged/Missing Items--Unspecified Luggage | 1 | 1 | | | 2 | 3 | | 2 | 1 | | 2 | 1 | 13 |
| Disarrayed Items--Carry-on or Checked | 7 | 7 | 10 | 13 | 10 | 5 | 4 | 16 | 8 | 10 | 4 | 7 | 101 |
| Patdown | 7 | 8 | 5 | 4 | 8 | 9 | 5 | 5 | 11 | 11 | 2 | 6 | 81 |
| Flyer | 6 | 7 | 4 | 4 | 8 | 6 | 5 | 4 | 11 | 10 | 2 | 6 | 73 |
| Flyer as Observer | 1 | 1 | | | | 1 | | | | | | | 3 |
| General | | | | | | | | 1 | | | | | 1 |
| Non-Flyer | | | 1 | | | 2 | | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) | 7 | 11 | 13 | 9 | 4 | 7 | 12 | 7 | 9 | 10 | 10 | 3 | 102 |
| Autism Spectrum | | | | 1 | | | 1 | | 1 | 2 | 2 | | 7 |
| Breast Cancer | | | | | | | | | | | 1 | | 1 |
| Cancer (general) Not Breast Cancer | | | 2 | 1 | | | | | | | | | 3 |
| Cognitive /Developmental /Mental Disability | 1 | 2 | | | | | | | | | | | 3 |
| Diabetes | | 1 | | | | 2 | 1 | | 1 | 1 | 1 | | 7 |
| Diapers/Garments/Dressings/Masks | | | | | | | | 1 | | | | 1 | 2 |
| General | 1 | 1 | 3 | 3 | | | 1 | 1 | | 1 | 1 | | 12 |
| Internal Medical Devices | | | | | | | 1 | | | | | | 1 |
| Medical Devices - Attached to the Body | | 1 | | | | | | | 1 | | | | 2 |
| Medically Necessary Medication and Medical | 2 | | 2 | | | 2 | 2 | 2 | 3 | 1 | 2 | | 16 |
| Metal Implants (joint) | 1 | | | 1 | | | 2 | | | | 1 | | 5 |
| Mobility Disability (Not Wheelchair or Scooter) | | 3 | 3 | 2 | 2 | 1 | | 2 | 2 | 1 | | 1 | 17 |
| Ostomy/Ostomates | | | | | 1 | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Service Animals | | 1 | | | | | | 1 | | | | 1 | 5 |
| Touch Aversion (pain/trauma) | | | 2 | | 1 | 1 | 1 | | | 1 | 1 | | 7 |
| Visual Impairment | 1 | | | | | 1 | 1 | | | | | | 3 |
| Wheelchair/ Scooter/ Segway | 1 | 2 | | 1 | | | 1 | | 1 | 2 | 1 | | 9 |
| Prohibited & Permitted Items | | 1 | | 1 | | | | | | | | | 2 |
| Knives/Tools/Razors/Sharp Objects | | 1 | | 1 | | | | | | | | | 2 |
| Property - Special Handling | 41 | 32 | 58 | 77 | 45 | 37 | 45 | 40 | 58 | 53 | 52 | 39 | 577 |
| Damaged Items - Carry-On | 7 | 3 | 6 | 3 | | 3 | 8 | 2 | | 2 | 4 | 4 | 42 |
| Damaged Items - Checked | 12 | 15 | 15 | 29 | 15 | 14 | 13 | 10 | 16 | 16 | 19 | 9 | 183 |
| Missing Items - Carry-On | 2 | 5 | 13 | 8 | 9 | 8 | 7 | 7 | 8 | 9 | 9 | 7 | 92 |
| Missing Items - Checked | 20 | 9 | 24 | 37 | 21 | 12 | 17 | 21 | 34 | 26 | 20 | 19 | 260 |
| Request for Assistance | 1 | | | 1 | 1 | 1 | 1 | 1 | 1 | | 1 | | 8 |
| Other | 1 | | | 1 | 1 | 1 | 1 | 1 | 1 | | 1 | | 8 |
| Screening | 24 | 28 | 29 | 17 | 25 | 32 | 22 | 24 | 24 | 25 | 26 | 18 | 294 |
| Children | | | | | 1 | | | | | 1 | | | 2 |
| Crew Member or Airline Employee | | 1 | 1 | | 1 | 1 | | | | | | 1 | 5 |
| Inconsistency | 2 | | 3 | 2 | 3 | 1 | | 3 | | | 2 | 1 | 17 |
| Lengthy Lines | 4 | 5 | 5 | 1 | | 2 | 2 | 1 | | 1 | 1 | 1 | 23 |
| Procedures/Process | 16 | 21 | 18 | 13 | 18 | 27 | 19 | 19 | 22 | 21 | 21 | 15 | 230 |
| Retrieving Abandoned/Confiscated Items | | | 2 | | | | 1 | | 2 | | | | 5 |
| Security Breach | 2 | 1 | | 1 | 2 | 1 | | 1 | | 2 | 2 | | 12 |
| 2019 | 200 | 198 | 237 | 165 | 131 | 229 | 213 | | | | | | 1,373 |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | 1 |
| Civil Rights | 7 | 9 | 10 | 7 | 4 | 7 | 5 | | | | | | 49 |
| Age | 1 | 1 | 1 | | | | | | | | | | 3 |
| Constitutional Rights | | | | | | 1 | | | | | | | 1 |
| Headwear | | | 1 | | | | | | | | | | 1 |
| National Origin | 1 | | | 1 | | | | | | | | | 2 |
| Perceived Religion | | | | | | 1 | 1 | | | | | | 2 |
| Racial Profiling or Discrimination | 3 | 3 | 6 | 4 | 3 | 4 | 2 | | | | | | 25 |
| Sex/Gender/Gender Identity- Not Transgender | 2 | 5 | 1 | 2 | 1 | 1 | 1 | | | | | | 13 |
| Sexual Orientation - Not Transgender | | | | | | | 1 | | | | | | 1 |
| Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Customer Service | 23 | 28 | 36 | 15 | 15 | 37 | 34 | | | | | | 188 |
| CSM | | 1 | | | | | | | | | | | 1 |
| Others | | 2 | 1 | | 2 | 2 | 3 | | | | | | 10 |
| TSO | 23 | 25 | 35 | 15 | 13 | 35 | 31 | | | | | | 177 |
| Locks | 7 | 12 | 12 | 9 | 9 | 14 | 16 | | | | | | 79 |
| General | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 6 | 12 | 12 | 9 | 9 | 14 | 16 | | | | | | 78 |
| Lost and Found | 7 | 11 | 9 | 13 | 10 | 14 | 16 | | | | | | 80 |
| Airport/TSA | 7 | 11 | 9 | 13 | 10 | 14 | 16 | | | | | | 80 |
| Mishandling of Passenger Property | 61 | 36 | 72 | 58 | 36 | 62 | 54 | | | | | | 379 |
| Damaged/Missing Items--Carry-on Luggage | 2 | 3 | 4 | 4 | 4 | 5 | 6 | | | | | | 28 |
| Damaged/Missing Items--Checked Baggage | 47 | 29 | 60 | 47 | 27 | 45 | 40 | | | | | | 295 |
| Damaged/Missing Items--Unspecified Luggage | | 1 | 2 | | | 2 | 1 | | | | | | 6 |
| Disarrayed Items--Carry-on or Checked | 12 | 3 | 6 | 7 | 5 | 10 | 7 | | | | | | 50 |
| Patdown | 8 | 7 | 4 | 4 | 8 | 7 | 6 | | | | | | 44 |
| Flyer | 8 | 5 | 3 | 4 | 8 | 5 | 6 | | | | | | 39 |
| Flyer as Observer | | 1 | 1 | | | | | | | | | | 2 |
| Non-Flyer | | 1 | | | | 2 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 13 | 5 | 9 | 5 | 3 | 7 | 10 | | | | | | 52 |
| Autism Spectrum | | | 1 | | | | 1 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Cancer (general) Not Breast Cancer | 1 | | | | | 1 | | | | | | | 2 |
| Cognitive /Developmental /Mental Disability | | 1 | 1 | | | 1 | 1 | | | | | | 4 |
| Diabetes | | | 1 | | 1 | | | | | | | | 2 |
| General | 4 | | 2 | | | | | | | | | | 6 |
| Internal Medical Devices | | | | | | | 1 | | | | | | 1 |
| Medical Devices - Attached to the Body | 1 | | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | 1 | | | | 1 | 1 | | | | | | 4 |
| Metal Implants (joint) | 2 | 1 | 1 | | | | | | | | | | 4 |
| Mobility Disability (Not Wheelchair or Scooter | 2 | 2 | 2 | 4 | | | 2 | | | | | | 12 |
| Ostomy/Ostomates | | | 1 | | | | | | | | | | 1 |
| Service Animals | 1 | | | 1 | | | | | | | | | 2 |
| Touch Aversion (pain/trauma) | | | | | 1 | 1 | 1 | | | | | | 3 |
| Visual Impairment | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | | | 1 | 2 | 3 | | | | | | 7 |
| Property - Special Handling | 61 | 68 | 63 | 40 | 30 | 53 | 53 | | | | | | 368 |
| Damaged Items - Carry-On | 9 | 11 | 6 | 3 | 2 | 5 | | | | | | | 36 |
| Damaged Items - Checked | 14 | 15 | 13 | 10 | 9 | 6 | 14 | | | | | | 81 |
| Missing Items - Carry-On | 14 | 15 | 15 | 10 | 3 | 12 | 14 | | | | | | 83 |
| Missing Items - Checked | 24 | 27 | 29 | 17 | 16 | 30 | 25 | | | | | | 168 |
| Request for Assistance | | 1 | 1 | | | 1 | 1 | | | | | | 4 |
| Other | | 1 | 1 | | | | 1 | | | | | | 3 |
| Wounded Warrior (MSIJSOC) | | | | | | 1 | | | | | | | 1 |
| Screening | 12 | 20 | 21 | 14 | 16 | 27 | 18 | | | | | | 128 |
| Crew Member or Airline Employee | 1 | | | | | | | | | | | | 1 |
| Inconsistency | 1 | 1 | 1 | | | | | | | | | | 3 |
| Lengthy Lines | 1 | | 1 | | | 1 | | | | | | | 3 |
| Procedures/Process | 8 | 14 | 16 | 12 | 16 | 24 | 16 | | | | | | 106 |
| Retrieving Abandoned/Confiscated Items | | 3 | 1 | | | | | | | | | | 4 |
| Security Breach | 1 | 2 | 1 | 2 | | 2 | 2 | | | | | | 10 |
| Shoe Screening | | | 1 | | | | | | | | | | 1 |
| TSA Contact Information | 1 | | | | | | | | | | | | 1 |
| General | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|-----------|----------|----------|-----------|----------|----------|----------|-----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| LBB | | 10 | 7 | 9 | 10 | 5 | 4 | 8 | 11 | 7 | 5 | 7 | 7 | 90 |
| 2016 | | | | | 1 | 2 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 11 |
| Civil Rights | | | | | | | 1 | | | 1 | | | | 2 |
| Constitutional Rights | | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | 1 | 2 | | 1 | | | | 1 | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 2 | | 1 | | | | 1 | | 5 |
| Patdown | | | | | | | | | 1 | | 1 | | | 2 |
| Flyer | | | | | | | | | 1 | | | | | 1 |
| Flyer as Observer | | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | | 1 | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | | | | | 1 | 1 |
| 2017 | | 3 | 3 | 2 | 5 | | 1 | 2 | 5 | | 1 | 3 | 5 | 30 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | | | 1 | 1 |
| Flyer | | | | | | | | | | | | | 1 | 1 |
| Civil Rights | | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | | | 1 |
| Customer Service | | 1 | | | 1 | | | 1 | 1 | | 1 | | 1 | 6 |
| TSO | | 1 | | | 1 | | | 1 | 1 | | 1 | | 1 | 6 |
| Identification (ID) Requirements | | 1 | | | | | | | | | | | | 1 |
| Domestic | | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | 2 | 3 | | 1 | | 2 | | | 3 | | 13 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | 1 | | | | | | | 1 | | 3 |
| Damaged/Missing Items--Checked Baggage | | 1 | | 2 | 2 | | 1 | | 2 | | | 1 | | 9 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | | 1 | 1 | | | | | 2 |
| Flyer | | | | | | | | | 1 | | | | | 1 |
| Flyer as Observer | | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 2 | 3 |
| Damaged Items - Carry-On | | | | | | | | | | | | | 1 | 1 |
| Damaged Items - Checked | | | | | | | | | | | | | 1 | 1 |
| Missing Items - Carry-On | | | | | | | | | 1 | | | | | 1 |
| Screening | | | 2 | | | | | | | | | | 1 | 3 |
| Inconsistency | | | 1 | | | | | | | | | | | 1 |
| Lengthy Lines | | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | | 1 |
| 2018 | | 3 | 2 | | 1 | 3 | 2 | 1 | | 6 | 3 | 2 | 1 | 29 |
| Advanced Imaging Technology (AIT) | | | | | | | | | 1 | | | | | 1 |
| Flyer | | | | | | | | | 1 | | | | | 1 |
| Civil Rights | | | | | | | | | 2 | | 1 | | | 3 |
| Hair Patdowns | | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | 1 | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | | 1 |
| Customer Service | | 1 | 1 | | 1 | | 1 | 1 | | | 1 | 1 | 1 | 8 |
| Others | | 1 | | | | | | | | | | | | 1 |
| TSO | | | 1 | | 1 | | 1 | 1 | | | 1 | 1 | 1 | 7 |
| Mishandling of Passenger Property | | | 1 | | | | | | | 1 | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | 1 | | | | 2 |
| Patdown | | | | | | | | | | | | 1 | | 1 |
| Flyer | | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | 1 | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | | 1 |
| Metal Implants (joint) | | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | 1 | | 1 | | 2 | | 1 | | | 5 |
| Damaged Items - Checked | | | | | | | | | 1 | | | | | 1 |
| Missing Items - Checked | | | | | 1 | | 1 | | 1 | | 1 | | | 4 |
| Screening | | 2 | | | | 1 | | | | 4 | | | | 7 |
| Inconsistency | | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | 1 | | | | 1 | | | | 3 | | | | 5 |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | | 1 |
| 2019 | | 4 | 2 | 7 | 3 | | | 4 | | | | | | 20 |
| Customer Service | | | | 2 | 1 | | | 1 | | | | | | 4 |
| TSO | | | | 2 | 1 | | | 1 | | | | | | 4 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical | | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | 1 | | | 2 | | | | | | 4 |
| Damaged Items - Checked | | | | 1 | | | | 2 | | | | | | 3 |
| Missing Items - Checked | | | | | 1 | | | | | | | | | 1 |
| Screening | | 2 | 2 | 3 | 1 | | | 1 | | | | | | 9 |
| Inconsistency | | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | 2 | 1 | 1 | | | 1 | | | | | | 6 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | | 1 |
| Security Breach | | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| LBE | 2 | 4 | 2 | 2 | 3 | 5 | 2 | | 1 | | 1 | | 21 |
| 2016 | | | | | | | 1 | | 1 | | | | 2 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| 2017 | 1 | | | | | | 1 | | | | 1 | | 3 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2018 | 1 | 2 | | 2 | 1 | 1 | 3 | | 1 | | | | 11 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | 1 | | 1 | | 1 | | 1 | | | | 4 |
| Others | | | 1 | | | | | | | | | | 1 |
| TSO | | | | | 1 | | 1 | | 1 | | | | 3 |
| Mishandling of Passenger Property | | | | 1 | | 1 | 1 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | 1 | | | | | | 3 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | 1 | | 1 | | | | | | | | | 2 |
| Procedures/Process | | 1 | | 1 | | | | | | | | | 2 |
| 2019 | | | 2 | | 1 | 2 | | | | | | | 5 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| Screening | | | 1 | | 1 | | | | | | | | 2 |
| Inconsistency | | | 1 | | | | | | | | | | 1 |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|----------|-----|----------|-----|----------|-----|----------|----------|-----|----------|
| LBF | | | | 1 | | 1 | | 1 | | 1 | 1 | | 5 |
| 2016 | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| 2017 | | | | | | 1 | | | | 1 | | | 2 |
| Mishandling of Passenger Property | | | | | | 1 | | | | 1 | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| 2018 | | | | | | | | 1 | | | 1 | | 2 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Inconsistency | | | | | | | | 1 | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| LBL | | | | | | | | 2 | | | | | 2 |
| 2018 | | | | | | | | 2 | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | | 2 | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 2 | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| LCH | 1 | 2 | | 1 | | 2 | 3 | 3 | 2 | 2 | 2 | | 18 |
| 2016 | | | | | | 2 | | 3 | | 1 | | | 6 |
| Customer Service | | | | | | | | 2 | | | | | 2 |
| TSO | | | | | | | | 2 | | | | | 2 |
| Mishandling of Passenger Property | | | | | | 2 | | | | 1 | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | 2 | | | | 1 | | | 3 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2017 | | 1 | | | | | 1 | | | 1 | | | 3 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| 2018 | 1 | | | 1 | | | | | 2 | | 2 | | 6 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | 1 | | | | | | | | 1 | 2 |
| Flyer | | | | 1 | | | | | | | 1 | | 2 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2019 | | 1 | | | | | 2 | | | 1 | | | 3 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Respiratory and Inhaler Equipment | | | | | | | 1 | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|-----------|----------|-----------|----------|-----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| LCK | 2 | 2 | 6 | 5 | 3 | 4 | 12 | 7 | 11 | 1 | 10 | 4 | 67 |
| 2016 | | | | 2 | 2 | 1 | 3 | 1 | 4 | | 3 | 3 | 19 |
| Locks | | | | | | | 1 | 1 | | | 2 | 1 | 5 |
| General | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | 1 | 1 | | | 2 | | 4 |
| Mishandling of Passenger Property | | | | 2 | 2 | 1 | 2 | | 4 | | 1 | 2 | 14 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | 2 | 1 | 2 | | 3 | | 1 | 1 | 12 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | 1 | 2 |
| 2017 | 2 | | 4 | 2 | 1 | 3 | 5 | 5 | 5 | | 2 | 1 | 30 |
| Customer Service | | | | | | | | | | | 1 | 1 | 2 |
| TSO | | | | | | | | | | | 1 | 1 | 2 |
| Locks | | | | | 1 | 1 | | | 1 | | | | 3 |
| Missing or Damaged Lock | | | | | 1 | 1 | | | 1 | | | | 3 |
| Mishandling of Passenger Property | 2 | | 3 | 2 | | 2 | 2 | 2 | 3 | | | | 16 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | 2 | 2 | | 1 | 2 | 2 | 2 | | | | 12 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | 1 | | | 1 | | | | 3 |
| Property - Special Handling | | | | | | | 3 | 2 | 1 | | | | 6 |
| Damaged Items - Checked | | | | | | | | 1 | 1 | | | | 2 |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | 2 | 1 | | | | | 3 |
| Screening | | | 1 | | | | | 1 | | | 1 | | 3 |
| Inconsistency | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 |
| 2018 | | | 1 | 1 | | | 3 | 1 | 2 | 1 | 5 | | 14 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Age | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | 1 | | | 1 | | 2 | | | | 4 |
| TSO | | | | 1 | | | 1 | | 2 | | | | 4 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | 1 | | 2 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | | | 3 | | 3 |
| Damaged Items - Checked | | | | | | | | | | | 2 | | 2 |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | 1 | | | | 1 | | | | 1 | | 3 |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | | | 1 | | 2 |
| 2019 | | 2 | 1 | | | | 1 | | | | | | 4 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | 1 | | | | | | 2 |
| Missing Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| LEB | 1 | 1 | 3 | 4 | | | 1 | | | 1 | 1 | | 12 |
| 2016 | | | | 1 | | | 1 | | | 1 | 1 | | 4 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | 1 | 1 | | 3 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 |
| 2017 | | 1 | | 2 | | | | | | | | | 3 |
| Mishandling of Passenger Property | | | | 2 | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | | | | | | | 1 |
| 2018 | 1 | | 2 | 1 | | | | | | | | | 4 |
| Mishandling of Passenger Property | 1 | | 1 | 1 | | | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | | 1 | | | | | | | | | 2 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| 2019 | | | 1 | | | | | | | | | | 1 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| LEX | 9 | 12 | 10 | 10 | 10 | 14 | 19 | 10 | 16 | 6 | 9 | 7 | 132 | |
| 2016 | | | | 1 | 1 | 5 | 1 | 5 | 5 | 1 | 1 | 2 | 22 | |
| Civil Rights | | | | | | 1 | | | | | | | 1 | |
| Constitutional Rights | | | | | | 1 | | | | | | | 1 | |
| Customer Service | | | | | | | | 1 | | | | 1 | 2 | |
| TSO | | | | | | | | 1 | | | | 1 | 2 | |
| Mishandling of Passenger Property | | | | 1 | 1 | 4 | 1 | 3 | 1 | | 1 | | 12 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | 3 | 1 | 2 | | | 1 | | 9 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 | |
| Patdown | | | | | | | | | 1 | | | 1 | 2 | |
| Flyer | | | | | | | | | 1 | | | 1 | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 | |
| Screening | | | | | | | | 1 | 2 | 1 | | | 4 | |
| Procedures/Process | | | | | | | | 1 | 2 | 1 | | | 4 | |
| 2017 | 3 | 6 | 4 | 3 | 5 | 3 | 6 | 2 | 4 | 3 | 4 | 3 | 46 | |
| Civil Rights | | 1 | | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 | |
| Customer Service | | | | | 1 | | 2 | | 1 | 3 | 1 | | 8 | |
| Others | | | | | | | | | | 1 | | | 1 | |
| TSO | | | | | 1 | | 2 | | 1 | 2 | 1 | | 7 | |
| Locks | 1 | | | | | 1 | | 1 | | | | | 3 | |
| Missing or Damaged Lock | 1 | | | | | 1 | | 1 | | | | | 3 | |
| Mishandling of Passenger Property | 1 | 3 | 3 | | 2 | 1 | | 1 | 2 | | 1 | 1 | 15 | |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | 1 | | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 1 | 3 | 2 | | 1 | | | | 2 | | 1 | 1 | 11 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | 1 | | | | | 2 | |
| Patdown | 1 | 1 | 1 | 1 | | | | | 1 | | 1 | | 6 | |
| Flyer | 1 | 1 | 1 | 1 | | | | | 1 | | 1 | | 6 | |
| Persons w/ Disabilities (PWD) | | 1 | | | 1 | | 1 | | | | | | 3 | |
| Diabetes | | | | | | | 1 | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | | | | 1 | 2 | 4 | |
| Missing Items - Checked | | | | | | | 1 | | | | | 2 | 4 | |
| Screening | | | | 2 | 1 | 1 | 2 | | | | | | 6 | |
| Inconsistency | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | | | | 1 | 1 | | 2 | | | | | | 4 | |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 | |
| 2018 | 2 | 3 | 2 | 4 | 3 | 5 | 4 | 3 | 7 | 2 | 4 | 2 | 41 | |
| Customer Service | 2 | 1 | | | 2 | | 2 | 2 | 3 | 2 | 1 | | 15 | |
| Others | 1 | | | | | | 1 | 1 | 2 | | | | 5 | |
| TSO | 1 | 1 | | | 2 | | 1 | 1 | 1 | 2 | 1 | | 10 | |
| Locks | | | | | | | | | 1 | | | | 1 | |
| Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 | |
| Mishandling of Passenger Property | | | 1 | 1 | | 2 | | | 1 | | 1 | | 6 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | 1 | | 2 | | | 1 | | | | 5 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 | |
| Patdown | | | | 1 | | 1 | 1 | 1 | | | | 1 | 5 | |
| Flyer | | | | 1 | | 1 | 1 | 1 | | | | 1 | 5 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | | 1 | | | | 2 | 1 | | 1 | | 1 | 1 | 7 | |
| Damaged Items - Checked | | | | | | 1 | 1 | | | | | 1 | 3 | |
| Missing Items - Checked | | 1 | | | | 1 | | | 1 | | 1 | | 4 | |
| Screening | | 1 | 1 | 2 | 1 | | | | | | | | 6 | |
| Crew Member or Airline Employee | | | | | 1 | | | | | | | | 1 | |
| Inconsistency | | | | | | | | | | | 1 | | 1 | |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 | |
| Procedures/Process | | 1 | | 1 | | | | | | | | | 2 | |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 | |
| 2019 | 4 | 3 | 4 | 2 | 1 | 1 | 8 | | | | | | 23 | |
| Civil Rights | 1 | | | 1 | | | | | | | | | 2 | |
| Constitutional Rights | | | | 1 | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | | | | | | | 1 | |
| Customer Service | 2 | | 1 | | 1 | | 4 | | | | | | 8 | |
| Others | | | 1 | | | | 1 | | | | | | 2 | |
| TSO | 2 | | | | 1 | | 3 | | | | | | 6 | |
| Locks | | 1 | | 1 | | | | | | | | | 2 | |
| Missing or Damaged Lock | | 1 | | 1 | | | | | | | | | 2 | |
| Mishandling of Passenger Property | 1 | | 1 | | | | 1 | | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | | | | 1 | | | | | | 3 | |
| Property - Special Handling | | 1 | 1 | | | | 1 | | | | | | 3 | |
| Damaged Items - Checked | | 1 | | | | | | | | | | | 1 | |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Checked | | | 1 | | | | | | | | | | 1 | |
| Request for Assistance | | | | | | 1 | | | | | | | 1 | |
| Wounded Warrior (MSIJSOC) | | | | | | 1 | | | | | | | 1 | |
| Screening | | 1 | 1 | | | | 2 | | | | | | 4 | |
| Inconsistency | | | | | | | 1 | | | | | | 1 | |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 | |
| Procedures/Process | | 1 | | | | | 1 | | | | | | 2 | |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| LFT | | 14 | 14 | 7 | 8 | 8 | 14 | 13 | 17 | 11 | 9 | 13 | 11 | 139 |
| 2016 | | | | | 2 | | 3 | 5 | 5 | 3 | 3 | 4 | 7 | 32 |
| | Customer Service | | | | | | 1 | 3 | 1 | 1 | 2 | | 1 | 9 |
| | TSO | | | | | | 1 | 3 | 1 | 1 | 2 | | 1 | 9 |
| | Locks | | | | | | | | 1 | | | | | 1 |
| | Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| | Mishandling of Passenger Property | | | | | | 2 | 1 | | | | 1 | 1 | 5 |
| | Damaged/Missing Items--Checked Baggage | | | | | | 2 | 1 | | | | 1 | 1 | 5 |
| | Patdown | | | | | | | | | | | | 1 | 1 |
| | Flyer | | | | | | | | | | | | 1 | 1 |
| | Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| | Diapers/Garments/Dressings/Masks | | | | | | | | | | 1 | | | 1 |
| | Screening | | | | 2 | | | 1 | 3 | 2 | | 3 | 4 | 15 |
| | Crew Member or Airline Employee | | | | | | | | | 1 | | | | 1 |
| | Inconsistency | | | | | | | | 1 | | | 1 | | 2 |
| | Lengthy Lines | | | | 2 | | | 1 | 1 | | | 1 | 4 | 9 |
| | Procedures/Process | | | | | | | | 1 | 1 | | 1 | | 3 |
| 2017 | | 4 | 8 | 4 | 2 | 4 | 5 | 3 | 1 | 2 | 3 | 3 | 2 | 41 |
| | Civil Rights | 1 | | | | 2 | 1 | | | | | 1 | | 5 |
| | Racial Profiling or Discrimination | 1 | | | | 2 | 1 | | | | | 1 | | 5 |
| | Customer Service | 2 | 1 | 1 | | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 13 |
| | Others | | | | | | | | | | | 1 | | 1 |
| | TSO | 2 | 1 | 1 | | 1 | 1 | 1 | 1 | 1 | 2 | | 1 | 12 |
| | Locks | | | | | | | | | | 1 | | | 1 |
| | Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| | Mishandling of Passenger Property | | 1 | 2 | | 1 | 1 | 1 | | | | 1 | | 7 |
| | Damaged/Missing Items--Checked Baggage | | 1 | 2 | | 1 | | 1 | | | | | | 5 |
| | Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | 1 | | 2 |
| | Patdown | | | | | | 1 | | | | | | | 1 |
| | Flyer | | | | | | 1 | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) | | 1 | | | | 1 | | | | | | | 2 |
| | Assistive Technology | | 1 | | | | | | | | | | | 1 |
| | Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| | Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| | Missing Items - Checked | | | | | | | | | | | | 1 | 1 |
| | Screening | 1 | 5 | 1 | 2 | | | 1 | | 1 | | | | 11 |
| | Children | | | | | | | 1 | | | | | | 1 |
| | Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 |
| | Inconsistency | | 1 | | | | | | | | | | | 1 |
| | Lengthy Lines | | 2 | | 1 | | | | | | | | | 3 |
| | Procedures/Process | 1 | 1 | 1 | 1 | | | | | 1 | | | | 5 |
| 2018 | | 2 | 2 | | 4 | 1 | 5 | 3 | 11 | 6 | 3 | 6 | 2 | 45 |
| | Customer Service | | | | 1 | 1 | 1 | | | | | 2 | 1 | 6 |
| | TSO | | | | 1 | 1 | 1 | | | | | 2 | 1 | 6 |
| | Locks | | 1 | | 1 | | | | | | | | | 2 |
| | Missing or Damaged Lock | | 1 | | 1 | | | | | | | | | 2 |
| | Mishandling of Passenger Property | 2 | 1 | | | | 1 | | | | | | | 4 |
| | Damaged/Missing Items--Checked Baggage | 2 | | | | | | | | | | | | 2 |
| | Disarrayed Items--Carry-on or Checked | | 1 | | | | 1 | | | | | | | 2 |
| | Property - Special Handling | | | | 1 | | 1 | | | | | | | 2 |
| | Missing Items - Checked | | | | 1 | | 1 | | | | | | | 2 |
| | Screening | | | | 1 | | 2 | 3 | 11 | 6 | 3 | 4 | 1 | 31 |
| | Inconsistency | | | | | | | | | | 1 | | | 1 |
| | Lengthy Lines | | | | | | | 3 | 4 | 2 | 1 | 4 | 1 | 15 |
| | Procedures/Process | | | | 1 | | 2 | | 7 | 3 | 1 | | | 14 |
| | Security Breach | | | | | | | | | 1 | | | | 1 |
| 2019 | | 8 | 4 | 3 | | 3 | 1 | 2 | | | | | | 21 |
| | Customer Service | 1 | | 2 | | | 1 | 1 | | | | | | 5 |
| | TSO | 1 | | 2 | | | 1 | 1 | | | | | | 5 |
| | Screening | 7 | 4 | 1 | | 3 | | 1 | | | | | | 16 |
| | Inconsistency | | | | | 1 | | | | | | | | 1 |
| | Lengthy Lines | 6 | 3 | 1 | | 2 | | | | | | | | 12 |
| | Procedures/Process | 1 | 1 | | | | | 1 | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| LGA | 247 | 238 | 356 | 278 | 232 | 319 | 333 | 288 | 224 | 258 | 287 | 208 | 3,268 | |
| 2016 | | | | 61 | 69 | 83 | 95 | 125 | 73 | 87 | 112 | 89 | 794 | |
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | 1 | |
| Flyer | | | | | | | | | | 1 | | | 1 | |
| Civil Rights | | | | 4 | 2 | 2 | 4 | 5 | 3 | 3 | 7 | 2 | 32 | |
| Constitutional Rights | | | | | | | | | 1 | | | | 1 | |
| General Complaint and Discrimination | | | | 1 | 2 | | | | | | | | 3 | |
| National Origin | | | | | | | | 2 | | 1 | | | 3 | |
| Perceived Religion | | | | | | 1 | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | 3 | | | 1 | 3 | 2 | 2 | 5 | 2 | 18 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | 3 | | | | 2 | | 6 | |
| Customer Service | | | | 10 | 12 | 24 | 41 | 48 | 26 | 25 | 35 | 22 | 243 | |
| CSM | | | | 1 | | | | 1 | | | | | 2 | |
| Others | | | | | 2 | 3 | 7 | 9 | 8 | 8 | 6 | 1 | 44 | |
| TSO | | | | 9 | 10 | 21 | 34 | 38 | 18 | 17 | 29 | 21 | 197 | |
| Identification (ID) Requirements | | | | | | 3 | 1 | | | 1 | 1 | | 6 | |
| Domestic | | | | | | 3 | 1 | | | 1 | 1 | | 6 | |
| Locks | | | | 3 | 9 | 6 | 2 | 8 | 5 | 3 | 11 | 6 | 53 | |
| General | | | | | | 1 | | 1 | | | 1 | | 3 | |
| Missing or Damaged Lock | | | | 3 | 9 | 5 | 2 | 7 | 5 | 3 | 10 | 6 | 50 | |
| Lost and Found | | | | | 1 | 12 | 1 | 7 | | 4 | 5 | 1 | 31 | |
| Airport/TSA | | | | | 1 | 12 | 1 | 7 | | 4 | 5 | 1 | 31 | |
| Mishandling of Passenger Property | | | | 31 | 30 | 25 | 25 | 32 | 26 | 39 | 43 | 40 | 291 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 5 | 7 | 4 | 7 | 5 | 4 | 8 | 5 | 10 | 55 | |
| Damaged/Missing Items--Checked Baggage | | | | 25 | 19 | 19 | 17 | 25 | 20 | 30 | 37 | 28 | 220 | |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | 1 | | | | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | | 4 | 2 | 1 | 2 | 1 | 1 | 1 | 2 | 14 | |
| Patdown | | | | 4 | 1 | 2 | 1 | 2 | 4 | 3 | 5 | 8 | 30 | |
| Children | | | | | | | 1 | | | | | | 1 | |
| Flyer | | | | 3 | 1 | 2 | | 2 | 4 | 3 | 4 | 8 | 27 | |
| Non-Flyer | | | | 1 | | | | | | | 1 | | 2 | |
| Persons w/ Disabilities (PWD) | | | | 1 | 3 | 3 | 3 | 2 | 1 | 3 | 1 | 1 | 18 | |
| Autism Spectrum | | | | | | | 1 | | 1 | | | | 2 | |
| Diabetes | | | | | | 1 | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | 1 | 1 | | 1 | 1 | | | 1 | | 5 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | 1 | 1 | | | | | 1 | 4 | |
| Service Animals | | | | | 1 | | | 1 | | | | | 2 | |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | 3 | | | 4 | |
| Prohibited & Permitted Items | | | | | | | | | | | | 1 | 1 | |
| Food/Beverages | | | | | | | | | | | | 1 | 1 | |
| Request for Assistance | | | | | | | | | | | | 1 | 1 | |
| Wounded Warrior (MSIJSOC) | | | | | | | | | | | | 1 | 1 | |
| Screening | | | | 8 | 11 | 6 | 17 | 21 | 8 | 5 | 4 | 7 | 87 | |
| Inconsistency | | | | 2 | 3 | 2 | 1 | 3 | | 2 | 1 | 1 | 15 | |
| Lengthy Lines | | | | 3 | 4 | 3 | 14 | 8 | 1 | 1 | 1 | 2 | 37 | |
| Procedures/Process | | | | 2 | 4 | 1 | 2 | 6 | 6 | 2 | 2 | 4 | 29 | |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 | |
| Security Breach | | | | | | | | 4 | 1 | | | | 5 | |
| 2017 | 78 | 82 | 190 | 86 | 65 | 77 | 49 | 80 | 69 | 79 | 87 | 72 | 1,014 | |
| Civil Rights | 2 | 3 | 4 | 2 | | 4 | 3 | 5 | 3 | 4 | 3 | 6 | 39 | |
| Constitutional Rights | | | | | | | 1 | | | | | | 1 | |
| Headwear | | | | | | | | 1 | | | | | 1 | |
| National Origin | | | | | | | | 1 | 1 | 2 | 1 | | 5 | |
| Perceived Religion | | | | | | 1 | | | | | | | 1 | |
| Racial Profiling or Discrimination | 1 | 2 | 3 | 1 | | 3 | 1 | 2 | 2 | 1 | 1 | 5 | 22 | |
| Sex/Gender/Gender Identity- Not Transgender | 1 | 1 | | | | | | 1 | | | | | 3 | |
| Sexual Orientation - Not Transgender | | | 1 | | | | 1 | | | | | 1 | 3 | |
| Transgender Screening | | | | 1 | | | | | | 1 | 1 | | 3 | |
| Customer Service | 30 | 32 | 114 | 17 | 10 | 16 | 12 | 23 | 19 | 24 | 22 | 21 | 340 | |
| Others | 4 | 2 | | | 1 | 1 | | 5 | | | 2 | | 15 | |
| TSO | 26 | 30 | 114 | 17 | 9 | 15 | 12 | 18 | 19 | 24 | 20 | 21 | 325 | |
| Identification (ID) Requirements | | 1 | 1 | | | | | 1 | | | | | 3 | |
| Domestic | | 1 | 1 | | | | | 1 | | | | | 3 | |
| Locks | 4 | 8 | 2 | 7 | 2 | 3 | 1 | 4 | 5 | 2 | 3 | 3 | 44 | |
| General | | | | 1 | | | 1 | | | | 1 | | 3 | |
| Missing or Damaged Lock | 4 | 8 | 2 | 6 | 2 | 3 | | 4 | 5 | 2 | 2 | 3 | 41 | |
| Lost and Found | 4 | 4 | 5 | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 3 | 2 | 28 | |
| Airport/TSA | 4 | 4 | 5 | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 3 | 2 | 28 | |
| Mishandling of Passenger Property | 25 | 20 | 44 | 34 | 36 | 33 | 16 | 17 | 13 | 18 | 23 | 12 | 291 | |
| Damaged/Missing Items--Carry-on Luggage | 6 | 3 | 6 | 6 | 10 | 11 | 2 | 1 | 2 | 3 | 4 | 1 | 55 | |
| Damaged/Missing Items--Checked Baggage | 18 | 16 | 34 | 24 | 24 | 21 | 11 | 12 | 10 | 13 | 16 | 9 | 208 | |
| Damaged/Missing Items--Unspecified Luggage | 1 | 1 | | 1 | | | | | | 1 | 1 | | 5 | |
| Disarrayed Items--Carry-on or Checked | | | 4 | 3 | 2 | 1 | 3 | 4 | 1 | 1 | 2 | 2 | 23 | |
| Patdown | 2 | 6 | 3 | 2 | 6 | 5 | 5 | 7 | 2 | 4 | 7 | 6 | 55 | |
| Flyer | 2 | 6 | 3 | 2 | 6 | 5 | 5 | 7 | 2 | 2 | 5 | 5 | 50 | |
| Flyer as Observer | | | | | | | | | | | 2 | | 2 | |
| Non-Flyer | | | | | | | | | | 2 | | 1 | 3 | |
| Persons w/ Disabilities (PWD) | 2 | 3 | 6 | 1 | 3 | 3 | 1 | 5 | 6 | 2 | 6 | 1 | 39 | |
| Cognitive /Developmental /Mental Disability | 1 | | 1 | | | | | | | | | | 2 | |
| Diabetes | | | | | | 1 | | 1 | 1 | | | | 3 | |
| Diapers/Garments/Dressings/Masks | | | | | | | | 1 | | | 1 | | 2 | |
| General | | 1 | | | | | | | 1 | | 1 | | 3 | |
| Hearing Impairment | | | | | | | | | | 1 | | | 1 | |
| Internal Medical Devices | | 1 | | | | | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | 3 | 1 | | | 1 | | 1 | | | | 6 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Metal Implants (joint) | 1 | | | | 1 | | | | 1 | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | 1 | | | | 1 | | 2 | | 5 |
| Ostomy/Ostomates | | | | | | | | 2 | | | | | 2 |
| Prosthesis/Amputees and Casts | | 1 | | | 1 | | | | | 1 | | | 3 |
| Service Animals | | | | | | | | | | | 1 | | 1 |
| Touch Aversion (pain/trauma) | | | | | | 2 | | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | 1 | 1 | | 1 | 1 | 5 |
| Prohibited & Permitted Items | | | | | | | | | | | 1 | | 1 |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | 7 | 8 | 12 | 17 | 12 | 11 | 67 |
| Damaged Items - Carry-On | | | | | | | | 1 | 2 | 2 | 4 | 1 | 10 |
| Damaged Items - Checked | | | | | | | 2 | 4 | 5 | 7 | 4 | 4 | 26 |
| Missing Items - Carry-On | | | | | | | 1 | 2 | 4 | 1 | 2 | 3 | 13 |
| Missing Items - Checked | | | | | | | 4 | 1 | 1 | 7 | 2 | 3 | 18 |
| Request for Assistance | | | 1 | | | | | | | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | 1 | | | | | | | | | | 1 |
| Screening | 9 | 5 | 10 | 20 | 7 | 10 | 3 | 9 | 7 | 6 | 6 | 10 | 102 |
| Crew Member or Airline Employee | | | | | 1 | | | | | | | | 1 |
| Inconsistency | 3 | 2 | 2 | 3 | | 1 | | 2 | | 2 | | 2 | 17 |
| Lengthy Lines | 1 | | | 1 | | | 1 | 2 | | 1 | 1 | 4 | 11 |
| Procedures/Process | 3 | 3 | 6 | 15 | 6 | 9 | 2 | 4 | 6 | 3 | 5 | 4 | 66 |
| Retrieving Abandoned/Confiscated Items | 1 | | | 1 | | | | 1 | 1 | | | | 4 |
| Security Breach | 1 | | 2 | | | | | | | | | | 3 |
| TSA Contact Information | | | | 1 | | 2 | | | | | 1 | | 4 |
| General | | | | 1 | | 2 | | | | | 1 | | 4 |
| 2018 | 89 | 81 | 86 | 79 | 46 | 84 | 94 | 83 | 82 | 92 | 88 | 47 | 951 |
| Advanced Imaging Technology (AIT) | 2 | | | | | 1 | | | | 1 | | | 4 |
| Flyer | 2 | | | | | 1 | | | | 1 | | | 4 |
| Civil Rights | | 3 | 3 | 2 | 1 | 3 | 3 | 9 | 2 | 3 | 5 | 3 | 37 |
| Constitutional Rights | | | | | | | | | | | 1 | | 1 |
| Hair Patdowns | | | | | | 1 | | 1 | | | | | 2 |
| Headwear | | | | | | | | 1 | 1 | 1 | | | 3 |
| National Origin | | | | | | | 1 | | | | 1 | | 2 |
| Perceived Religion | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | 2 | 1 | | 2 | 2 | 4 | 1 | 2 | 3 | 1 | 19 |
| Sex/Gender/Gender Identity- Not Transgender | | 2 | | 1 | 1 | | | | | | | 2 | 8 |
| Transgender Screening | | | | | | | | 1 | | | | | 1 |
| Customer Service | 33 | 30 | 32 | 24 | 15 | 18 | 34 | 29 | 28 | 27 | 28 | 22 | 320 |
| Others | 7 | 8 | 2 | 1 | 2 | 8 | 9 | 2 | 7 | 2 | 3 | 1 | 52 |
| TSO | 26 | 22 | 30 | 23 | 13 | 10 | 25 | 27 | 21 | 25 | 25 | 21 | 268 |
| Identification (ID) Requirements | 1 | | | | | 1 | | | | | | | 2 |
| Domestic | 1 | | | | | 1 | | | | | | | 2 |
| Locks | 2 | 6 | 1 | | 1 | 3 | | 4 | 3 | 8 | 4 | 1 | 33 |
| Missing or Damaged Lock | 2 | 6 | 1 | | 1 | 3 | | 4 | 3 | 8 | 4 | 1 | 33 |
| Lost and Found | 1 | 3 | 5 | 1 | 1 | 5 | 3 | 2 | 4 | 4 | 9 | 1 | 39 |
| Airport/TSA | 1 | 3 | 5 | 1 | 1 | 5 | 3 | 2 | 4 | 4 | 9 | 1 | 39 |
| Mishandling of Passenger Property | 16 | 10 | 20 | 19 | 8 | 15 | 14 | 6 | 12 | 16 | 13 | 8 | 157 |
| Damaged/Missing Items--Carry-on Luggage | 3 | 3 | 2 | 5 | 1 | 2 | 3 | 1 | | 2 | | | 22 |
| Damaged/Missing Items--Checked Baggage | 10 | 7 | 14 | 12 | 7 | 12 | 9 | 4 | 11 | 10 | 11 | 8 | 115 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | 1 | | | 2 |
| Disarrayed Items--Carry-on or Checked | 3 | | 4 | 2 | | 1 | 1 | 1 | 1 | 3 | 2 | | 18 |
| Patdown | 6 | 3 | 4 | 5 | 2 | 5 | 6 | 4 | 8 | 7 | 1 | | 51 |
| Flyer | 5 | 2 | 4 | 4 | 2 | 5 | 6 | 3 | 7 | 7 | 1 | | 46 |
| Flyer as Observer | | 1 | | | | | | 1 | 1 | | | | 3 |
| Non-Flyer | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 4 | 3 | 2 | 5 | 3 | 1 | 10 | 5 | 3 | 2 | 7 | 3 | 48 |
| Autism Spectrum | | | | | | | | | | | 1 | | 1 |
| Cognitive /Developmental /Mental Disability | 1 | | | 1 | | | | | | | 1 | | 3 |
| Diabetes | | | 1 | 1 | | | | 1 | | | | | 3 |
| Diapers/Garments/Dressings/Masks | | 1 | | | | | | | | | | | 1 |
| General | 2 | | | 1 | | | | | | | 1 | | 4 |
| Hearing Impairment | | | | | | | | | | | 1 | | 1 |
| Internal Medical Devices | | | 1 | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | 1 | | 1 | 1 | | 1 | | | 5 |
| Metal Implants (joint) | | | | | | | | 1 | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | 3 | | 1 | 1 | 2 | 1 | 9 |
| Ostomy/Ostomates | | | | | | | | | | | | 1 | 1 |
| Prosthesis/Amputees and Casts | | 1 | | | 1 | | 1 | | | | | | 3 |
| Touch Aversion (pain/trauma) | | | | | 1 | | | | | | | | 1 |
| Visual Impairment | | | | | | | | 1 | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | | 1 | | 1 | 4 | 1 | 2 | | 1 | 1 | 12 |
| Wounded Warrior | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 10 | 13 | 6 | 13 | 13 | 13 | 11 | 13 | 10 | 17 | 11 | 4 | 134 |
| Damaged Items - Carry-On | | 1 | 1 | 3 | 2 | 1 | 3 | | | | 2 | | 13 |
| Damaged Items - Checked | 4 | 3 | 1 | 1 | 2 | 3 | | 4 | 2 | 3 | 3 | 1 | 27 |
| Missing Items - Carry-On | 1 | 4 | | 2 | 4 | 3 | 6 | 4 | 3 | 6 | 2 | 1 | 36 |
| Missing Items - Checked | 5 | 5 | 4 | 7 | 5 | 6 | 2 | 5 | 5 | 8 | 4 | 2 | 58 |
| Screening | 14 | 10 | 13 | 10 | 2 | 19 | 13 | 11 | 12 | 7 | 10 | 5 | 126 |
| Inconsistency | 1 | | 1 | | | 1 | 1 | 1 | 1 | | | | 6 |
| Lengthy Lines | 7 | 2 | 2 | 2 | 1 | 6 | 3 | 2 | 2 | 1 | 2 | | 30 |
| Procedures/Process | 6 | 8 | 10 | 8 | 1 | 9 | 9 | 8 | 9 | 6 | 8 | 4 | 86 |
| Retrieving Abandoned/Confiscated Items | | | | | | 3 | | | | | | | 3 |
| Security Breach | | | | | | | | | | | | 1 | 1 |
| 2019 | 80 | 75 | 80 | 52 | 52 | 75 | 95 | | | | | | 509 |
| Civil Rights | 6 | 5 | 6 | 2 | 4 | 3 | 1 | | | | | | 27 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Age | | 1 | 1 | | | | | | | | | | 2 |
| Constitutional Rights | | | 2 | | 1 | | | | | | | | 3 |
| Headwear | | 1 | | | | | | | | | | | 1 |
| National Origin | 1 | | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 3 | 3 | 2 | 1 | 2 | 3 | 1 | | | | | | 15 |
| Sex/Gender/Gender Identity- Not Transgender | 2 | | | 1 | 1 | | | | | | | | 4 |
| Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Customer Service | 23 | 20 | 26 | 14 | 10 | 21 | 28 | | | | | | 142 |
| Others | 1 | 3 | 4 | 1 | | 2 | | | | | | | 11 |
| TSO | 22 | 17 | 22 | 13 | 10 | 19 | 28 | | | | | | 131 |
| Locks | 1 | 1 | 3 | 5 | 1 | 2 | 7 | | | | | | 20 |
| Missing or Damaged Lock | 1 | 1 | 3 | 5 | 1 | 2 | 7 | | | | | | 20 |
| Lost and Found | 4 | 5 | 1 | 4 | 5 | 6 | 10 | | | | | | 35 |
| Airport/TSA | 4 | 5 | 1 | 4 | 5 | 6 | 10 | | | | | | 35 |
| Mishandling of Passenger Property | 11 | 14 | 14 | 5 | 6 | 10 | 11 | | | | | | 71 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 4 | 2 | 1 | 3 | 3 | 1 | | | | | | 15 |
| Damaged/Missing Items--Checked Baggage | 8 | 8 | 11 | 3 | 2 | 6 | 9 | | | | | | 47 |
| Disarrayed Items--Carry-on or Checked | 2 | 2 | 1 | 1 | 1 | 1 | 1 | | | | | | 9 |
| Patdown | 4 | 6 | | 1 | 2 | 7 | 6 | | | | | | 26 |
| Children | | | | | 1 | | | | | | | | 1 |
| Flyer | 3 | 6 | | 1 | | 6 | 6 | | | | | | 22 |
| Flyer as Observer | 1 | | | | | 1 | | | | | | | 2 |
| Non-Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 6 | 6 | 3 | 3 | 5 | 7 | | | | | | 35 |
| Cancer (general) Not Breast Cancer | 2 | | | | | | | | | | | | 2 |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 |
| Diapers/Garments/Dressings/Masks | | | | | | | 1 | | | | | | 1 |
| General | 1 | | 2 | | 1 | | 1 | | | | | | 5 |
| Hearing Impairment | | | 1 | | 1 | | | | | | | | 2 |
| Medical Devices - Attached to the Body | | | | | | 1 | 1 | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | 1 | | | | | | | 2 |
| Metal Implants (joint) | 1 | 1 | | 1 | | | 2 | | | | | | 5 |
| Mobility Disability (Not Wheelchair or Scooter) | | 2 | | 1 | | 2 | 1 | | | | | | 6 |
| Ostomy/Ostomates | | | | | | 1 | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | 2 | 1 | | | | | | | | | 3 |
| Touch Aversion (pain/trauma) | | | 1 | | | | | | | | | | 1 |
| Visual Impairment | | 1 | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | 2 | | | | | | | | | | | 3 |
| Property - Special Handling | 13 | 9 | 11 | 12 | 9 | 10 | 16 | | | | | | 80 |
| Damaged Items - Carry-On | 3 | 3 | | 1 | 1 | 2 | 4 | | | | | | 14 |
| Damaged Items - Checked | 2 | 3 | 2 | | 2 | 4 | 2 | | | | | | 15 |
| Missing Items - Carry-On | 4 | 1 | 2 | 6 | 2 | 2 | 7 | | | | | | 24 |
| Missing Items - Checked | 4 | 2 | 7 | 5 | 4 | 2 | 3 | | | | | | 27 |
| Screening | 13 | 9 | 13 | 6 | 12 | 11 | 9 | | | | | | 73 |
| Inconsistency | 1 | 1 | | 1 | | 1 | | | | | | | 4 |
| Lengthy Lines | 1 | 2 | 5 | | 1 | 1 | 2 | | | | | | 12 |
| Procedures/Process | 11 | 6 | 8 | 5 | 10 | 8 | 7 | | | | | | 55 |
| Security Breach | | | | | 1 | 1 | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| LGB | 27 | 27 | 28 | 12 | 25 | 29 | 30 | 22 | 18 | 19 | 19 | 28 | 284 | |
| 2016 | | | | 1 | 8 | 5 | 12 | 9 | 5 | 6 | 4 | 10 | 60 | |
| Civil Rights | | | | | 1 | | | | | | | 2 | 3 | |
| Racial Profiling or Discrimination | | | | | | | | | | | | 2 | 2 | |
| Transgender Screening | | | | | 1 | | | | | | | | 1 | |
| Customer Service | | | | | 1 | 4 | 4 | 4 | 3 | | 1 | 3 | 20 | |
| Others | | | | | | 2 | | 1 | | | | 1 | 4 | |
| TSO | | | | | 1 | 2 | 4 | 3 | 3 | | 1 | 2 | 16 | |
| Lost and Found | | | | | | | | 1 | | | 2 | | 3 | |
| Airport/TSA | | | | | | | | 1 | | | 2 | | 3 | |
| Mishandling of Passenger Property | | | | 1 | 3 | 1 | 7 | 4 | 1 | 6 | 1 | 3 | 27 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 3 | 1 | 5 | 4 | 1 | 5 | 1 | 3 | 24 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | 1 | | | 2 | |
| Patdown | | | | | 1 | | | | 1 | | | | 2 | |
| Flyer | | | | | 1 | | | | 1 | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | 2 | | | | | | | | 2 | |
| Medical Devices - Attached to the Body | | | | | 1 | | | | | | | | 1 | |
| Ostomy/Ostomates | | | | | 1 | | | | | | | | 1 | |
| Screening | | | | | | | 1 | | | | | 2 | 3 | |
| Procedures/Process | | | | | | | 1 | | | | | 2 | 3 | |
| 2017 | 11 | 13 | 7 | 5 | 3 | 6 | 4 | 5 | 3 | 1 | 9 | 9 | 76 | |
| Civil Rights | 1 | | 2 | | | | | | 1 | | | 1 | 5 | |
| Racial Profiling or Discrimination | 1 | | 2 | | | | | | 1 | | | 1 | 5 | |
| Customer Service | 3 | 4 | | 2 | 2 | 2 | | 2 | 2 | 1 | 2 | 3 | 23 | |
| Others | 2 | 1 | | | | | | | | | | | 3 | |
| TSO | 1 | 3 | | 2 | 2 | 2 | | 2 | 2 | 1 | 2 | 3 | 20 | |
| Locks | 1 | 1 | | | | | | | | | | 1 | 3 | |
| General | | | | | | | | | | | | 1 | 1 | |
| Missing or Damaged Lock | 1 | 1 | | | | | | | | | | | 2 | |
| Lost and Found | | | | 1 | | | | | | | | 1 | 2 | |
| Airport/TSA | | | | 1 | | | | | | | | 1 | 2 | |
| Mishandling of Passenger Property | 4 | 2 | 4 | 2 | | 3 | 1 | 1 | | 2 | | 2 | 21 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | | | | | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | 4 | 2 | | 2 | 1 | 1 | | 2 | 2 | 2 | 17 | |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | 1 | | | | | | | 2 | |
| Patdown | 1 | 1 | | | | | | 1 | | | 1 | | 4 | |
| Flyer | 1 | 1 | | | | | | 1 | | | | | 3 | |
| Non-Flyer | | | | | | | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | | | | | | | | 1 | 3 | |
| Internal Medical Devices | | 1 | | | | | | | | | | 1 | 2 | |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | 2 | | | 2 | | | 4 | |
| Damaged Items - Checked | | | | | | | 1 | | | 1 | | | 2 | |
| Missing Items - Checked | | | | | | | 1 | | | 1 | | | 2 | |
| Screening | 1 | 4 | | | 1 | 1 | 1 | 1 | | 2 | | | 11 | |
| Inconsistency | | 1 | | | | | 1 | | | | | | 2 | |
| Lengthy Lines | 1 | 1 | | | | | | | | | | | 2 | |
| Procedures/Process | | 2 | | | | 1 | | 1 | | | 2 | | 6 | |
| Security Breach | | | | | 1 | | | | | | | | 1 | |
| 2018 | 7 | 7 | 11 | 3 | 9 | 12 | 9 | 8 | 10 | 12 | 6 | 9 | 103 | |
| Civil Rights | | 1 | | | 1 | | | 1 | | | 1 | | 4 | |
| Racial Profiling or Discrimination | | 1 | | | | | | 1 | | | 1 | | 3 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | 1 | | | | | | | | 1 | |
| Customer Service | 1 | 1 | 1 | 1 | 2 | 3 | 5 | 1 | 1 | 2 | | 2 | 20 | |
| TSO | 1 | 1 | 1 | 1 | 2 | 3 | 5 | 1 | 1 | 2 | | 2 | 20 | |
| Locks | 1 | 1 | 1 | | | | | | | 3 | | | 6 | |
| Missing or Damaged Lock | 1 | 1 | 1 | | | | | | | 3 | | | 6 | |
| Lost and Found | | | | | 1 | 1 | | | 1 | 1 | | 1 | 5 | |
| Airport/TSA | | | | | 1 | 1 | | | 1 | 1 | | 1 | 5 | |
| Mishandling of Passenger Property | 1 | 2 | 3 | | 2 | 4 | 1 | 1 | 3 | 2 | | 3 | 22 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | 1 | 1 | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | 2 | 2 | | 1 | 4 | 1 | 1 | 2 | 1 | | 3 | 17 | |
| Disarrayed Items--Carry-on or Checked | | | 1 | | 1 | | | | | | | | 2 | |
| Patdown | | | 1 | 1 | 1 | | 2 | 2 | 2 | 2 | | | 11 | |
| Flyer | | | 1 | 1 | | | 2 | 2 | 2 | 2 | | | 10 | |
| Non-Flyer | | | | | 1 | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 2 | 1 | 1 | | 1 | 1 | 1 | | | | 2 | | 9 | |
| Cancer (general) Not Breast Cancer | 1 | | | | | | | | | | | | 1 | |
| Diabetes | | 1 | | | | | | | | | | | 1 | |
| General | | | | | | | | | | | 1 | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | 1 | | 1 | | | | | | | | 2 | |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 1 | | 1 | |
| Wheelchair/ Scooter/ Segway | 1 | | | | | | 1 | | | | | | 2 | |
| Property - Special Handling | | | 2 | 1 | 1 | 2 | | 2 | 2 | 1 | 2 | 2 | 15 | |
| Damaged Items - Carry-On | | | | | | 1 | | 1 | | | | | 2 | |
| Damaged Items - Checked | | | 2 | | | 1 | | 1 | 1 | | | 1 | 6 | |
| Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 | |
| Missing Items - Checked | | | | 1 | 1 | | | | | 1 | 2 | 1 | 6 | |
| Request for Assistance | 1 | | | | | | | | | | | | 1 | |
| Wounded Warrior (MSIJSOC) | 1 | | | | | | | | | | | | 1 | |
| Screening | 1 | 1 | 2 | | | 1 | | 1 | 1 | 1 | 1 | 1 | 10 | |
| Inconsistency | | | | | | | | | | | 1 | | 1 | |
| Lengthy Lines | 1 | 1 | 1 | | | | | | | | | | 3 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Procedures/Process | | | 1 | | | | | 1 | 1 | 1 | | 1 | 5 |
| Security Breach | | | | | | 1 | | | | | | | 1 |
| 2019 | 9 | 7 | 10 | 3 | 5 | 6 | 5 | | | | | | 45 |
| Civil Rights | 1 | | | 1 | | | 1 | | | | | | 3 |
| Racial Profiling or Discrimination | 1 | | | 1 | | | 1 | | | | | | 3 |
| Customer Service | 1 | | 5 | | 2 | | 1 | | | | | | 9 |
| TSO | 1 | | 5 | | 2 | | 1 | | | | | | 9 |
| Mishandling of Passenger Property | | 4 | | 1 | 2 | | 1 | | | | | | 8 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 3 | | 1 | 2 | | 1 | | | | | | 7 |
| Patdown | 1 | 2 | | | 1 | 1 | | | | | | | 5 |
| Flyer | 1 | 1 | | | 1 | 1 | | | | | | | 4 |
| Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 1 | 2 | | | | | | | | | | 5 |
| Cognitive /Developmental /Mental Disability | | 1 | | | | | | | | | | | 1 |
| Diabetes | 1 | | 1 | | | | | | | | | | 2 |
| Metal Implants (joint) | | | 1 | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | 2 | 1 | | 2 | | | | | | | 5 |
| Damaged Items - Checked | | | 1 | 1 | | | | | | | | | 2 |
| Missing Items - Checked | | | 1 | | | 2 | | | | | | | 3 |
| Screening | 4 | | 1 | | | 3 | 2 | | | | | | 10 |
| Inconsistency | | | | | | | 1 | | | | | | 1 |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 3 | | 1 | | | 3 | 1 | | | | | | 8 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| LIH | 36 | 25 | 21 | 29 | 31 | 47 | 38 | 33 | 25 | 23 | 22 | 21 | 351 | |
| 2016 | | | | 4 | 3 | 11 | 10 | 10 | 7 | 6 | 6 | 5 | 62 | |
| Civil Rights | | | | | | | | 2 | | | 1 | | 3 | |
| Sexual Orientation - Not Transgender | | | | | | | | | | | 1 | | 1 | |
| Transgender Screening | | | | | | | | 2 | | | | | 2 | |
| Customer Service | | | | 1 | | 1 | 1 | 2 | 1 | | 1 | 2 | 9 | |
| Others | | | | | | | | 1 | 1 | | 1 | | 3 | |
| TSO | | | | 1 | | 1 | 1 | 1 | | | | 2 | 6 | |
| Locks | | | | | | | 2 | 1 | 1 | | 1 | 1 | 6 | |
| Missing or Damaged Lock | | | | | | | 2 | 1 | 1 | | 1 | 1 | 6 | |
| Mishandling of Passenger Property | | | | 2 | 3 | 8 | 4 | 4 | 2 | 5 | 2 | 1 | 31 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | 1 | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 3 | 8 | 4 | 4 | 1 | 5 | 2 | 1 | 29 | |
| Patdown | | | | | | | 1 | | | | | 1 | 2 | |
| Flyer | | | | | | | 1 | | | | | 1 | 2 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | 1 | | 1 | 1 | | | | 4 | |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 | |
| Diapers/Garments/Dressings/Masks | | | | | | | | 1 | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 | |
| Screening | | | | | | 1 | 2 | | 2 | 1 | 1 | | 7 | |
| Inconsistency | | | | | | | 1 | | 1 | | 1 | | 3 | |
| Lengthy Lines | | | | | | | | | | 1 | | | 1 | |
| Procedures/Process | | | | | | 1 | 1 | | 1 | | | | 3 | |
| 2017 | 14 | 6 | 5 | 7 | 6 | 13 | 6 | 11 | 10 | 8 | 10 | 9 | 105 | |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | | 1 | |
| Flyer as Observer | | | | | | | | 1 | | | | | 1 | |
| Civil Rights | | | | | | 1 | 1 | | | | | | 2 | |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 | |
| Customer Service | | 2 | | 1 | | 1 | | 2 | 1 | | 1 | 1 | 9 | |
| Others | | | | | | 1 | | | | | | | 1 | |
| TSO | | 2 | | 1 | | | | 2 | 1 | | 1 | 1 | 8 | |
| Locks | 2 | 1 | 1 | 3 | | 1 | 1 | 1 | 1 | | 1 | 3 | 15 | |
| Missing or Damaged Lock | 2 | 1 | 1 | 3 | | 1 | 1 | 1 | 1 | | 1 | 3 | 15 | |
| Lost and Found | | | | | | | | | 1 | | | | 1 | |
| Airport/TSA | | | | | | | | | 1 | | | | 1 | |
| Mishandling of Passenger Property | 10 | 3 | 3 | 2 | 6 | 9 | 3 | 5 | 4 | 3 | 5 | 4 | 57 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | 1 | 1 | | | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | 9 | 3 | 2 | 1 | 5 | 7 | 2 | 4 | 4 | 2 | 5 | 4 | 48 | |
| Disarrayed Items--Carry-on or Checked | 1 | | 1 | | | 1 | 1 | 1 | | 1 | | | 6 | |
| Patdown | 1 | | 1 | | | 1 | | | 1 | | | | 4 | |
| Flyer | 1 | | 1 | | | 1 | | | 1 | | | | 4 | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | 1 | 1 | | 3 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | 1 | | 2 | |
| Property - Special Handling | | | | | | | 1 | 1 | 2 | 1 | 1 | 1 | 7 | |
| Damaged Items - Checked | | | | | | | 1 | | 2 | | 1 | | 4 | |
| Missing Items - Checked | | | | | | | | 1 | | 1 | | 1 | 3 | |
| Screening | 1 | | | 1 | | | | | | 3 | 1 | | 6 | |
| Inconsistency | | | | 1 | | | | | | | | | 1 | |
| Lengthy Lines | | | | | | | | | | | 1 | | 1 | |
| Procedures/Process | 1 | | | | | | | | | 2 | | | 3 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | 1 | | | 1 | |
| 2018 | 10 | 7 | 10 | 11 | 12 | 12 | 12 | 12 | 8 | 9 | 6 | 7 | 116 | |
| Customer Service | 2 | | 2 | 2 | 3 | 1 | 1 | 1 | 1 | 1 | 3 | | 17 | |
| Others | | | | | | | | | | | 1 | | 1 | |
| TSO | 2 | | 2 | 2 | 3 | 1 | 1 | 1 | 1 | 1 | 2 | | 16 | |
| Locks | | 1 | 1 | | 1 | 1 | 1 | | 2 | | | 1 | 8 | |
| Missing or Damaged Lock | | 1 | 1 | | 1 | 1 | 1 | | 2 | | | 1 | 8 | |
| Mishandling of Passenger Property | 5 | 4 | 4 | 3 | 1 | 4 | 6 | 5 | 1 | 5 | 2 | 1 | 41 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | 1 | 2 | |
| Damaged/Missing Items--Checked Baggage | 3 | 4 | 3 | 3 | 1 | 3 | 6 | 2 | 1 | 5 | 2 | | 33 | |
| Disarrayed Items--Carry-on or Checked | 1 | | 1 | | | 1 | | 3 | | | | | 6 | |
| Patdown | | | | | | 2 | 1 | 2 | 1 | | | 1 | 7 | |
| Flyer | | | | | | 2 | 1 | 1 | 1 | | | 1 | 6 | |
| Flyer as Observer | | | | | | | | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | 1 | | | 1 | 1 | | | 1 | 6 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | | | | 1 | 2 | |
| Wheelchair/ Scooter/ Segway | | | 1 | 1 | 1 | | | | 1 | | | | 4 | |
| Property - Special Handling | 1 | 1 | 1 | 2 | 3 | 2 | 1 | | 1 | 2 | 1 | 2 | 17 | |
| Damaged Items - Carry-On | | | | | 1 | | | | | | | 1 | 2 | |
| Damaged Items - Checked | 1 | 1 | | 1 | 1 | | 1 | | | | | | 5 | |
| Missing Items - Carry-On | | | | 1 | 1 | | | | | 2 | | 1 | 5 | |
| Missing Items - Checked | | | 1 | | | 2 | | | 1 | | 1 | | 5 | |
| Screening | 2 | 1 | 1 | 3 | 3 | 2 | 2 | 3 | 1 | 1 | | 1 | 20 | |
| Crew Member or Airline Employee | 1 | | | | | | | | | | | | 1 | |
| Inconsistency | | | | | 1 | | | | | | | 1 | 2 | |
| Lengthy Lines | | | | | 2 | 1 | | 1 | | | | | 4 | |
| Procedures/Process | 1 | 1 | 1 | 3 | | 1 | 2 | 2 | 1 | | | | 12 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | 1 | | | 1 | |
| 2019 | 12 | 12 | 6 | 7 | 10 | 11 | 10 | | | | | | 68 | |
| Civil Rights | | | | 1 | 1 | | | | | | | | 2 | |
| Racial Profiling or Discrimination | | | | 1 | 1 | | | | | | | | 2 | |
| Customer Service | 4 | 3 | 2 | | 3 | 4 | 1 | | | | | | 17 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Others | | 2 | | | 1 | 1 | | | | | | | 4 |
| TSO | 4 | 1 | 2 | | 2 | 3 | 1 | | | | | | 13 |
| Locks | 1 | | 1 | 1 | | | 1 | | | | | | 4 |
| Missing or Damaged Lock | 1 | | 1 | 1 | | | 1 | | | | | | 4 |
| Mishandling of Passenger Property | 1 | 1 | | 4 | 3 | 3 | 2 | | | | | | 14 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | 4 | 2 | 2 | | | | | | | 9 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | 1 | 1 | 1 | | | | | | 4 |
| Patdown | 1 | 1 | | | | 1 | 1 | | | | | | 4 |
| Flyer | 1 | 1 | | | | | 1 | | | | | | 3 |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | | | | | | | | | 2 |
| Diabetes | | 1 | | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 4 | | | 2 | 1 | 3 | | | | | | 12 |
| Damaged Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Damaged Items - Checked | | 1 | | | | 1 | 1 | | | | | | 3 |
| Missing Items - Carry-On | | | | | 2 | | | | | | | | 2 |
| Missing Items - Checked | 2 | 2 | | | | | 2 | | | | | | 6 |
| Screening | 3 | 2 | 2 | 1 | 1 | 2 | 2 | | | | | | 13 |
| Lengthy Lines | 2 | 1 | | | | | | | | | | | 3 |
| Procedures/Process | 1 | 1 | 2 | 1 | 1 | 2 | 2 | | | | | | 10 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| LIT | 19 | 20 | 25 | 33 | 17 | 22 | 15 | 18 | 16 | 24 | 23 | 20 | 252 | |
| 2016 | | | | 12 | 3 | 6 | 5 | 7 | 5 | 10 | 6 | 5 | 59 | |
| Civil Rights | | | | 1 | | | | | | 1 | | | 2 | |
| General Complaint and Discrimination | | | | 1 | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 | |
| Customer Service | | | | 2 | 1 | 3 | 1 | | | 1 | 1 | | 9 | |
| CSM | | | | 1 | | | | | | | | | 1 | |
| Others | | | | | | 3 | | | | | | | 3 | |
| TSO | | | | 1 | 1 | | 1 | | | 1 | 1 | | 5 | |
| Locks | | | | 2 | | | | | | | | | 2 | |
| Missing or Damaged Lock | | | | 2 | | | | | | | | | 2 | |
| Mishandling of Passenger Property | | | | 6 | 2 | 3 | 2 | 5 | 3 | 7 | 5 | 3 | 36 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | 2 | | | 1 | | 4 | |
| Damaged/Missing Items--Checked Baggage | | | | 3 | 2 | 2 | 2 | 3 | 3 | 7 | 4 | 3 | 29 | |
| Disarrayed Items--Carry-on or Checked | | | | 2 | | 1 | | | | | | | 3 | |
| Patdown | | | | | | | | | 1 | | | | 1 | |
| Flyer | | | | | | | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | 1 | 2 | |
| Diabetes | | | | | | | 1 | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 1 | 1 | |
| Screening | | | | 1 | | | 1 | 2 | 1 | 1 | | 1 | 7 | |
| Inconsistency | | | | | | | 1 | 1 | | | | | 2 | |
| Procedures/Process | | | | 1 | | | | 1 | 1 | 1 | | 1 | 5 | |
| 2017 | 3 | 9 | 7 | 6 | 4 | 10 | 2 | 9 | 5 | 5 | 11 | 5 | 76 | |
| Civil Rights | | | | | | 2 | | | | | | | 2 | |
| Constitutional Rights | | | | | | 1 | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 | |
| Customer Service | | 2 | 1 | 1 | | | | 1 | | 1 | | 1 | 7 | |
| TSO | | 2 | 1 | 1 | | | | 1 | | 1 | | 1 | 7 | |
| Locks | | | | 1 | | | | 1 | | | 1 | 2 | 5 | |
| Missing or Damaged Lock | | | | 1 | | | | 1 | | | 1 | 2 | 5 | |
| Mishandling of Passenger Property | 3 | 6 | 1 | 3 | 2 | 7 | 2 | 4 | 2 | 3 | 9 | 1 | 43 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | 1 | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 2 | 5 | 1 | 3 | 1 | 5 | 2 | 3 | 2 | 3 | 6 | 1 | 34 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | 1 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | 1 | 1 | | 1 | | | 2 | | 6 | |
| Patdown | | 1 | | | 1 | | | 1 | 1 | | | | 4 | |
| Flyer | | 1 | | | 1 | | | 1 | 1 | | | | 4 | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | 1 | | | 2 | |
| Breast Cancer | | | | | | | | | | 1 | | | 1 | |
| Diabetes | | | 1 | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | 2 | 2 | | 1 | 1 | 6 | |
| Damaged Items - Checked | | | | | | | | 1 | 1 | | | 1 | 3 | |
| Missing Items - Checked | | | | | | | | 1 | 1 | | 1 | | 3 | |
| Screening | | | 4 | 1 | 1 | 1 | | | | | | | 7 | |
| Procedures/Process | | | 3 | 1 | 1 | 1 | | | | | | | 6 | |
| Security Breach | | | 1 | | | | | | | | | | 1 | |
| 2018 | 8 | 4 | 10 | 9 | 7 | | 5 | 2 | 6 | 9 | 6 | 10 | 76 | |
| Advanced Imaging Technology (AIT) | | | | | | | 1 | | | | | | 1 | |
| Flyer | | | | | | | 1 | | | | | | 1 | |
| Civil Rights | | | | 1 | | | 1 | | 1 | 1 | 1 | | 5 | |
| National Origin | | | | | | | | | | | 1 | | 1 | |
| Racial Profiling or Discrimination | | | | 1 | | | 1 | | 1 | | | | 3 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | | | 1 | |
| Customer Service | | | | 1 | 1 | | | | 2 | | 1 | 1 | 6 | |
| TSO | | | | 1 | 1 | | | | 2 | | 1 | 1 | 6 | |
| Locks | | | | | | | | | | | 1 | 1 | 2 | |
| Missing or Damaged Lock | | | | | | | | | | | 1 | 1 | 2 | |
| Mishandling of Passenger Property | 1 | 3 | 2 | 3 | 1 | | 2 | | | 3 | 1 | 3 | 19 | |
| Damaged/Missing Items--Checked Baggage | 1 | 3 | 1 | 2 | 1 | | 1 | | | | 1 | 2 | 12 | |
| Disarrayed Items--Carry-on or Checked | | | 1 | 1 | | | 1 | | | 3 | | 1 | 7 | |
| Patdown | 2 | | 3 | 1 | | | 1 | 1 | 1 | 1 | | 1 | 11 | |
| Flyer | 2 | | 3 | 1 | | | 1 | 1 | 1 | | | 1 | 10 | |
| Non-Flyer | | | | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | 1 | | | | 1 | 1 | | | 5 | |
| Diapers/Garments/Dressings/Masks | | | | | | | | | 1 | | | | 1 | |
| Internal Medical Devices | | 1 | | | | | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | 1 | 1 | | | | | | | | 2 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | 3 | | 2 | 2 | 2 | | | 1 | | 3 | | 3 | 16 | |
| Damaged Items - Checked | 2 | | 2 | 1 | | | | | | 3 | | 1 | 9 | |
| Missing Items - Carry-On | | | | 1 | 1 | | | | | | | | 2 | |
| Missing Items - Checked | 1 | | | | 1 | | | 1 | | | | 2 | 5 | |
| Screening | 2 | | 3 | | 2 | | | | 1 | | 2 | 1 | 11 | |
| Lengthy Lines | | | 3 | | | | | | | | | | 3 | |
| Procedures/Process | 2 | | | | 2 | | | | 1 | | 2 | 1 | 8 | |
| 2019 | 8 | 7 | 8 | 6 | 3 | 6 | 3 | | | | | | 41 | |
| Civil Rights | | | 1 | | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 | |
| Customer Service | | | 1 | 1 | 1 | | 1 | | | | | | 4 | |
| TSO | | | 1 | 1 | 1 | | 1 | | | | | | 4 | |
| Locks | | 1 | | 1 | | | | | | | | | 2 | |
| Missing or Damaged Lock | | 1 | | 1 | | | | | | | | | 2 | |
| Mishandling of Passenger Property | 2 | 1 | 2 | 2 | | 3 | 1 | | | | | | 11 | |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | 2 | 2 | | 3 | 1 | | | | | | 11 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Patdown | | 2 | 1 | | | | | | | | | | 3 |
| Flyer | | 1 | 1 | | | | | | | | | | 2 |
| Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | | | 2 | | 1 | | | | | | | 5 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 2 | | | | | | | | | | | | 2 |
| Service Animals | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | 1 | | 2 | 2 | 1 | | | | | | 9 |
| Damaged Items - Carry-On | | | | | 1 | 1 | | | | | | | 2 |
| Damaged Items - Checked | 2 | | 1 | | 1 | 1 | 1 | | | | | | 6 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| Screening | 2 | 2 | 2 | | | | | | | | | | 6 |
| Inconsistency | 1 | | | | | | | | | | | | 1 |
| Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | 1 | 1 | 2 | | | | | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| LMT | 1 | | 1 | | | 1 | | | 1 | | | | 4 |
| 2017 | 1 | | 1 | | | 1 | | | 1 | | | | 4 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | 1 | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | 1 | | | | | | | 2 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--------------------------------|---|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| LNK | | 5 | 9 | 5 | 3 | 7 | 5 | 7 | 6 | 6 | 10 | 9 | 9 | 81 |
| 2016 | | | | | | 2 | 1 | 1 | 5 | 2 | 6 | 5 | 4 | 26 |
| | Customer Service | | | | | | | | 1 | | | 1 | | 2 |
| | CSM | | | | | | | | 1 | | | | | 1 |
| | TSO | | | | | | | | | | | 1 | | 1 |
| | Locks | | | | | | 1 | | 1 | | 1 | 1 | | 4 |
| | General | | | | | | 1 | | | | | | | 1 |
| | Missing or Damaged Lock | | | | | | | | 1 | | 1 | 1 | | 3 |
| | Mishandling of Passenger Property | | | | | 2 | | 1 | 2 | 2 | 4 | 3 | 4 | 18 |
| | Damaged/Missing Items--Checked Baggage | | | | | 2 | | 1 | 2 | | 3 | 2 | 4 | 14 |
| | Disarrayed Items--Carry-on or Checked | | | | | | | | | 2 | 1 | 1 | | 4 |
| | Screening | | | | | | | | 1 | | 1 | | | 2 |
| | Inconsistency | | | | | | | | | | 1 | | | 1 |
| | Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| 2017 | | 4 | 3 | 2 | | 3 | 1 | 2 | 1 | 3 | 4 | 2 | 5 | 30 |
| | Customer Service | 1 | | | | | | | | | 1 | | 1 | 3 |
| | TSO | 1 | | | | | | | | | 1 | | 1 | 3 |
| | Locks | 1 | 1 | | | | | | | | | | | 2 |
| | Missing or Damaged Lock | 1 | 1 | | | | | | | | | | | 2 |
| | Mishandling of Passenger Property | 2 | 2 | 2 | | 3 | 1 | 2 | 1 | 3 | 3 | 1 | 1 | 21 |
| | Damaged/Missing Items--Checked Baggage | 1 | 2 | 2 | | 3 | 1 | 1 | 1 | 3 | 2 | | 1 | 17 |
| | Disarrayed Items--Carry-on or Checked | 1 | | | | | | 1 | | | 1 | 1 | | 4 |
| | Patdown | | | | | | | | | | | | 1 | 1 |
| | Flyer | | | | | | | | | | | | 1 | 1 |
| | Property - Special Handling | | | | | | | | | | | 1 | 1 | 2 |
| | Missing Items - Checked | | | | | | | | | | | 1 | 1 | 2 |
| | Screening | | | | | | | | | | | | 1 | 1 |
| | Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2018 | | 1 | 5 | 1 | 1 | 1 | 2 | 3 | | 1 | | 2 | | 17 |
| | Customer Service | | 2 | 1 | 1 | | | | | | | 1 | | 5 |
| | TSO | | 2 | 1 | 1 | | | | | | | 1 | | 5 |
| | Mishandling of Passenger Property | 1 | | | | 1 | 1 | 1 | | 1 | | | | 5 |
| | Damaged/Missing Items--Checked Baggage | | | | | 1 | | 1 | | 1 | | | | 3 |
| | Disarrayed Items--Carry-on or Checked | 1 | | | | | 1 | | | | | | | 2 |
| | Patdown | | 1 | | | | | | | | | | | 1 |
| | Non-Flyer | | 1 | | | | | | | | | | | 1 |
| | Property - Special Handling | | 1 | | | | 1 | 2 | | | | | | 4 |
| | Damaged Items - Checked | | 1 | | | | 1 | 1 | | | | | | 3 |
| | Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| | Screening | | 1 | | | | | | | | | 1 | | 2 |
| | Inconsistency | | 1 | | | | | | | | | 1 | | 2 |
| 2019 | | 1 | 2 | 2 | 1 | 1 | 1 | 1 | | | | | | 8 |
| | Locks | | 1 | | | | | | | | | | | 1 |
| | Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| | Mishandling of Passenger Property | | | | 1 | | 1 | | | | | | | 2 |
| | Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | | | | | | | 2 |
| | Persons w/ Disabilities (PWD) | | | 2 | | | | | | | | | | 2 |
| | Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | | | | | | | 1 |
| | Service Animals | | | 1 | | | | | | | | | | 1 |
| | Property - Special Handling | | | | | 1 | | | | | | | | 1 |
| | Missing Items - Checked | | | | | 1 | | | | | | | | 1 |
| | Screening | | | | 1 | | | 1 | | | | | | 2 |
| | Procedures/Process | | | | 1 | | | 1 | | | | | | 2 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|-----|-----|----------|-----|-----|-----|-----|-----|-----|-----|----------|-----|----------|
| LNS | | | 1 | | | | | | | | 1 | | 2 |
| 2016 | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 |
| 2017 | | | 1 | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|-----|----------|----------|----------|----------|----------|-----|----------|----------|-----|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| LNJ | 3 | 1 | | 1 | 2 | 2 | 3 | 2 | | 1 | 2 | | 17 |
| 2016 | | | | | 1 | 1 | 1 | | | 1 | 1 | | 5 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Diabetes | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | 1 | | 2 |
| Procedures/Process | | | | | | | 1 | | | | 1 | | 2 |
| 2017 | 2 | | | | | | | 1 | | | | | 3 |
| Mishandling of Passenger Property | 2 | | | | | | | 1 | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | 1 | | | | | 2 |
| Damaged/Missing Items--Unspecified Luggag | 1 | | | | | | | | | | | | 1 |
| 2018 | 1 | 1 | | 1 | | 1 | 1 | 1 | | | 1 | | 7 |
| Customer Service | | 1 | | | | 1 | | | | | 1 | | 3 |
| TSO | | 1 | | | | 1 | | | | | 1 | | 3 |
| Mishandling of Passenger Property | 1 | | | 1 | | | 1 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | | | 1 | | | 1 | | | | | | 3 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Inconsistency | | | | | | | | 1 | | | | | 1 |
| 2019 | | | | | 1 | | 1 | | | | | | 2 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | 1 | | | | | | | | 1 |
| Damaged Items - Checked | | | | | 1 | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|-----|-----|----------|-----|----------|-----|-----|----------|----------|-----|-----|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| LRD | 3 | | | 1 | | 4 | | | 1 | 4 | | | 13 |
| 2016 | | | | 1 | | 1 | | | 1 | 4 | | | 7 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | 1 | | | | 1 | | | 2 |
| TSO | | | | | | 1 | | | | 1 | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | 2 | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 2 | | | 2 |
| Screening | | | | 1 | | | | | 1 | | | | 2 |
| Inconsistency | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2018 | 2 | | | | | 3 | | | | | | | 5 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | 2 | | | | | | | 2 |
| Procedures/Process | | | | | | 2 | | | | | | | 2 |
| 2019 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Crew Member or Airline Employee | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|-----|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| LSE | 2 | 3 | 1 | 1 | | 2 | 1 | 1 | 1 | 4 | 1 | 3 | 20 |
| 2016 | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| 2017 | 2 | 1 | 1 | | | 1 | | 1 | | | | 1 | 7 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| National Origin | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | | | | | 1 | | | | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | | | | | 1 | | | | 1 | 4 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2018 | | 1 | | | | 1 | 1 | | 1 | 3 | 1 | 2 | 10 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | 1 | 1 | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | 1 | | | | 2 |
| Property - Special Handling | | | | | | | 1 | | | | | 1 | 2 |
| Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | | | 2 | 1 | 1 | 4 |
| Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Procedures/Process | | | | | | | | | | 2 | | | 2 |
| Security Breach | | | | | | | | | | | | 1 | 1 |
| 2019 | | 1 | | 1 | | | | | | | | | 2 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| TSO | | 1 | | | | | | | | | | | 1 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|----------|-----|----------|
| LWB | 3 | | | | | | | | | | 1 | | 4 |
| 2016 | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| 2017 | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter | 1 | | | | | | | | | | | | 1 |
| 2019 | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Sexual Orientation - Not Transgender | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|-----|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| LWS | 1 | 5 | 3 | 4 | 6 | 1 | | 2 | 2 | 5 | 1 | 3 | 33 |
| 2016 | | | | 1 | 2 | | | | | 3 | | | 6 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | | | | | 3 | | | 5 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | | | | 2 | | | 4 |
| 2017 | | 1 | 2 | 2 | 3 | | | 2 | | 1 | | 3 | 14 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | | 1 | | | | | 1 | | 3 | 7 |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | | 1 | | | | | 1 | | 3 | 7 |
| Patdown | | | | | 1 | | | 1 | | | | | 2 |
| Flyer | | | | | 1 | | | 1 | | | | | 2 |
| Screening | | | 1 | 1 | | | | 1 | | | | | 3 |
| Procedures/Process | | | 1 | 1 | | | | 1 | | | | | 3 |
| 2018 | 1 | 3 | 1 | | 1 | 1 | | | 2 | 1 | 1 | | 11 |
| Customer Service | 1 | | | | 1 | | | | 1 | | | | 3 |
| TSO | 1 | | | | 1 | | | | 1 | | | | 3 |
| Patdown | | | 1 | | | 1 | | | | | | | 2 |
| Flyer | | | 1 | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Screening | | 3 | | | | | | | | 1 | 1 | | 5 |
| Inconsistency | | 1 | | | | | | | | | | | 1 |
| Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | | | | 1 | 1 | | 3 |
| 2019 | | 1 | | 1 | | | | | | | | | 2 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| TSO | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|---|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| LYH | | 4 | 6 | 7 | 5 | 4 | 4 | 5 | 6 | 4 | 4 | 3 | 5 | 57 |
| 2016 | | | | | | 1 | 3 | 2 | 2 | | 1 | 1 | 2 | 12 |
| Customer Service | | | | | | | | | | | | | 2 | 2 |
| TSO | | | | | | | | | | | | | 2 | 2 |
| Locks | | | | | | | 2 | 1 | | | | | | 3 |
| Missing or Damaged Lock | | | | | | | 2 | 1 | | | | | | 3 |
| Mishandling of Passenger Property | | | | | | 1 | 1 | 1 | 2 | | 1 | 1 | | 7 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | 1 | 1 | 1 | | 1 | 1 | | 6 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | | | | 1 |
| 2017 | | 1 | | 4 | 2 | 1 | 1 | | 1 | 1 | 2 | | 1 | 14 |
| Locks | | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 4 | 1 | 1 | 1 | | 1 | | 2 | | 1 | 11 |
| Damaged/Missing Items--Checked Baggage | | | | 3 | | 1 | 1 | | 1 | | 1 | | 1 | 8 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 1 | | | | | | 1 | | | 3 |
| Patdown | | | | | 1 | | | | | | | | | 1 |
| Non-Flyer | | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | | | | | | | 1 | | | | 1 |
| 2018 | | | 4 | 3 | 3 | 2 | | 1 | 3 | 3 | 1 | 2 | 2 | 24 |
| Customer Service | | | | 1 | | | | | | | | 1 | | 2 |
| TSO | | | | 1 | | | | | | | | 1 | | 2 |
| Locks | | | | 1 | | | | | | | | 1 | | 2 |
| Missing or Damaged Lock | | | | 1 | | | | | | | 1 | | | 2 |
| Lost and Found | | | | | | | | | 1 | | | | | 1 |
| Airport/TSA | | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | 2 | 1 | 2 | 2 | | 1 | 2 | 3 | 1 | | 1 | 15 |
| Damaged/Missing Items--Checked Baggage | | | 2 | 1 | 1 | | | 1 | 1 | 3 | 1 | | 1 | 11 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | 2 | | | 1 | | | | | 4 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 | 2 |
| Damaged Items - Carry-On | | | | | | | | | | | | | 1 | 1 |
| Missing Items - Checked | | | 1 | | | | | | | | | | | 1 |
| Screening | | | 1 | | 1 | | | | | | | | | 2 |
| Procedures/Process | | | 1 | | 1 | | | | | | | | | 2 |
| 2019 | | 3 | 2 | | | | | 2 | | | | | | 7 |
| Civil Rights | | 1 | | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 2 | | | | | | 1 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | 2 | | | | | | 1 | | | | | | 3 |
| Property - Special Handling | | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | | 1 | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| MAF | 6 | 12 | 11 | 7 | 7 | 12 | 10 | 6 | 12 | 9 | 9 | 10 | 111 | |
| 2016 | | | | | 2 | 2 | 5 | | 4 | 2 | 3 | 1 | 19 | |
| Civil Rights | | | | | | | 1 | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 | |
| Customer Service | | | | | 1 | | | | 1 | 1 | | | 3 | |
| Others | | | | | | | | | 1 | | | | 1 | |
| TSO | | | | | 1 | | | | | 1 | | | 2 | |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 | |
| Domestic | | | | | | 1 | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | 1 | 1 | 4 | | 3 | 1 | 2 | 1 | 13 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | 3 | | 3 | 1 | 2 | | 11 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 | |
| Screening | | | | | | | | | | | 1 | | 1 | |
| Procedures/Process | | | | | | | | | | | 1 | | 1 | |
| 2017 | 2 | 4 | 2 | 4 | 1 | 2 | 1 | 2 | 5 | 1 | 4 | 5 | 33 | |
| Civil Rights | | | | | | | | | | | 1 | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | | 1 | | 1 | |
| Customer Service | | 2 | | | 1 | | | | | | 2 | 1 | 6 | |
| Others | | | | | | | | | | | 2 | 1 | 3 | |
| TSO | | 2 | | | 1 | | | | | | | | 3 | |
| Mishandling of Passenger Property | 2 | 1 | 2 | 3 | | 1 | | 1 | 2 | | | | 12 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 2 | 1 | | 1 | | 1 | | | | | 7 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | 1 | | | 2 | | | | | | | | | 3 | |
| Patdown | | | | 1 | | 1 | 1 | | | | | 1 | 4 | |
| Flyer | | | | 1 | | 1 | 1 | | | | | 1 | 4 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | 2 | 1 | | | 4 | |
| Internal Medical Devices | | | | | | | | | | 1 | | | 1 | |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | | | 2 | | | | 3 | |
| Property - Special Handling | | | | | | | | 1 | | | 1 | 1 | 3 | |
| Damaged Items - Checked | | | | | | | | 1 | | | | 1 | 2 | |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Screening | | | | | | | | | 1 | | | 2 | 3 | |
| Lengthy Lines | | | | | | | | | 1 | | | 2 | 3 | |
| 2018 | 1 | 5 | 6 | 3 | 3 | 5 | 2 | 4 | 3 | 6 | 2 | 4 | 44 | |
| Customer Service | | 1 | 2 | | 1 | 2 | 2 | | | 1 | 2 | 1 | 12 | |
| Others | | 1 | 1 | | 1 | 1 | 2 | | | | | | 6 | |
| TSO | | | 1 | | | 1 | | | | 1 | 2 | 1 | 6 | |
| Locks | | | | | | | | 1 | | | | | 1 | |
| Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property | | 1 | 1 | 1 | 1 | | | | | 2 | | | 6 | |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | 1 | | | | | | | | | 3 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | 2 | | | 3 | |
| Patdown | | 1 | | | | | | 1 | | 2 | | 1 | 5 | |
| Flyer | | | | | | | | 1 | | 2 | | 1 | 4 | |
| Non-Flyer | | 1 | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | 1 | 2 | |
| Breast Cancer | | | | | | | | | | | | 1 | 1 | |
| General | 1 | | | | | | | | | | | | 1 | |
| Property - Special Handling | | | 1 | 2 | | | | | | | | | 3 | |
| Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 | |
| Damaged Items - Checked | | | | 1 | | | | | | | | | 1 | |
| Missing Items - Checked | | | 1 | | | | | | | | | | 1 | |
| Screening | | 2 | 2 | | 1 | 3 | | 2 | 3 | 1 | | 1 | 15 | |
| Lengthy Lines | | | 1 | | 1 | | | 1 | | | | | 3 | |
| Procedures/Process | | 2 | 1 | | | 3 | | 1 | 3 | 1 | | 1 | 12 | |
| 2019 | 3 | 3 | 3 | | 1 | 3 | 2 | | | | | | 15 | |
| Customer Service | | 1 | | | | 1 | | | | | | | 2 | |
| TSO | | 1 | | | | 1 | | | | | | | 2 | |
| Locks | | | | | | 1 | | | | | | | 1 | |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 | |
| Patdown | | | | | 1 | 1 | | | | | | | 2 | |
| Flyer | | | | | 1 | 1 | | | | | | | 2 | |
| Property - Special Handling | 1 | 1 | 2 | | | | 1 | | | | | | 5 | |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 | |
| Missing Items - Checked | 1 | 1 | 1 | | | | | | | | | | 3 | |
| Screening | 1 | 1 | 1 | | | | 1 | | | | | | 4 | |
| Procedures/Process | 1 | | 1 | | | | 1 | | | | | | 3 | |
| Security Breach | | 1 | | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MBS | 4 | 2 | 2 | 5 | 2 | 2 | 2 | 2 | 1 | 2 | 7 | 1 | 32 |
| 2016 | | | | 2 | | | 2 | 1 | | 1 | 4 | 1 | 11 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | 1 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | 2 | | | 2 | | | 1 | 2 | 1 | 8 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | 1 | | | 1 | 2 | 1 | 6 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | 1 | | | | | | 2 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 |
| 2017 | 3 | | | 1 | | | | 1 | 1 | 1 | | | 7 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Lost and Found | | | | 1 | | | | | | | | | 1 |
| Airport/TSA | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | | | | | | | | 1 | 1 | | | 4 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | 1 | | | | 2 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Missing Items - Checked | | | | | | | | 1 | | | | | 1 |
| 2018 | | 1 | 1 | | 1 | | | | | | 3 | | 6 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | 1 | | 1 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | 1 | | | 1 | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | 1 | | | | | | | | 2 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Flyer | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| 2019 | 1 | 1 | 1 | 2 | 1 | 2 | | | | | | | 8 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | 1 | 1 | | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | | 1 | | 1 | 1 | | | | | | | | 3 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Screening | 1 | | 1 | | | 1 | | | | | | | 3 |
| Procedures/Process | 1 | | 1 | | | 1 | | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MCE | | 1 | | | | | | 1 | | | | 1 | 3 |
| 2017 | | | | | | | | 1 | | | | 1 | 2 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | 1 | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | 1 | 2 |
| 2019 | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MCI | | 60 | 57 | 49 | 72 | 46 | 80 | 56 | 60 | 65 | 55 | 57 | 46 | 703 |
| 2016 | | | | | 14 | 13 | 21 | 12 | 17 | | | | 21 | 150 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | | 1 |
| Flyer | | | | | | | | | | 1 | | | | 1 |
| Civil Rights | | | | | | 1 | 1 | | 1 | 3 | 1 | 1 | 1 | 9 |
| Racial Profiling or Discrimination | | | | | | 1 | 1 | | 1 | 3 | | 1 | 1 | 8 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | 5 | 2 | 5 | 2 | 8 | 4 | 5 | 8 | 3 | 42 |
| CSM | | | | | | | | | | | | | 1 | 1 |
| Others | | | | | 1 | 2 | | 1 | 5 | 1 | | | | 10 |
| TSO | | | | | 4 | | | 1 | 3 | 3 | | 8 | 2 | 31 |
| Identification (ID) Requirements | | | | | | | 1 | | | | 1 | | | 2 |
| Domestic | | | | | | | 1 | | | | 1 | | | 2 |
| Locks | | | | | | | 4 | | | | | 1 | 1 | 6 |
| Missing or Damaged Lock | | | | | | | 4 | | | | | 1 | 1 | 6 |
| Lost and Found | | | | | | | | 1 | | | | | | 1 |
| Airport/TSA | | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 8 | 7 | 4 | 4 | 3 | 3 | 6 | 1 | 7 | 43 |
| Damaged/Missing Items Private Screening Contractor | | | | | 3 | 2 | | | | | 1 | | 1 | 7 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | 1 | 3 | | 1 | 1 | 1 | 2 | 10 |
| Damaged/Missing Items--Checked Baggage | | | | | 4 | 5 | 3 | 1 | 3 | 2 | 3 | | 3 | 24 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 | 2 |
| Patdown | | | | | | 1 | 2 | 2 | | 2 | | 1 | 1 | 9 |
| Flyer | | | | | | 1 | 1 | 2 | | 2 | | | 1 | 7 |
| Flyer as Observer | | | | | | | 1 | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | 1 | 1 | 1 | 1 | | 2 | | 7 |
| Diapers/Garments/Dressings/Masks | | | | | | | | | | | | 1 | | 1 |
| Medical Devices - Attached to the Body | | | | | 1 | | | | | | | | | 1 |
| Metal Implants (joint) | | | | | | | | 1 | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | 1 | 1 | | | | 2 |
| Touch Aversion (pain/trauma) | | | | | | | | | | | | 1 | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | | | | 1 |
| Screening | | | | | | 2 | 3 | 2 | 4 | 7 | | 4 | 8 | 30 |
| Crew Member or Airline Employee | | | | | | | 1 | | | | | 1 | | 2 |
| Inconsistency | | | | | | | | | | | | | 1 | 1 |
| Lengthy Lines | | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | 2 | 1 | 2 | 5 | | 3 | 5 | 19 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | | 2 | 2 |
| Security Breach | | | | | | | | 1 | 2 | 2 | | | | 5 |
| 2017 | | 17 | 23 | 26 | 22 | 15 | 25 | 19 | 25 | 21 | 20 | 21 | 13 | 247 |
| Civil Rights | | | | | 1 | 1 | | 1 | 2 | 2 | 3 | | 1 | 11 |
| Constitutional Rights | | | | | 1 | | | | | | | | | 1 |
| Perceived Religion | | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | | | 1 | 1 | 3 | | 1 | 7 |
| Transgender Screening | | | | | | | | 1 | 1 | | | | | 2 |
| Customer Service | | 2 | 8 | 7 | 8 | | 5 | 6 | 4 | 4 | 7 | 7 | 5 | 63 |
| Others | | | | 2 | 2 | | 1 | | | | | 1 | | 6 |
| TSO | | 2 | 8 | 5 | 6 | | 4 | 6 | 4 | 4 | 7 | 6 | 5 | 57 |
| Locks | | 1 | | 1 | 1 | 1 | | 1 | | 2 | | 2 | | 9 |
| Missing or Damaged Lock | | 1 | | 1 | 1 | 1 | | 1 | | 2 | | 2 | | 9 |
| Lost and Found | | | 1 | 1 | | | | | | | | | | 2 |
| Airport/TSA | | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | 6 | 8 | 10 | 5 | 3 | 8 | 4 | 4 | 5 | 4 | 1 | 3 | 61 |
| Damaged/Missing Items Private Screening Contractor | | | 2 | | 3 | 1 | 4 | 3 | 3 | | | | | 16 |
| Damaged/Missing Items--Carry-on Luggage | | 2 | | 2 | 1 | | | | | | | | | 5 |
| Damaged/Missing Items--Checked Baggage | | 3 | 6 | 8 | 1 | 1 | 4 | 1 | 1 | 5 | 2 | 1 | 3 | 36 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | 1 | | | | | 2 | | | 4 |
| Patdown | | 2 | 2 | 3 | 2 | 3 | 6 | 2 | | 3 | | 3 | | 26 |
| Children | | | | 1 | | | | | | | | | | 1 |
| Flyer | | 2 | 1 | 2 | 1 | 1 | 5 | 2 | | 3 | | 3 | | 20 |
| Flyer as Observer | | | 1 | | | 1 | 1 | | | | | | | 3 |
| Non-Flyer | | | | | 1 | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | | 2 | | | 1 | 1 | 2 | 1 | 1 | 10 |
| Autism Spectrum | | | | | | | | | 1 | | | | | 1 |
| General | | | 1 | | | | | | | | 2 | | | 3 |
| Hearing Impairment | | | | | | | | | | | | | | 1 |
| Internal Medical Devices | | | | | | 1 | | | | | | 1 | | 1 |
| Metal Implants (joint) | | | | | | 1 | | | | | | | | 1 |
| Ostomy/Ostomates | | 1 | | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | | 1 | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | | | 1 | 1 |
| Prohibited & Permitted Items | | | | | | 1 | | | | | | | | 1 |
| Lighters/Matches | | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | 2 | 1 | 3 | 3 | 2 | 12 |
| Damaged Items - Carry-On | | | | | | | | | | | 1 | 1 | | 2 |
| Damaged Items - Checked | | | | | | | | | | | 1 | | | 1 |
| Missing Items - Carry-On | | | | | | | | | 1 | 1 | | | | 2 |
| Missing Items - Checked | | | | | | | | 1 | 1 | | 1 | 2 | 2 | 7 |
| Screening | | 5 | 3 | 4 | 5 | 4 | 6 | 4 | 12 | 3 | 1 | 4 | 1 | 52 |
| Crew Member or Airline Employee | | | 1 | | | | | | | | | | | 1 |
| Inconsistency | | | | | 1 | 1 | 1 | 1 | 4 | | | | | 8 |
| Lengthy Lines | | | | 1 | 1 | | 3 | 1 | 1 | 1 | | | 1 | 9 |
| Procedures/Process | | 5 | 2 | 2 | 2 | 3 | 2 | 2 | 5 | 1 | 1 | 3 | | 28 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | 1 | | 1 | | 3 |
| Security Breach | | | | 1 | 1 | | | | 1 | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| 2018 | 23 | 17 | 17 | 19 | 12 | 19 | 17 | 18 | 23 | 22 | 18 | 12 | 217 |
| Civil Rights | 2 | 1 | 1 | 1 | | 1 | 2 | 1 | 1 | 1 | | 2 | 13 |
| Age | | | | 1 | | | | | | | | | 1 |
| Hair Patdowns | 1 | | | | | | | | | | | 1 | 2 |
| Perceived Religion | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | 1 | | | | 1 | 1 | | 1 | | | 1 | 6 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| Transgender Screening | | | | | | | | 1 | | 1 | | | 2 |
| Customer Service | 3 | 4 | 7 | 6 | 1 | 4 | 2 | 4 | 7 | 8 | 4 | 1 | 51 |
| CSM | | | | | | | | 1 | | | | | 1 |
| Others | | | 3 | | | | | 1 | 1 | | | | 5 |
| TSO | 3 | 4 | 4 | 6 | 1 | 4 | 2 | 2 | 6 | 8 | 4 | 1 | 45 |
| Locks | 2 | 1 | | | 1 | 1 | | 2 | | | | 2 | 9 |
| Missing or Damaged Lock | 2 | 1 | | | 1 | 1 | | 2 | | | | 2 | 9 |
| Mishandling of Passenger Property | 5 | 4 | 3 | 2 | 5 | 2 | | 1 | 2 | 4 | 4 | 4 | 36 |
| Damaged/Missing Items Private Screening Contractor | | 1 | | | | | | | 1 | | 2 | 1 | 5 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | 4 | 3 | | 2 | 4 | 2 | | 1 | 1 | 4 | 1 | 2 | 25 |
| Disarrayed Items--Carry-on or Checked | | | 2 | | 1 | | | | | | | 1 | 4 |
| Patdown | 2 | 1 | 1 | 4 | 2 | 4 | 3 | 1 | 3 | | 1 | 1 | 23 |
| Flyer | 2 | | 1 | 2 | 2 | 4 | 2 | 1 | 3 | | 1 | | 18 |
| Flyer as Observer | | | | | | | 1 | | | | | 1 | 2 |
| Non-Flyer | | 1 | | 2 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 5 | 1 | | 1 | | 1 | 2 | 3 | 2 | | 1 | 1 | 17 |
| Breast Cancer | 1 | | | | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | 1 | | | | | | | | | | | 1 |
| Hearing Impairment | 1 | | | | | | | | 1 | | | | 2 |
| Metal Implants (joint) | 1 | | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | | | 1 | 2 |
| Ostomy/Ostomates | 1 | | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | 1 | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 |
| Visual Impairment | 1 | | | 1 | | | | | | | 1 | | 3 |
| Wheelchair/ Scooter/ Segway | | | | | | | 2 | 2 | | | | | 4 |
| Property - Special Handling | 2 | 2 | 1 | 2 | 1 | 2 | 4 | 2 | 3 | 2 | 3 | | 24 |
| Damaged Items - Carry-On | | | | | | | | | 3 | | 2 | | 5 |
| Damaged Items - Checked | | 1 | | | | | 1 | 1 | | 1 | | | 4 |
| Missing Items - Carry-On | | | | | 1 | 1 | 1 | | | | | | 3 |
| Missing Items - Checked | 2 | 1 | 1 | 2 | | 1 | 2 | 1 | | 1 | 1 | | 12 |
| Screening | 2 | 3 | 4 | 3 | 2 | 4 | 4 | 4 | 5 | 7 | 5 | 1 | 44 |
| Children | | | | | | 1 | | | | | | | 1 |
| Inconsistency | | 2 | | | | 1 | | | | 1 | 1 | 1 | 6 |
| Lengthy Lines | | | | | | | | 1 | 3 | 2 | 2 | | 8 |
| Procedures/Process | | | 4 | 3 | 2 | 1 | 4 | 3 | 2 | 3 | 2 | | 24 |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 |
| Security Breach | 2 | | | | | 1 | | | | | | | 3 |
| Shoe Screening | | | | | | | | | | 1 | | | 1 |
| 2019 | 20 | 17 | 6 | 17 | 6 | 15 | 8 | | | | | | 89 |
| Civil Rights | 2 | 3 | 2 | 2 | 1 | 1 | | | | | | | 11 |
| Perceived Religion | 1 | | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | 1 | 1 | 1 | | | | | | | | 4 |
| Sex/Gender/Gender Identity- Not Transgender | | 3 | 1 | | | | | | | | | | 4 |
| Sexual Orientation - Not Transgender | | | | 1 | | | | | | | | | 1 |
| Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | 5 | 5 | 1 | 3 | 1 | 5 | 1 | | | | | | 21 |
| TSO | 5 | 5 | 1 | 3 | 1 | 5 | 1 | | | | | | 21 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Lost and Found | | | | | | 1 | | | | | | | 1 |
| Airport/TSA | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 2 | 1 | 3 | 1 | | 3 | | | | | | 13 |
| Damaged/Missing Items Private Screening Contractor | 2 | | | 2 | | | 1 | | | | | | 5 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 2 | 1 | 1 | | | 1 | | | | | | 5 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | 1 | | | | | | 2 |
| Patdown | 3 | 1 | | 4 | | 1 | 2 | | | | | | 11 |
| Flyer | 2 | 1 | | 4 | | 1 | 2 | | | | | | 10 |
| General | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 2 | 1 | | 1 | 1 | | | | | | | 7 |
| Cancer (general) Not Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Diabetes | 1 | 1 | | | | | | | | | | | 2 |
| Medical Devices - Attached to the Body | | | 1 | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | 1 | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | | | 1 | | | | | | | | 2 |
| Property - Special Handling | 1 | 1 | 1 | 1 | 1 | 2 | 2 | | | | | | 9 |
| Damaged Items - Checked | 1 | | | | | 1 | | | | | | | 2 |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | 6 |
| Screening | 4 | 3 | | 4 | 1 | 3 | | | | | | | 15 |
| Inconsistency | | 1 | | | | 1 | | | | | | | 2 |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 3 | 2 | | 4 | 1 | 2 | | | | | | | 12 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|----------|----------|-----|-----|-----|-----|-----|----------|----------|-----|----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MCK | | | 2 | 1 | | | | | | 1 | 1 | | 5 |
| 2017 | | | 1 | 1 | | | | | | 1 | 1 | | 4 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Flyer | | | 1 | | | | | | | | | | 1 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Procedures/Process | | | | | | | | | | | 1 | | 1 |
| 2018 | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| MCN | 1 | 1 | 1 | 1 | | | 3 | 2 | | 2 | 2 | 2 | 15 | |
| 2017 | | | | | | | | | | | 1 | 1 | 2 | |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 | |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 | |
| Damaged Items - Checked | | | | | | | | | | | | 1 | 1 | |
| 2018 | | | 1 | 1 | | | 2 | 2 | | 2 | 1 | 1 | 10 | |
| Customer Service | | | | | | | | 1 | | | | | 1 | |
| TSO | | | | | | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property | | | 1 | 1 | | | 1 | 1 | | 1 | | 1 | 6 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | 1 | | 1 | | 1 | 4 | |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | 1 | | | | | | 2 | |
| Screening | | | | | | | 1 | | | 1 | 1 | | 3 | |
| Procedures/Process | | | | | | | 1 | | | 1 | | | 2 | |
| Shoe Screening | | | | | | | | | | | 1 | | 1 | |
| 2019 | 1 | 1 | | | | | 1 | | | | | | 3 | |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | | | | | | | 2 | |
| Screening | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | | | | | | | 1 | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| MCO | 601 | 602 | 626 | 806 | 777 | 872 | 829 | 626 | 503 | 548 | 596 | 459 | 7,845 | |
| 2016 | | | | 200 | 197 | 268 | 235 | 232 | 156 | 173 | 221 | 198 | 1,880 | |
| Advanced Imaging Technology (AIT) | | | | | | | | | 1 | 1 | 1 | | 3 | |
| Flyer | | | | | | | | | 1 | 1 | 1 | | 3 | |
| Civil Rights | | | | 1 | 3 | 4 | 5 | 4 | 3 | 1 | 4 | 3 | 28 | |
| Constitutional Rights | | | | | | | 1 | | | | | | 1 | |
| General Complaint and Discrimination | | | | | 2 | | | | | | | | 2 | |
| National Origin | | | | | | | | | 1 | | 1 | 1 | 3 | |
| Racial Profiling or Discrimination | | | | | 1 | 2 | 2 | 3 | 2 | 1 | 3 | 2 | 16 | |
| Transgender Screening | | | | 1 | | 2 | 2 | 1 | | | | | 6 | |
| Customer Service | | | | 27 | 26 | 44 | 44 | 46 | 21 | 24 | 21 | 25 | 278 | |
| CSM | | | | | | | | | | | 2 | | 2 | |
| Others | | | | 1 | | 4 | 2 | 3 | 2 | | 1 | | 13 | |
| TSO | | | | 26 | 26 | 40 | 42 | 43 | 19 | 24 | 18 | 25 | 263 | |
| Identification (ID) Requirements | | | | | | 2 | | | | 1 | | 2 | 5 | |
| Domestic | | | | | | 2 | | | | 1 | | 2 | 5 | |
| Locks | | | | 18 | 13 | 20 | 12 | 17 | 13 | 18 | 22 | 25 | 158 | |
| General | | | | | 2 | 2 | | 1 | 1 | 2 | 1 | 2 | 11 | |
| Missing or Damaged Lock | | | | 18 | 11 | 18 | 12 | 16 | 12 | 16 | 21 | 23 | 147 | |
| Lost and Found | | | | 3 | 6 | 12 | 12 | 7 | 2 | 7 | 6 | 5 | 60 | |
| Airport/TSA | | | | 3 | 6 | 12 | 12 | 7 | 2 | 7 | 6 | 5 | 60 | |
| Mishandling of Passenger Property | | | | 112 | 120 | 141 | 126 | 109 | 95 | 106 | 141 | 122 | 1,072 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 10 | 17 | 15 | 20 | 17 | 10 | 12 | 18 | 16 | 135 | |
| Damaged/Missing Items--Checked Baggage | | | | 94 | 91 | 114 | 96 | 86 | 83 | 87 | 119 | 100 | 870 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 2 | 1 | | | 2 | | | 5 | |
| Disarrayed Items--Carry-on or Checked | | | | 8 | 12 | 10 | 9 | 6 | 2 | 5 | 4 | 6 | 62 | |
| Patdown | | | | | 2 | 2 | 3 | 6 | 4 | 6 | 7 | 2 | 32 | |
| Children | | | | | | | | 1 | | 1 | | | 2 | |
| Flyer | | | | | 2 | 2 | 2 | 5 | 4 | 4 | 5 | 2 | 26 | |
| Flyer as Observer | | | | | | | | | | 1 | 1 | | 2 | |
| Non-Flyer | | | | | | | 1 | | | | 1 | | 2 | |
| Persons w/ Disabilities (PWD) | | | | 3 | 7 | 9 | 5 | 7 | 2 | 3 | 2 | 4 | 42 | |
| Autism Spectrum | | | | | 1 | | | | 1 | | | | 2 | |
| Breast Cancer | | | | | | | 2 | | | | | | 2 | |
| Cancer (general) Not Breast Cancer | | | | | | | 1 | | | | | | 1 | |
| Cognitive /Developmental /Mental Disability | | | | 2 | | 1 | | | | | | | 3 | |
| Diabetes | | | | | 2 | | | | 1 | 2 | | | 5 | |
| Diapers/Garments/Dressings/Masks | | | | | | | | | | | | 1 | 1 | |
| General | | | | | | | | | | 1 | | | 1 | |
| Internal Medical Devices | | | | | | | | 1 | | | | | 1 | |
| Medical Devices - Attached to the Body | | | | | | | 1 | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | 1 | 1 | 1 | | | 1 | 1 | 6 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | 1 | 4 | | 2 | | | 1 | 1 | 10 | |
| Respiratory and Inhaler Equipment | | | | | | | | 1 | | | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 | |
| Visual Impairment | | | | | 1 | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | 1 | 2 | | 2 | | | | 1 | 6 | |
| Request for Assistance | | | | | | | | | | 1 | 1 | 1 | 3 | |
| Other | | | | | | | | | | 1 | 1 | 1 | 3 | |
| Screening | | | | 36 | 20 | 34 | 28 | 35 | 15 | 5 | 16 | 9 | 198 | |
| Children | | | | | 1 | | | | | | | | 1 | |
| Crew Member or Airline Employee | | | | | | 2 | | | | | | | 2 | |
| Inconsistency | | | | | 2 | 2 | 1 | 3 | 2 | 2 | 3 | 1 | 16 | |
| Lengthy Lines | | | | 24 | 4 | 15 | 15 | 19 | 1 | | | | 78 | |
| Procedures/Process | | | | 9 | 12 | 15 | 11 | 12 | 12 | 2 | 10 | 6 | 89 | |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | 1 | | | 1 | | | 3 | |
| Security Breach | | | | 3 | | | | 1 | | | 3 | 2 | 9 | |
| TSA Contact Information | | | | | | | | 1 | | | | | 1 | |
| General | | | | | | | | 1 | | | | | 1 | |
| 2017 | 160 | 200 | 220 | 235 | 215 | 218 | 186 | 213 | 165 | 193 | 203 | 138 | 2,346 | |
| Civil Rights | | 7 | 4 | 7 | 3 | 4 | 5 | 5 | 2 | 3 | 2 | 2 | 44 | |
| Hair Patdowns | | | | | | | 1 | | | | | | 1 | |
| Headwear | | | | | | | | | 1 | | | | 1 | |
| National Origin | | | | | | | 2 | | | | | | 2 | |
| Perceived Religion | | 1 | 1 | | | | | | | | | | 2 | |
| Racial Profiling or Discrimination | | 5 | 3 | 4 | 3 | 2 | 2 | 5 | | 3 | 1 | 2 | 30 | |
| Screening of Religious or Cultural Garments | | | | 1 | | | | | | | 1 | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | 2 | | 1 | | | 1 | | | | 5 | |
| Transgender Screening | | | | | | 1 | | | | | | | 1 | |
| Customer Service | 20 | 32 | 35 | 38 | 38 | 35 | 28 | 43 | 23 | 36 | 25 | 27 | 380 | |
| CSM | | | 1 | 1 | 1 | | | | | 1 | | | 4 | |
| Others | 1 | 1 | 2 | | | 1 | 3 | 1 | 2 | | 1 | | 12 | |
| TSO | 19 | 31 | 32 | 37 | 37 | 34 | 25 | 42 | 21 | 35 | 24 | 27 | 364 | |
| Locks | 14 | 17 | 16 | 15 | 15 | 20 | 18 | 17 | 18 | 14 | 17 | 9 | 190 | |
| General | 1 | | 2 | 1 | 1 | 2 | 1 | | 2 | 1 | | 1 | 12 | |
| Missing or Damaged Lock | 13 | 17 | 14 | 14 | 14 | 18 | 17 | 17 | 16 | 13 | 17 | 8 | 178 | |
| Lost and Found | 5 | 4 | 7 | 7 | 7 | 10 | 8 | 6 | 7 | 6 | 5 | 3 | 75 | |
| Airport/TSA | 5 | 4 | 7 | 7 | 7 | 10 | 8 | 6 | 7 | 6 | 5 | 3 | 75 | |
| Mishandling of Passenger Property | 97 | 108 | 123 | 142 | 115 | 115 | 62 | 59 | 63 | 68 | 70 | 45 | 1,067 | |
| Damaged/Missing Items--Carry-on Luggage | 16 | 18 | 20 | 18 | 18 | 22 | 2 | 3 | 3 | 11 | 6 | 2 | 139 | |
| Damaged/Missing Items--Checked Baggage | 73 | 78 | 89 | 109 | 91 | 89 | 52 | 43 | 55 | 54 | 54 | 37 | 824 | |
| Damaged/Missing Items--Unspecified Luggag | 1 | | 2 | | 2 | | | 2 | | 1 | | 1 | 9 | |
| Disarrayed Items--Carry-on or Checked | 7 | 12 | 12 | 15 | 4 | 4 | 8 | 11 | 5 | 2 | 10 | 5 | 95 | |
| Patdown | 7 | 5 | 6 | 2 | 6 | 12 | 2 | 7 | 5 | 5 | 6 | 3 | 66 | |
| Flyer | 6 | 4 | 3 | 2 | 6 | 9 | 2 | 6 | 4 | 5 | 5 | 1 | 53 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Flyer as Observer | | 1 | 2 | | | 1 | | 1 | | | 1 | | 6 |
| Non-Flyer | 1 | | 1 | | | 2 | | | 1 | | | 2 | 7 |
| Persons w/ Disabilities (PWD) | 8 | 11 | 4 | 5 | 13 | 4 | 9 | 11 | 7 | 8 | 11 | 7 | 98 |
| Autism Spectrum | 1 | 1 | | 1 | | | | 1 | 1 | | 1 | 1 | 7 |
| Cancer (general) Not Breast Cancer | | 1 | | | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | 1 | | | | 3 | | 1 | 1 | | 2 | | | 8 |
| Diabetes | | | | 1 | 1 | | 1 | | 1 | 2 | 2 | 1 | 9 |
| Diapers/Garments/Dressings/Masks | | | | | | | | 1 | | | | | 1 |
| General | 1 | 1 | 1 | | 1 | | 1 | | | 1 | 2 | | 8 |
| Hearing Impairment | 1 | 1 | | | 1 | | | | 1 | | 1 | | 5 |
| Internal Medical Devices | | 1 | 2 | | | | | 1 | | | | | 4 |
| Medical Devices - Attached to the Body | | | | | | | | | 1 | | | | 1 |
| Medically Necessary Medication and Medical | 3 | | 1 | 1 | | | | 1 | 1 | 1 | | 2 | 10 |
| Metal Implants (joint) | | 1 | | | | | 1 | 1 | | 1 | 1 | | 5 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | 1 | 2 | 1 | | 3 | | 1 | 3 | | 12 |
| Ostomy/Ostomates | 1 | | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | 2 | | | 1 | | | 1 | 1 | 5 |
| Respiratory and Inhaler Equipment | | | | 1 | 1 | | | | | | | | 2 |
| Service Animals | | | | | | | 2 | | 1 | | | | 3 |
| Visual Impairment | | | | | | | 1 | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 4 | | | 2 | 3 | 1 | 1 | 1 | | | 2 | 14 |
| Wounded Warrior | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items | | | | | | | | | | 2 | | | 2 |
| Alcohol and Tobacco | | | | | | | | | | 1 | | | 1 |
| Firearm/Ammunition | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | 41 | 50 | 29 | 33 | 46 | 21 | 220 |
| Damaged Items - Carry-On | | | | | | | 3 | 7 | 1 | 2 | 3 | | 16 |
| Damaged Items - Checked | | | | | | | 5 | 9 | 10 | 11 | 15 | 5 | 55 |
| Missing Items - Carry-On | | | | | | | 7 | 11 | 2 | 4 | 6 | 7 | 37 |
| Missing Items - Checked | | | | | | | 26 | 23 | 16 | 16 | 22 | 9 | 112 |
| Request for Assistance | | | | | | | 1 | | | | 3 | 1 | 5 |
| Other | | | | | | | 1 | | | | 1 | 1 | 3 |
| Wounded Warrior (MSIJSOC) | | | | | | | | | | | 2 | | 2 |
| Screening | 8 | 16 | 25 | 19 | 18 | 18 | 12 | 15 | 11 | 18 | 18 | 20 | 198 |
| Children | | | | | | | 1 | | | | | | 1 |
| Inconsistency | | 2 | 4 | 1 | 1 | | 2 | 4 | | 3 | | 2 | 19 |
| International Screening | | | | | | | | 1 | | | | | 1 |
| Lengthy Lines | 2 | 2 | 1 | 2 | 3 | 2 | 1 | 2 | 3 | 4 | 3 | 2 | 27 |
| Procedures/Process | 6 | 11 | 18 | 14 | 13 | 16 | 6 | 6 | 8 | 9 | 15 | 15 | 137 |
| Retrieving Abandoned/Confiscated Items | | | 2 | 1 | 1 | | 1 | 1 | | 1 | | | 7 |
| Security Breach | | 1 | | 1 | | | 1 | | | 1 | | 1 | 5 |
| Traveling with Cash | | | | | | | | 1 | | | | | 1 |
| TSA Contact Information | 1 | | | | | | | | | | | | 1 |
| General | 1 | | | | | | | | | | | | 1 |
| 2018 | 263 | 224 | 219 | 224 | 197 | 206 | 200 | 181 | 182 | 182 | 172 | 123 | 2,373 |
| Advanced Imaging Technology (AIT) | | | | | | | | 2 | | | 2 | 1 | 5 |
| Flyer | | | | | | | | 2 | | | 2 | 1 | 5 |
| Civil Rights | 3 | 4 | 4 | 3 | 1 | 3 | 6 | 5 | 10 | 7 | 6 | 6 | 58 |
| Age | | | 1 | | | | 1 | | | | | | 2 |
| Constitutional Rights | | | | | | | | | 2 | 1 | 1 | 1 | 5 |
| Hair Patdowns | | 1 | | | | | 1 | 1 | 2 | | 1 | 1 | 7 |
| Headwear | | | | | | | | | 1 | | | | 1 |
| National Origin | | | | 1 | | 1 | | 1 | 1 | 1 | | | 5 |
| Perceived Religion | | | | 1 | | | | | | 1 | | | 2 |
| Racial Profiling or Discrimination | 2 | 3 | 3 | 1 | 1 | 1 | 1 | 2 | 2 | 3 | 3 | 2 | 24 |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | | | | 1 | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | 1 | 1 | 1 | 2 | | 1 | 2 | 9 |
| Sexual Orientation - Not Transgender | | | | | | | 2 | | | | | | 2 |
| Customer Service | 60 | 39 | 39 | 36 | 27 | 27 | 27 | 21 | 24 | 35 | 24 | 14 | 373 |
| CSM | | | | | | | | | | | 1 | 1 | 2 |
| Others | 2 | 3 | 1 | | | 3 | 2 | 1 | 2 | | | | 14 |
| TSO | 58 | 36 | 38 | 36 | 27 | 24 | 25 | 20 | 22 | 35 | 23 | 13 | 357 |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 |
| Domestic | | | | | | 1 | | | | | | | 1 |
| Locks | 12 | 11 | 13 | 11 | 4 | 17 | 14 | 17 | 17 | 12 | 7 | 7 | 142 |
| General | | | 2 | | 1 | 1 | | | | 1 | 1 | 1 | 7 |
| Missing or Damaged Lock | 12 | 11 | 11 | 11 | 3 | 16 | 14 | 17 | 17 | 11 | 6 | 6 | 135 |
| Lost and Found | 4 | 10 | 3 | 6 | 6 | 3 | 8 | 3 | 4 | | 2 | | 49 |
| Airport/TSA | 4 | 10 | 3 | 6 | 6 | 3 | 8 | 3 | 4 | | 2 | | 49 |
| Mishandling of Passenger Property | 57 | 64 | 64 | 74 | 59 | 53 | 63 | 45 | 47 | 41 | 53 | 36 | 656 |
| Damaged/Missing Items--Carry-on Luggage | 6 | 5 | 7 | 4 | 2 | 5 | 6 | 2 | 2 | 4 | 6 | 1 | 50 |
| Damaged/Missing Items--Checked Baggage | 46 | 52 | 50 | 65 | 45 | 35 | 48 | 29 | 39 | 33 | 41 | 30 | 513 |
| Damaged/Missing Items--Unspecified Luggage | | 2 | | | | | 1 | | | | 1 | | 4 |
| Disarrayed Items--Carry-on or Checked | 5 | 5 | 7 | 5 | 12 | 13 | 8 | 14 | 6 | 4 | 5 | 5 | 89 |
| Patdown | 5 | 4 | 5 | 5 | 4 | 5 | 7 | 4 | 3 | 6 | 10 | 3 | 61 |
| Children | | | | | | | | | | | 1 | | 1 |
| Flyer | 4 | 3 | 4 | 5 | 3 | 5 | 6 | 4 | 3 | 4 | 6 | 3 | 50 |
| Flyer as Observer | 1 | | 1 | | 1 | | 1 | | | 1 | 1 | | 6 |
| Non-Flyer | | 1 | | | | | | | | 1 | 2 | | 4 |
| Persons w/ Disabilities (PWD) | 14 | 7 | 12 | 14 | 6 | 12 | 17 | 10 | 16 | 16 | 17 | 8 | 149 |
| Autism Spectrum | 1 | | | 1 | | | 1 | | 2 | | 1 | | 6 |
| Breast Cancer | | | | | | | 1 | | 1 | | | | 2 |
| Cancer (general) Not Breast Cancer | | | 1 | | | 1 | | | | | | 1 | 3 |
| Cognitive /Developmental /Mental Disability | | 1 | 1 | | | 1 | 1 | | | 1 | | 1 | 6 |
| Diabetes | 1 | 1 | 2 | | 1 | 1 | 2 | 2 | | 1 | 3 | 1 | 15 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|-----|-----|-----|-----|-----|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Diapers/Garments/Dressings/Masks | | | 1 | | | | | | | | 1 | | 2 |
| General | | 1 | 2 | 2 | 1 | 1 | 1 | | | 2 | 3 | 1 | 14 |
| Hearing Impairment | | | | | | | | 1 | 1 | | | | 2 |
| Internal Medical Devices | | 1 | | | | | 1 | | 1 | | 1 | 1 | 5 |
| Medical Devices - Attached to the Body | | | | | | | | 1 | | 1 | | | 2 |
| Medically Necessary Medication and Medical | 1 | 1 | | | | 4 | 3 | 1 | 1 | 3 | 2 | | 16 |
| Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter | 1 | 1 | | 1 | | 3 | 2 | 2 | | 1 | 3 | | 15 |
| Ostomy/Ostomates | | | 1 | 1 | | | 1 | | | | | | 3 |
| Prosthesis/Amputees and Casts | | | | 1 | 2 | | 1 | | | | | | 4 |
| Respiratory and Inhaler Equipment | | | | | 1 | | | | 2 | | 1 | | 4 |
| Service Animals | | | | | | | | 1 | 1 | 1 | | | 3 |
| Touch Aversion (pain/trauma) | 2 | 1 | | 1 | | | | 1 | | | | | 5 |
| Visual Impairment | | | | | | 1 | | | 1 | 2 | | | 4 |
| Wheelchair/ Scooter/ Segway | 8 | | 4 | 7 | 1 | | 2 | 1 | 4 | 4 | 2 | 3 | 36 |
| Wounded Warrior | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 42 | 35 | 50 | 45 | 53 | 51 | 30 | 46 | 39 | 39 | 24 | 34 | 488 |
| Damaged Items - Carry-On | 2 | | 3 | 5 | 5 | 6 | 2 | 4 | 3 | 4 | 2 | 2 | 38 |
| Damaged Items - Checked | 14 | 10 | 10 | 10 | 7 | 18 | 8 | 13 | 12 | 8 | 5 | 8 | 123 |
| Missing Items - Carry-On | 6 | 10 | 13 | 8 | 14 | 10 | 4 | 8 | 8 | 11 | 3 | 8 | 103 |
| Missing Items - Checked | 20 | 15 | 24 | 22 | 27 | 17 | 16 | 21 | 16 | 16 | 14 | 16 | 224 |
| Request for Assistance | 1 | | | | | 1 | 1 | 2 | | 2 | | | 7 |
| Other | 1 | | | | | 1 | 1 | 2 | | 2 | | | 7 |
| Screening | 65 | 50 | 29 | 30 | 37 | 33 | 27 | 26 | 22 | 24 | 27 | 14 | 384 |
| Children | | 1 | | | | 1 | | | | 1 | | | 3 |
| Crew Member or Airline Employee | 1 | | 1 | | | | | | | | | | 2 |
| Gate Pass | | 1 | | | | | | | | | | | 1 |
| Inconsistency | 4 | | 2 | 2 | 1 | 1 | 1 | 2 | 1 | | 3 | | 17 |
| Lengthy Lines | 19 | 14 | 8 | 8 | 11 | 8 | 9 | 6 | 3 | 3 | 2 | 2 | 93 |
| Procedures/Process | 41 | 31 | 17 | 19 | 24 | 23 | 16 | 16 | 16 | 20 | 20 | 10 | 253 |
| Rail | | 1 | | | | | | | | | | | 1 |
| Retrieving Abandoned/Confiscated Items | | 1 | 1 | 1 | 1 | | 1 | 1 | 1 | | 1 | | 8 |
| Security Breach | | 1 | | | | | | 1 | 1 | | 1 | 2 | 6 |
| 2019 | 178 | 178 | 187 | 147 | 168 | 180 | 208 | | | | | | 1,246 |
| Advanced Imaging Technology (AIT) | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Civil Rights | 8 | 4 | 11 | 6 | | 4 | 8 | | | | | | 41 |
| Constitutional Rights | | 1 | | | | | | | | | | | 1 |
| Hair Patdowns | 1 | | 1 | | | | 1 | | | | | | 3 |
| National Origin | 1 | | | | | | | | | | | | 1 |
| Perceived Religion | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | 4 | 1 | 6 | 4 | | 3 | 4 | | | | | | 22 |
| Screening of Religious or Cultural Garments | | 1 | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgende | 2 | 1 | 2 | 2 | | | 2 | | | | | | 9 |
| Transgender Screening | | | 2 | | | 1 | | | | | | | 3 |
| Customer Service | 27 | 23 | 30 | 20 | 29 | 35 | 37 | | | | | | 201 |
| Others | 2 | 1 | 1 | 3 | 2 | 3 | 1 | | | | | | 13 |
| TSO | 25 | 22 | 29 | 17 | 27 | 32 | 36 | | | | | | 188 |
| Locks | 10 | 14 | 19 | 9 | 10 | 19 | 13 | | | | | | 94 |
| General | | | | | | 2 | | | | | | | 2 |
| Missing or Damaged Lock | 10 | 14 | 19 | 9 | 10 | 17 | 13 | | | | | | 92 |
| Lost and Found | 3 | 2 | 2 | 1 | 7 | 6 | 3 | | | | | | 24 |
| Airport/TSA | 3 | 2 | 2 | 1 | 7 | 6 | 3 | | | | | | 24 |
| Mishandling of Passenger Property | 52 | 49 | 46 | 48 | 47 | 34 | 49 | | | | | | 325 |
| Damaged/Missing Items--Carry-on Luggage | 5 | 3 | 7 | 2 | 4 | 1 | 3 | | | | | | 25 |
| Damaged/Missing Items--Checked Baggage | 41 | 40 | 36 | 42 | 38 | 31 | 39 | | | | | | 267 |
| Damaged/Missing Items--Unspecified Luggag | 1 | | | 1 | | | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | 5 | 6 | 3 | 3 | 5 | 2 | 7 | | | | | | 31 |
| Patdown | 5 | 6 | 4 | 2 | 2 | 9 | 6 | | | | | | 34 |
| Children | | 1 | | | | | | | | | | | 1 |
| Flyer | 5 | 1 | 3 | 2 | 2 | 8 | 4 | | | | | | 25 |
| Flyer as Observer | | 3 | 1 | | | 1 | 2 | | | | | | 7 |
| General | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 10 | 11 | 14 | 6 | 8 | 9 | 15 | | | | | | 73 |
| Assistive Technology | | 1 | | | | | | | | | | | 1 |
| Autism Spectrum | | 3 | | | 1 | | 1 | | | | | | 5 |
| Breast Cancer | | | | | | 1 | 1 | | | | | | 2 |
| Cancer (general) Not Breast Cancer | | | | | | 1 | 1 | | | | | | 2 |
| Cognitive /Developmental /Mental Disability | | | | | 1 | | 2 | | | | | | 3 |
| Diabetes | 2 | 3 | | 1 | | 1 | | | | | | | 7 |
| Diapers/Garments/Dressings/Masks | | | 1 | | | | 1 | | | | | | 2 |
| General | 1 | 1 | 1 | 1 | 1 | 2 | 1 | | | | | | 8 |
| Hearing Impairment | 1 | | 1 | 1 | 1 | | | | | | | | 4 |
| Internal Medical Devices | | | | | | | 1 | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | | | | 1 | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | 3 | | 1 | 1 | 1 | | | | | | 7 |
| Metal Implants (joint) | 1 | 1 | 1 | | | | | | | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter | 1 | | 2 | | 1 | 1 | 1 | | | | | | 6 |
| Prosthesis/Amputees and Casts | | | | | 1 | | | | | | | | 1 |
| Respiratory and Inhaler Equipment | | | | 1 | | | | | | | | | 1 |
| Service Animals | 1 | | | | | | 1 | | | | | | 2 |
| Visual Impairment | 1 | | | | | | 1 | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | 2 | 1 | 5 | 2 | 1 | 2 | 2 | | | | | | 15 |
| Prohibited & Permitted Items | | 1 | | | | | 1 | | | | | | 2 |
| Alcohol and Tobacco | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Ice/Gel Packs | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 35 | 43 | 37 | 35 | 43 | 43 | 46 | | | | | | 282 |
| Damaged Items - Carry-On | 2 | 2 | 1 | 4 | 2 | 4 | 6 | | | | | | 21 |
| Damaged Items - Checked | 6 | 10 | 9 | 9 | 12 | 9 | 6 | | | | | | 61 |
| Missing Items - Carry-On | 9 | 11 | 8 | 6 | 13 | 10 | 13 | | | | | | 70 |
| Missing Items - Checked | 18 | 20 | 19 | 16 | 16 | 20 | 21 | | | | | | 130 |
| Request for Assistance | 1 | 1 | 1 | 1 | | 2 | 2 | | | | | | 8 |
| Other | 1 | 1 | 1 | 1 | | 2 | 2 | | | | | | 8 |
| Screening | 27 | 24 | 22 | 19 | 22 | 19 | 27 | | | | | | 160 |
| Children | 1 | | | | | | | | | | | | 1 |
| Inconsistency | 3 | 2 | 1 | 1 | | 1 | | | | | | | 8 |
| Lengthy Lines | 2 | 3 | 4 | 2 | 1 | 6 | 11 | | | | | | 29 |
| Procedures/Process | 20 | 18 | 16 | 16 | 18 | 12 | 16 | | | | | | 116 |
| Retrieving Abandoned/Confiscated Items | 1 | 1 | 1 | | 1 | | | | | | | | 4 |
| Security Breach | | | | | 2 | | | | | | | | 2 |
| TSA Contact Information | | | 1 | | | | | | | | | | 1 |
| General | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| MDT | 20 | 17 | 27 | 17 | 30 | 16 | 31 | 15 | 9 | 23 | 16 | 14 | 235 | |
| 2016 | | | | 6 | 6 | 4 | 9 | 5 | 3 | 7 | 1 | 3 | 44 | |
| Civil Rights | | | | | | | | | | 1 | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 | |
| Customer Service | | | | 4 | 1 | 2 | 2 | 1 | | 1 | | | 11 | |
| Others | | | | | 1 | | 1 | | | | | | 2 | |
| TSO | | | | 4 | | 2 | 1 | 1 | | 1 | | | 9 | |
| Locks | | | | | | | | | 1 | 1 | | | 2 | |
| Missing or Damaged Lock | | | | | | | | | 1 | 1 | | | 2 | |
| Mishandling of Passenger Property | | | | 2 | 2 | 2 | 5 | 1 | 2 | 3 | 1 | 2 | 20 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 2 | 1 | 2 | 4 | 1 | 2 | 3 | 1 | 1 | 17 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | 1 | 2 | |
| Patdown | | | | | 2 | | | 1 | | | | | 3 | |
| Flyer | | | | | 2 | | | 1 | | | | | 3 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | 1 | | | | 1 | 3 | |
| General | | | | | | | | | | | | 1 | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | 1 | | | | | 2 | |
| Screening | | | | | | | 2 | 1 | | 1 | | | 4 | |
| Inconsistency | | | | | | | | 1 | | | | | 1 | |
| Procedures/Process | | | | | | | 2 | | | 1 | | | 3 | |
| 2017 | 3 | 7 | 9 | 3 | 4 | 2 | 7 | 2 | 2 | 6 | 9 | 3 | 57 | |
| Civil Rights | | | 2 | 3 | 4 | 2 | 1 | 2 | 2 | | 1 | 3 | 4 | |
| Perceived Religion | | | 1 | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | 1 | | 2 | |
| Sexual Orientation - Not Transgender | | | 1 | | | | | | | | | | 1 | |
| Customer Service | | 1 | 2 | 1 | 1 | 1 | 2 | 2 | | 1 | 3 | | 14 | |
| Others | | | 1 | 1 | | | | | | | | | 2 | |
| TSO | | 1 | 1 | | 1 | 1 | 2 | 2 | | 1 | 3 | | 12 | |
| Identification (ID) Requirements | | | | | | | | | | | 1 | | 1 | |
| Domestic | | | | | | | | | | | 1 | | 1 | |
| Locks | | | 1 | | | | | | | 1 | 1 | | 3 | |
| General | | | | | | | | | | 1 | | | 1 | |
| Missing or Damaged Lock | | | 1 | | | | | | | | 1 | | 2 | |
| Mishandling of Passenger Property | 1 | 4 | 3 | | 2 | | 3 | | 1 | 1 | 1 | 1 | 17 | |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | 1 | | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 1 | 4 | 1 | | 1 | | 3 | | 1 | 1 | 1 | 1 | 14 | |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | 1 | |
| Patdown | | | | | 1 | | | | | 2 | 1 | 2 | 6 | |
| Flyer | | | | | 1 | | | | | 1 | 1 | 2 | 5 | |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 | |
| Missing Items - Checked | | | | | | | | | | 1 | | | 1 | |
| Screening | 2 | 2 | 1 | 2 | | 1 | 1 | | 1 | | 1 | | 11 | |
| Inconsistency | | | 1 | 1 | | 1 | | | | | | | 3 | |
| Procedures/Process | 1 | 2 | | 1 | | | 1 | | 1 | | 1 | | 7 | |
| Security Breach | 1 | | | | | | | | | | | | 1 | |
| 2018 | 8 | 4 | 8 | 5 | 14 | 8 | 8 | 8 | 4 | 10 | 6 | 8 | 91 | |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 | |
| Flyer | | | | | | | | | | | 1 | | 1 | |
| Civil Rights | | | | | | | | | 1 | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 | |
| Customer Service | 2 | | 3 | 3 | 6 | 1 | 1 | 3 | | 1 | 1 | 1 | 22 | |
| Others | | | 1 | | | | | 1 | | | | | 2 | |
| TSO | 2 | | 2 | 3 | 6 | 1 | 1 | 2 | | 1 | 1 | 1 | 20 | |
| Locks | 1 | | 1 | | 1 | | | 1 | | 1 | 1 | 1 | 7 | |
| Missing or Damaged Lock | 1 | | 1 | | 1 | | | 1 | | 1 | 1 | 1 | 7 | |
| Mishandling of Passenger Property | 4 | 2 | | | | | 1 | 2 | 1 | 3 | 1 | 2 | 16 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 3 | | | | | | 1 | 1 | 1 | 3 | 1 | 2 | 12 | |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | | | | | | 1 | | | | | 3 | |
| Patdown | | | | | | | 1 | 1 | 1 | | | | 3 | |
| Flyer | | | | | | | 1 | 1 | 1 | | | | 3 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | 1 | | | | | 2 | 4 | |
| Diabetes | | 1 | | | | | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 1 | 1 | |
| Metal Implants (joint) | | | | | | | | | | | | 1 | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | | | | | 1 | |
| Property - Special Handling | | 1 | 3 | 1 | 3 | 2 | 2 | 1 | 1 | 3 | | 1 | 18 | |
| Damaged Items - Carry-On | | | | | 2 | | 1 | 1 | | | | | 4 | |
| Damaged Items - Checked | | | 1 | 1 | 1 | 1 | 1 | | | 1 | | | 6 | |
| Missing Items - Carry-On | | | | | | | | | | 1 | | | 1 | |
| Missing Items - Checked | | 1 | 2 | | | 1 | | | 1 | 1 | | 1 | 7 | |
| Screening | 1 | | 1 | 1 | 4 | 5 | 2 | | | 2 | 2 | 1 | 19 | |
| Inconsistency | | | | | | | | | | | 1 | | 1 | |
| Lengthy Lines | 1 | | | | 2 | 2 | 1 | | | 1 | | | 7 | |
| Procedures/Process | | | 1 | 1 | 2 | 3 | 1 | | | 1 | 1 | 1 | 11 | |
| 2019 | 9 | 6 | 10 | 3 | 6 | 2 | 7 | | | | | | 43 | |
| Customer Service | 2 | 2 | 2 | | 2 | 1 | | | | | | | 9 | |
| Others | 2 | 1 | | | 1 | | | | | | | | 4 | |
| TSO | | 1 | 2 | | 1 | 1 | | | | | | | 5 | |
| Locks | | | 1 | | 1 | | 1 | | | | | | 3 | |
| Missing or Damaged Lock | | | 1 | | 1 | | 1 | | | | | | 3 | |
| Mishandling of Passenger Property | | 1 | 1 | 1 | | | 1 | | | | | | 4 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Disarrayed Items--Carry-on or Checked | | 1 | 1 | | | | 1 | | | | | | 3 |
| Patdown | | 1 | | | | | 2 | | | | | | 3 |
| Flyer | | 1 | | | | | 2 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Metal Implants (joint) | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | 5 | 2 | 2 | | 1 | | | | | | 13 |
| Damaged Items - Carry-On | | | 1 | | 1 | | | | | | | | 2 |
| Damaged Items - Checked | 2 | 1 | | | | | 1 | | | | | | 4 |
| Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | | 3 | 2 | 1 | | | | | | | | 6 |
| Screening | 4 | 1 | 1 | | 1 | 1 | 2 | | | | | | 10 |
| Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 |
| Inconsistency | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | 4 | | 1 | | | 1 | 2 | | | | | | 8 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MDW | 143 | 149 | 188 | 167 | 100 | 164 | 180 | 176 | 142 | 158 | 172 | 114 | 1,853 |
| 2016 | | | | 38 | 27 | 33 | 50 | 84 | 48 | 42 | 71 | 56 | 449 |
| Civil Rights | | | | 1 | | 3 | 1 | 3 | | | 2 | 1 | 11 |
| General Complaint and Discrimination | | | | 1 | | | | | | | | | 1 |
| National Origin | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 2 | 1 | 2 | | 1 | 1 | | 7 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | 1 | | | 2 |
| Customer Service | | | | 9 | 4 | 7 | 10 | 16 | 12 | 7 | 12 | 12 | 89 |
| CSM | | | | | | | | | 1 | 1 | | 1 | 3 |
| Others | | | | | 1 | 1 | 3 | 2 | 1 | 1 | | | 9 |
| TSO | | | | 9 | 3 | 6 | 7 | 14 | 10 | 5 | 12 | 11 | 77 |
| Identification (ID) Requirements | | | | | | | | 1 | | | 1 | 2 | 4 |
| Domestic | | | | | | | | 1 | | | 1 | 1 | 3 |
| ID Matching Ticket and Boarding Pass Issues | | | | | | | | | | | | 1 | 1 |
| Intranet/Internet Inquiries | | | | | | | | 1 | | | | | 1 |
| General | | | | | | | | 1 | | | | | 1 |
| Locks | | | | 3 | 1 | | 3 | 4 | 1 | | 2 | 3 | 17 |
| Missing or Damaged Lock | | | | 3 | 1 | | 3 | 4 | 1 | | 2 | 3 | 17 |
| Lost and Found | | | | | 3 | | 2 | 6 | 3 | 10 | 10 | 6 | 40 |
| Airport/TSA | | | | | 3 | | 2 | 6 | 3 | 10 | 10 | 6 | 40 |
| Mishandling of Passenger Property | | | | 21 | 15 | 12 | 16 | 14 | 21 | 21 | 30 | 27 | 177 |
| Damaged/Missing Items--Carry-on Luggage | | | | 2 | 3 | 3 | 3 | 5 | 5 | 8 | 5 | 5 | 39 |
| Damaged/Missing Items--Checked Baggage | | | | 18 | 12 | 9 | 13 | 7 | 15 | 13 | 25 | 21 | 133 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | 2 | 1 | | | 1 | 5 |
| Patdown | | | | | 1 | 3 | 2 | 3 | | 2 | 2 | 2 | 15 |
| Flyer | | | | | 1 | 3 | 2 | 2 | | 2 | 1 | 2 | 13 |
| Flyer as Observer | | | | | | | | 1 | | | | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | 1 | 1 | 3 | 2 | | 3 | | 12 |
| Breast Cancer | | | | | | | | 1 | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Diabetes | | | | | | 1 | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | | | 1 | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | 1 | | 1 | | 3 |
| Respiratory and Inhaler Equipment | | | | 1 | | | | | 1 | | | | 2 |
| Service Animals | | | | | | | 1 | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | 1 | | 1 |
| Screening | | | | 3 | 2 | 7 | 15 | 33 | 9 | 2 | 8 | 3 | 82 |
| Inconsistency | | | | 1 | 1 | | 1 | 1 | | | | | 4 |
| Lengthy Lines | | | | | 1 | 5 | 8 | 24 | 5 | | 1 | | 44 |
| Procedures/Process | | | | 2 | | 1 | 6 | 8 | 4 | 2 | 4 | 3 | 30 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 |
| Security Breach | | | | | | 1 | | | | | 2 | | 3 |
| TSA Contact Information | | | | | | | | | | | 1 | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| 2017 | 49 | 58 | 71 | 57 | 26 | 48 | 35 | 46 | 53 | 52 | 59 | 34 | 588 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Civil Rights | | 1 | 2 | 1 | 2 | 2 | | 1 | | | | 1 | 10 |
| Constitutional Rights | | | 1 | | | | | | | | | | 1 |
| Hair Patdowns | | | | | 1 | | | | | | | | 1 |
| Perceived Religion | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | | | 1 | 2 | | | | | | | 4 |
| Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | 1 | | | | | 1 | 3 |
| Customer Service | 9 | 13 | 18 | 11 | 5 | 11 | 7 | 13 | 12 | 17 | 11 | 15 | 142 |
| CSM | | 1 | | | | 1 | | | | | | | 2 |
| Others | | 2 | 2 | | | | | | 1 | 3 | | | 8 |
| TSO | 9 | 10 | 16 | 11 | 5 | 10 | 7 | 13 | 11 | 14 | 11 | 15 | 132 |
| Locks | 1 | | 2 | 1 | 2 | 5 | 1 | 1 | 2 | 4 | | | 19 |
| General | | | | | | | | | 2 | | | | 2 |
| Missing or Damaged Lock | 1 | | 2 | 1 | 2 | 5 | 1 | 1 | | 4 | | | 17 |
| Lost and Found | 6 | 13 | 15 | 8 | 2 | | 5 | 4 | 4 | 2 | 2 | 1 | 62 |
| Airport/TSA | 6 | 13 | 15 | 8 | 2 | | 5 | 4 | 4 | 2 | 2 | 1 | 62 |
| Mishandling of Passenger Property | 20 | 22 | 22 | 25 | 10 | 22 | 10 | 10 | 17 | 12 | 21 | 7 | 198 |
| Damaged/Missing Items--Carry-on Luggage | 7 | 5 | 3 | 6 | 3 | 6 | | 1 | 3 | 2 | 3 | | 39 |
| Damaged/Missing Items--Checked Baggage | 11 | 15 | 19 | 18 | 6 | 15 | 9 | 9 | 9 | 9 | 14 | 7 | 141 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | 2 | 2 | | 1 | 1 | 1 | 1 | | 5 | 1 | 3 | | 17 |
| Patdown | 4 | 1 | 2 | 4 | 2 | 2 | 2 | 2 | 2 | 4 | 3 | 4 | 32 |
| Flyer | 3 | 1 | 2 | 4 | 2 | 1 | 1 | 1 | 2 | 2 | 2 | 4 | 25 |
| Flyer as Observer | | | | | | | 1 | | | 1 | 1 | | 3 |
| Non-Flyer | 1 | | | | | 1 | | 1 | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) | 2 | 4 | 1 | 2 | | 1 | 3 | 3 | 2 | 3 | 4 | 1 | 26 |
| Autism Spectrum | | | | | | | | 1 | | | 1 | | 2 |
| Breast Cancer | | | 1 | | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | 1 | | | | | | 1 | | | | | 2 |
| Diabetes | | | | | | 1 | | | | 1 | | | 2 |
| General | | | | | | | 1 | | | | | 1 | 2 |
| Hearing Impairment | 1 | | | 1 | | | | | | | | | 2 |
| Medical Devices - Attached to the Body | | 1 | | | | | | | | | | | 1 |
| Metal Implants (joint) | | 1 | | | | | | | | 1 | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | 1 | 1 | 1 | | 2 | | 6 |
| Ostomy/Ostomates | | | | 1 | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | | | | | 1 | | 1 | 1 | 1 | | 5 |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Food/Beverages | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | 2 | 4 | 7 | 4 | 8 | 2 | 27 |
| Damaged Items - Checked | | | | | | | | 1 | 1 | 2 | 5 | 1 | 10 |
| Missing Items - Carry-On | | | | | | | 1 | 2 | 1 | | 2 | | 6 |
| Missing Items - Checked | | | | | | | 1 | 1 | 5 | 2 | 1 | 1 | 11 |
| Request for Assistance | | | | | | | | | | 1 | 2 | | 3 |
| Other | | | | | | | | | | 1 | 2 | | 3 |
| Screening | 6 | 4 | 9 | 5 | 3 | 5 | 5 | 8 | 7 | 4 | 8 | 3 | 67 |
| Crew Member or Airline Employee | 1 | | | | | | | | | | | | 1 |
| Inconsistency | 2 | 1 | | | | | 2 | 1 | 1 | | 2 | | 9 |
| Lengthy Lines | 1 | | | | 1 | | | 1 | 1 | 1 | | | 5 |
| Procedures/Process | 2 | 2 | 7 | 5 | 2 | 5 | 3 | 6 | 5 | 3 | 6 | 1 | 47 |
| Retrieving Abandoned/Confiscated Items | | | 2 | | | | | | | | | 2 | 4 |
| Security Breach | | 1 | | | | | | | | | | | 1 |
| 2018 | 57 | 52 | 65 | 44 | 26 | 52 | 50 | 46 | 41 | 64 | 42 | 24 | 563 |
| Advanced Imaging Technology (AIT) | | | 1 | | | | | | | | | | 1 |
| Flyer | | | 1 | | | | | | | | | | 1 |
| Civil Rights | 4 | 2 | | 1 | 2 | | 1 | 3 | | 2 | 2 | 2 | 19 |
| Hair Patdowns | | | | | | | | | | 1 | 1 | | 2 |
| Perceived Religion | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 3 | 2 | | | 2 | | 1 | 3 | | 1 | 1 | | 13 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | | | | | | 1 | 2 |
| Sexual Orientation - Not Transgender | | | | | | | | | | | | 1 | 1 |
| Customer Service | 14 | 11 | 9 | 7 | 6 | 11 | 15 | 7 | 12 | 11 | 10 | 3 | 116 |
| Others | 1 | | 1 | 1 | | 2 | 1 | | | 3 | | | 9 |
| TSO | 13 | 11 | 8 | 6 | 6 | 9 | 14 | 7 | 12 | 8 | 10 | 3 | 107 |
| Identification (ID) Requirements | | | | 1 | | | | | | 1 | | | 2 |
| Domestic | | | | 1 | | | | | | 1 | | | 2 |
| Locks | 3 | | 1 | 2 | 1 | 3 | 3 | | 1 | 2 | 1 | 1 | 18 |
| Missing or Damaged Lock | 3 | | 1 | 2 | 1 | 3 | 3 | | 1 | 2 | 1 | 1 | 18 |
| Lost and Found | 1 | 1 | 7 | 1 | | 3 | | | 3 | 3 | 1 | 1 | 21 |
| Airport/TSA | 1 | 1 | 7 | 1 | | 3 | | | 3 | 3 | 1 | 1 | 21 |
| Mishandling of Passenger Property | 8 | 12 | 23 | 13 | 9 | 9 | 5 | 11 | 3 | 9 | 9 | 9 | 120 |
| Damaged/Missing Items--Carry-on Luggage | 2 | 2 | 1 | 2 | 1 | 1 | 2 | 1 | | 1 | 2 | 1 | 16 |
| Damaged/Missing Items--Checked Baggage | 5 | 9 | 17 | 10 | 8 | 8 | 2 | 8 | 2 | 6 | 5 | 7 | 87 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | 1 | | | 2 |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | 5 | 1 | | | 1 | 2 | | 1 | 2 | 1 | 15 |
| Patdown | 3 | 4 | 3 | | 1 | 4 | 2 | 5 | 5 | 7 | 5 | | 39 |
| Flyer | 2 | 4 | 3 | | 1 | 4 | 2 | 5 | 5 | 6 | 3 | | 35 |
| Flyer as Observer | 1 | | | | | | | | | | 2 | | 3 |
| Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 6 | 5 | 1 | 2 | 4 | 6 | 2 | 5 | 2 | | 1 | 37 |
| Autism Spectrum | | | 1 | | | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | 1 | | | | | | | 1 |
| Diabetes | | | | | 1 | 1 | 1 | | | | | | 3 |
| Diapers/Garments/Dressings/Masks | | | | 1 | | | | | | | | | 1 |
| General | 2 | | | | | | 2 | | 1 | | | | 5 |
| Hearing Impairment | | | | | | | | | 1 | | | | 1 |
| Medical Devices - Attached to the Body | | 1 | 1 | | | | 1 | | | | | | 3 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | 1 | 1 | | | | | 3 |
| Metal Implants (joint) | | | | | 1 | | | | 1 | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | 2 | 1 | | | | | | | | | | 4 |
| Prosthesis/Amputees and Casts | | | | | | | 1 | | | 1 | | | 2 |
| Respiratory and Inhaler Equipment | | | 1 | | | | | | | 1 | | | 2 |
| Wheelchair/ Scooter/ Segway | | 2 | 1 | | | 1 | | 1 | 2 | | | 1 | 8 |
| Property - Special Handling | 5 | 4 | 9 | 7 | 2 | 5 | 8 | 10 | 9 | 15 | 9 | 3 | 86 |
| Damaged Items - Carry-On | | | | | | 1 | | | | 1 | | | 2 |
| Damaged Items - Checked | 2 | 1 | 2 | 1 | | 1 | | 1 | 1 | 3 | 1 | 1 | 14 |
| Missing Items - Carry-On | 1 | 2 | 5 | 3 | 1 | | 2 | 5 | 4 | 8 | 2 | 1 | 34 |
| Missing Items - Checked | 2 | 1 | 2 | 3 | 1 | 3 | 6 | 4 | 4 | 3 | 6 | 1 | 36 |
| Request for Assistance | | | | 1 | | | | 1 | | | | | 2 |
| Other | | | | 1 | | | | | | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | | | | | 1 | | | | | 1 |
| Screening | 16 | 12 | 7 | 10 | 3 | 13 | 10 | 7 | 3 | 12 | 5 | 4 | 102 |
| Crew Member or Airline Employee | | | | | | | | | | 1 | | | 1 |
| Inconsistency | | 1 | | | | | 1 | 1 | | 1 | 1 | 1 | 6 |
| Lengthy Lines | 3 | 4 | 2 | 2 | | 5 | 1 | | 2 | 3 | 3 | | 25 |
| Procedures/Process | 13 | 7 | 2 | 7 | 3 | 6 | 8 | 5 | 1 | 6 | 1 | 3 | 62 |
| Retrieving Abandoned/Confiscated Items | | | 2 | | | 2 | | | | 1 | | | 5 |
| Security Breach | | | 1 | 1 | | | | 1 | | | | | 3 |
| 2019 | 37 | 39 | 52 | 28 | 21 | 31 | 45 | | | | | | 253 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 4 | 1 | 2 | | | | 3 | | | | | | 10 |
| Constitutional Rights | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | 1 | | | | 1 | | | | | | 3 |
| Sex/Gender/Gender Identity- Not Transgender | 4 | | | | | | 2 | | | | | | 6 |
| Customer Service | 12 | 9 | 14 | 2 | 5 | 11 | 9 | | | | | | 62 |
| Others | 2 | | | | | | 3 | | | | | | 5 |
| TSO | 10 | 9 | 14 | 2 | 5 | 11 | 6 | | | | | | 57 |
| Identification (ID) Requirements | | 1 | | | | | | | | | | | 1 |
| Domestic | | 1 | | | | | | | | | | | 1 |
| Locks | 1 | | | | 1 | 1 | | | | | | | 3 |
| Missing or Damaged Lock | 1 | | | | 1 | 1 | | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Lost and Found | 1 | 1 | 1 | 3 | 1 | | | | | | | | 7 |
| Airport/TSA | 1 | 1 | 1 | 3 | 1 | | | | | | | | 7 |
| Mishandling of Passenger Property | 6 | 3 | 7 | 7 | 4 | 4 | 10 | | | | | | 41 |
| Damaged/Missing Items--Carry-on Luggage | 2 | 1 | | 3 | | 1 | 1 | | | | | | 8 |
| Damaged/Missing Items--Checked Baggage | 4 | 2 | 5 | 4 | 4 | 2 | 7 | | | | | | 28 |
| Disarrayed Items--Carry-on or Checked | | | 2 | | | 1 | 2 | | | | | | 5 |
| Patdown | | 1 | 1 | 1 | 2 | 2 | 1 | | | | | | 8 |
| Flyer | | 1 | 1 | 1 | 2 | 2 | 1 | | | | | | 8 |
| Persons w/ Disabilities (PWD) | 1 | 6 | 4 | 3 | 2 | 1 | 2 | | | | | | 19 |
| Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | 1 | | | | | | | | | | | 1 |
| Hearing Impairment | | | 1 | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | 1 | | | | | | | | | | 2 |
| Metal Implants (joint) | | 1 | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 2 | 1 | | | | 1 | | | | | | 4 |
| Service Animals | | 1 | | 1 | | | | | | | | | 2 |
| Touch Aversion (pain/trauma) | | | | 1 | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | 1 | 1 | 2 | 1 | | | | | | | 6 |
| Property - Special Handling | 6 | 13 | 19 | 10 | 4 | 6 | 16 | | | | | | 74 |
| Damaged Items - Carry-On | | | 2 | 1 | 1 | | 2 | | | | | | 6 |
| Damaged Items - Checked | 1 | 1 | 2 | 2 | | 1 | 2 | | | | | | 9 |
| Missing Items - Carry-On | 3 | 4 | 5 | 3 | 3 | 3 | 4 | | | | | | 25 |
| Missing Items - Checked | 2 | 8 | 10 | 4 | | 2 | 8 | | | | | | 34 |
| Request for Assistance | | | 2 | | | | | | | | | | 2 |
| Other | | | 2 | | | | | | | | | | 2 |
| Screening | 5 | 4 | 2 | 2 | 2 | 6 | 4 | | | | | | 25 |
| Lengthy Lines | 2 | | | | | | 1 | | | | | | 3 |
| Procedures/Process | 2 | 4 | 1 | 1 | 1 | 6 | 3 | | | | | | 18 |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | | | 1 |
| Security Breach | 1 | | 1 | 1 | | | | | | | | | 3 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| MEI | 1 | | 2 | | 2 | 2 | 4 | | 5 | 2 | 2 | 1 | 21 |
| 2016 | | | | | 1 | | 1 | | 1 | | | | 3 |
| Mishandling of Passenger Property | | | | | 1 | | 1 | | 1 | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 1 | | 1 | | | | 3 |
| 2017 | | | | | | 2 | | | 2 | 2 | 1 | 1 | 8 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | 1 | 1 | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | 1 | 1 | 1 | 4 |
| Property - Special Handling | | | | | | | | | 2 | 1 | | | 3 |
| Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | | | 1 | 1 | | | 2 |
| 2018 | 1 | | 2 | | 1 | | 3 | | 2 | | 1 | | 10 |
| Mishandling of Passenger Property | | | 1 | | | | 1 | | 2 | | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | 1 | | 2 | | | | 4 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | 1 | | | | 1 | | 3 |
| Missing Items - Carry-On | | | | | | | 1 | | | | 1 | | 2 |
| Missing Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | 1 | | | | | | 2 |
| Crew Member or Airline Employee | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| MEM | 37 | 39 | 44 | 41 | 38 | 47 | 51 | 52 | 43 | 40 | 36 | 29 | 497 | |
| 2016 | | | | 11 | 9 | 11 | 19 | 12 | 17 | 16 | 11 | 10 | 116 | |
| Civil Rights | | | | 1 | | 1 | | 2 | | | | | 4 | |
| General Complaint and Discrimination | | | | 1 | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | 1 | | 2 | | | | | 3 | |
| Current Topic | | | | | | | | | | 3 | | | 3 | |
| Current Topic | | | | | | | | | | 3 | | | 3 | |
| Customer Service | | | | 1 | 2 | 1 | 5 | 3 | 7 | 2 | 1 | 1 | 23 | |
| TSO | | | | 1 | 2 | 1 | 5 | 3 | 7 | 2 | 1 | 1 | 23 | |
| Locks | | | | 2 | 3 | 1 | 1 | | | 1 | | | 8 | |
| General | | | | | | 1 | | | | | | | 1 | |
| Missing or Damaged Lock | | | | 2 | 3 | | 1 | | | 1 | | | 7 | |
| Lost and Found | | | | | | 2 | 1 | | | 2 | | 1 | 6 | |
| Airport/TSA | | | | | | 2 | 1 | | | 2 | | 1 | 6 | |
| Mishandling of Passenger Property | | | | 4 | 3 | 5 | 11 | 6 | 5 | 7 | 8 | 4 | 53 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | 3 | 1 | | | | 1 | 6 | |
| Damaged/Missing Items--Checked Baggage | | | | 4 | 1 | 4 | 8 | 4 | 5 | 6 | 8 | 3 | 43 | |
| Disarrayed Items--Carry-on or Checked | | | | | 2 | | | 1 | | 1 | | | 4 | |
| Patdown | | | | 1 | | | 1 | | | 1 | | 2 | 5 | |
| Flyer | | | | 1 | | | | | | | | 2 | 3 | |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 | |
| General | | | | | | | 1 | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | | | | | | | | 1 | |
| Screening | | | | 1 | 1 | 1 | | 1 | 3 | | 2 | 2 | 11 | |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | | | | 1 | 1 | | | 1 | 2 | | 2 | 2 | 9 | |
| Security Breach | | | | | | | | | 1 | | | | 1 | |
| TSA Contact Information | | | | | | | | | 2 | | | | 2 | |
| General | | | | | | | | | 2 | | | | 2 | |
| 2017 | 7 | 11 | 17 | 14 | 8 | 11 | 13 | 22 | 14 | 13 | 12 | 8 | 150 | |
| Civil Rights | | 1 | 1 | | | 2 | 1 | | | | | 1 | 6 | |
| National Origin | | | 1 | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | 1 | | | | 2 | 1 | | | | | | 4 | |
| Sexual Orientation - Not Transgender | | | | | | | | | | | | 1 | 1 | |
| Customer Service | 2 | 2 | 2 | | 1 | 2 | 2 | 5 | 5 | 3 | 6 | | 30 | |
| Others | | | | | | | | | | 1 | | | 1 | |
| TSO | 2 | 2 | 2 | | 1 | 2 | 2 | 5 | 5 | 2 | 6 | | 29 | |
| Locks | | | | 1 | 3 | | 1 | 1 | 1 | | | | 7 | |
| Missing or Damaged Lock | | | | 1 | 3 | | 1 | 1 | 1 | | | | 7 | |
| Lost and Found | | | 1 | | | | | | | | | | 1 | |
| Airport/TSA | | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 4 | 6 | 7 | 8 | 3 | 4 | 6 | 8 | 5 | 5 | 3 | 4 | 63 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | 1 | | 1 | | 1 | | | 1 | | | 5 | |
| Damaged/Missing Items--Checked Baggage | 4 | 5 | 6 | 8 | 1 | 4 | 5 | 6 | 3 | 3 | 1 | 3 | 49 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | 1 | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | 2 | 2 | | 2 | 1 | 8 | |
| Patdown | | | 1 | 2 | 1 | 2 | | 2 | | 1 | | | 9 | |
| Flyer | | | | 2 | 1 | 2 | | 2 | | 1 | | | 8 | |
| Flyer as Observer | | | 1 | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | 2 | 1 | 1 | 2 | 7 | |
| Autism Spectrum | | | | | | | | | | | | 1 | 1 | |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 | |
| Hearing Impairment | | | | | | | | | | | 1 | | 1 | |
| Internal Medical Devices | | | | | | | | | | | | 1 | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 1 | | | 1 | |
| Prosthesis/Amputees and Casts | | | | | | | | | 1 | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | | | | | | | 3 | 5 | 1 | 3 | 1 | 1 | 14 | |
| Damaged Items - Carry-On | | | | | | | | | 1 | | | | 1 | |
| Damaged Items - Checked | | | | | | | 1 | 1 | | 1 | | | 3 | |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Checked | | | | | | | 1 | 4 | | 2 | 1 | 1 | 9 | |
| Request for Assistance | | | 1 | | | | | | | | | | 1 | |
| Other | | | 1 | | | | | | | | | | 1 | |
| Screening | 1 | 2 | 3 | 2 | | 1 | | 1 | | | 1 | | 11 | |
| Inconsistency | | 1 | | 1 | | | | 1 | | | | | 3 | |
| Procedures/Process | 1 | 1 | 3 | 1 | | 1 | | | | | 1 | | 8 | |
| SIDA (Security Identification Display Area) | | | 1 | | | | | | | | | | 1 | |
| General | | | 1 | | | | | | | | | | 1 | |
| 2018 | 15 | 18 | 12 | 11 | 11 | 9 | 5 | 18 | 12 | 11 | 13 | 11 | 146 | |
| Civil Rights | | 1 | | | | | | 1 | 1 | 2 | | | 5 | |
| Headwear | | 1 | | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | 1 | | 1 | | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | 1 | |
| Transgender Screening | | | | | | | | | | 1 | | | 1 | |
| Customer Service | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 5 | 3 | | 3 | 1 | 36 | |
| Others | | | | | | | | 1 | | | | | 1 | |
| TSO | 4 | 4 | 3 | 3 | 2 | 4 | 4 | 4 | 3 | | 3 | 1 | 35 | |
| Locks | | 2 | | | | | | | | 1 | 1 | | 4 | |
| Missing or Damaged Lock | | 2 | | | | | | | | 1 | 1 | | 4 | |
| Lost and Found | | | | | | | | | | | | 1 | 1 | |
| Airport/TSA | | | | | | | | | | | | 1 | 1 | |
| Mishandling of Passenger Property | 4 | 6 | 5 | 4 | 3 | 2 | | 5 | 2 | 2 | 2 | 1 | 36 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | 2 | 1 | 1 | | 1 | 6 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Damaged/Missing Items--Checked Baggage | 4 | 4 | 5 | 4 | 1 | 1 | | 2 | 1 | 1 | 1 | | 24 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | 2 | | | 1 | | | 1 | | 5 |
| Patdown | 1 | | | 1 | | | | | | | | 2 | 4 |
| Children | | | | | | | | | | | | 1 | 1 |
| Flyer | 1 | | | 1 | | | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | 3 | 2 | 2 | 1 | 4 | 1 | 1 | 2 | 5 | 5 | 4 | 3 | 33 |
| Damaged Items - Carry-On | | 1 | 1 | | 1 | 1 | | | | 1 | | | 5 |
| Damaged Items - Checked | 1 | | 1 | | | | | 1 | 2 | | 1 | 1 | 7 |
| Missing Items - Carry-On | | | | 1 | | | 1 | | | 2 | 1 | | 5 |
| Missing Items - Checked | 2 | 1 | | | 3 | | | 1 | 3 | 2 | 2 | 2 | 16 |
| Screening | 3 | 3 | 2 | 2 | 2 | 2 | | 4 | 1 | 1 | 3 | 3 | 26 |
| Inconsistency | 1 | | | 1 | | 1 | | 1 | | 1 | | | 5 |
| Lengthy Lines | | | 1 | | | 1 | | 1 | | | 1 | | 4 |
| Procedures/Process | 2 | 3 | 1 | 1 | 2 | | | 2 | 1 | | 1 | 3 | 16 |
| Security Breach | | | | | | | | | | | 1 | | 1 |
| 2019 | 15 | 10 | 15 | 5 | 10 | 16 | 14 | | | | | | 85 |
| Advanced Imaging Technology (AIT) | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| Civil Rights | | | | | 1 | 1 | 1 | | | | | | 3 |
| Racial Profiling or Discrimination | | | | | 1 | 1 | 1 | | | | | | 3 |
| Customer Service | 4 | 2 | 7 | 1 | 4 | 7 | 4 | | | | | | 29 |
| Others | | | | | | 1 | | | | | | | 1 |
| TSO | 4 | 2 | 7 | 1 | 4 | 6 | 4 | | | | | | 28 |
| Locks | 1 | | | | | 1 | 1 | | | | | | 3 |
| Missing or Damaged Lock | 1 | | | | | 1 | 1 | | | | | | 3 |
| Mishandling of Passenger Property | 4 | | 4 | 2 | 2 | 1 | 4 | | | | | | 17 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 4 | | 2 | 2 | 1 | | 4 | | | | | | 13 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | 1 | 1 | | | | | | | 3 |
| Patdown | 1 | 1 | 1 | | | 1 | | | | | | | 4 |
| Flyer | 1 | 1 | 1 | | | 1 | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 2 | | | | | | 2 | | | | | | 4 |
| Autism Spectrum | | | | | | | 1 | | | | | | 1 |
| Diabetes | 1 | | | | | | | | | | | | 1 |
| Internal Medical Devices | | | | | | | 1 | | | | | | 1 |
| Touch Aversion (pain/trauma) | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 4 | 3 | 1 | | 1 | 1 | | | | | | 11 |
| Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Damaged Items - Checked | 1 | 2 | 1 | | | | | | | | | | 4 |
| Missing Items - Carry-On | | 1 | 1 | | | | 1 | | | | | | 3 |
| Missing Items - Checked | | 1 | 1 | | | 1 | | | | | | | 3 |
| Screening | 2 | 3 | | 1 | 1 | 4 | 1 | | | | | | 12 |
| Inconsistency | 1 | | | | | | | | | | | | 1 |
| Lengthy Lines | | 1 | | | | 1 | 1 | | | | | | 3 |
| Procedures/Process | 1 | 1 | | 1 | | 3 | | | | | | | 6 |
| Retrieving Abandoned/Confiscated Items | | 1 | | | 1 | | | | | | | | 2 |
| TSA Contact Information | | | | | 1 | | | | | | | | 1 |
| General | | | | | 1 | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MFE | 8 | 10 | 6 | 13 | 4 | 4 | 4 | 3 | 5 | 10 | 2 | 3 | 72 |
| 2016 | | | | 2 | 1 | 2 | | 1 | 1 | 3 | 1 | 1 | 12 |
| Civil Rights | | | | 1 | | | | | 1 | | | | 2 |
| Racial Profiling or Discrimination | | | | 1 | | | | | 1 | | | | 2 |
| Customer Service | | | | | 1 | 1 | | | | | | | 2 |
| TSO | | | | | 1 | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | 1 | | 1 | | 3 | 1 | 1 | 8 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | | 1 | | 3 | 1 | 1 | 8 |
| 2017 | 3 | 2 | 1 | 9 | 1 | | 1 | 2 | 3 | 4 | | 2 | 28 |
| Customer Service | 2 | | | | | | | | | | | | 2 |
| Others | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | 7 | 1 | | | | 1 | 3 | | | 14 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | 7 | 1 | | | | 1 | 3 | | | 14 |
| Patdown | | | 1 | | | | | 1 | 1 | | | | 3 |
| Flyer | | | 1 | | | | | 1 | 1 | | | | 3 |
| Property - Special Handling | | | | | | | 1 | 1 | 1 | 1 | | 2 | 6 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Missing Items - Checked | | | | | | | 1 | 1 | 1 | 1 | | 1 | 5 |
| Screening | | 1 | | 2 | | | | | | | | | 3 |
| Procedures/Process | | 1 | | 1 | | | | | | | | | 2 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |
| 2018 | 3 | 3 | 3 | 1 | 1 | 1 | 3 | | 1 | 3 | 1 | | 20 |
| Civil Rights | | | 1 | | | | 1 | | | | | | 2 |
| Age | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | 1 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 3 | | 1 | | | 1 | | | | | | 7 |
| Damaged/Missing Items--Checked Baggage | 1 | 3 | | 1 | | | 1 | | | | | | 6 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Patdown | | | | | | 1 | | | | 1 | 1 | | 3 |
| Flyer | | | | | | 1 | | | | 1 | 1 | | 3 |
| Property - Special Handling | | | 1 | | | | | | 1 | 1 | | | 3 |
| Missing Items - Checked | | | 1 | | | | | | 1 | 1 | | | 3 |
| Screening | 1 | | | | | | 1 | | | 1 | | | 3 |
| Procedures/Process | 1 | | | | | | 1 | | | 1 | | | 3 |
| 2019 | 2 | 5 | 2 | 1 | 1 | 1 | | | | | | | 12 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | 1 | | | | | | | 2 |
| TSO | | 1 | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | 1 | 1 | | | | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 1 | | | | | | | | | | 3 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 1 | 1 | | 1 | | | | | | | | 3 |
| Damaged Items - Checked | | | | | 1 | | | | | | | | 1 |
| Missing Items - Checked | | 1 | 1 | | | | | | | | | | 2 |
| Screening | 1 | 1 | | | | | | | | | | | 2 |
| Procedures/Process | 1 | 1 | | | | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| MFR | 3 | 6 | 12 | 5 | 3 | 12 | 8 | 5 | 6 | 7 | 11 | 9 | 87 | |
| 2016 | | | | 3 | | 3 | 2 | 2 | 1 | 4 | 1 | 5 | 21 | |
| Civil Rights | | | | | | | | | | 1 | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 | |
| Customer Service | | | | | | 2 | | 1 | | | 1 | | 4 | |
| Others | | | | | | | | 1 | | | | | 1 | |
| TSO | | | | | | 2 | | | | | 1 | | 3 | |
| Mishandling of Passenger Property | | | | 3 | | 1 | | 1 | 1 | 2 | | 3 | 11 | |
| Damaged/Missing Items--Checked Baggage | | | | 3 | | 1 | | 1 | 1 | 1 | | 3 | 10 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 | |
| General | | | | | | | | | | | | 1 | 1 | |
| Screening | | | | | | | 2 | | | 1 | | 1 | 4 | |
| Inconsistency | | | | | | | | | | | | 1 | 1 | |
| Procedures/Process | | | | | | | | | | | | | 3 | |
| 2017 | 1 | 1 | 2 | | 1 | 1 | 1 | 1 | 3 | 1 | 4 | 2 | 18 | |
| Customer Service | | | | | | | | | | | | 1 | 1 | |
| TSO | | | | | | | | | | | | 1 | 1 | |
| Locks | | | | | | | | | | | | 1 | 1 | |
| General | | | | | | | | | | | | 1 | 1 | |
| Mishandling of Passenger Property | 1 | | 2 | | | 1 | | 1 | 3 | | 2 | | 10 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | | | 1 | | 1 | 2 | | 2 | | 8 | |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 | |
| Patdown | | 1 | | | | | 1 | | | 1 | | | 3 | |
| Flyer | | 1 | | | | | | | | 1 | | | 2 | |
| Non-Flyer | | | | | | | 1 | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 | |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Screening | | | | | 1 | | | | | | | 1 | 2 | |
| Procedures/Process | | | | | 1 | | | | | | 1 | | 2 | |
| 2018 | 1 | 3 | 1 | 2 | 1 | 5 | 3 | 2 | 2 | 2 | 6 | 2 | 30 | |
| Civil Rights | | | | | | | 1 | | | | | 1 | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | 1 | 1 | |
| Transgender Screening | | | | | | | 1 | | | | | | 1 | |
| Customer Service | | | | | | 2 | | | | 1 | 1 | | 4 | |
| Others | | | | | | 1 | | | | 1 | | | 2 | |
| TSO | | | | | | 1 | | | | | 1 | | 2 | |
| Locks | | 1 | | | | | | | | | | | 1 | |
| Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | | | | | | | | 1 | | 2 | | 4 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | 1 | | 1 | | 3 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 | |
| Patdown | | 1 | 1 | | | | | | | | | | 2 | |
| Flyer | | 1 | 1 | | | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 | |
| Diabetes | | | | | | | | | | | | 1 | 1 | |
| Property - Special Handling | | | | 1 | | 1 | 1 | 1 | | 1 | 2 | | 7 | |
| Damaged Items - Carry-On | | | | | | | | | | | 1 | | 1 | |
| Damaged Items - Checked | | | | | | 1 | | | | | | | 1 | |
| Missing Items - Carry-On | | | | | | | | | | 1 | | | 1 | |
| Missing Items - Checked | | | | 1 | | | 1 | 1 | | | 1 | | 4 | |
| Screening | | 1 | | 1 | 1 | 2 | 1 | 1 | 1 | | 1 | | 9 | |
| Lengthy Lines | | | | | 1 | | | 1 | 1 | | 1 | | 4 | |
| Procedures/Process | | 1 | | 1 | | 2 | 1 | | | | | | 5 | |
| 2019 | 1 | 2 | 9 | | 1 | 3 | 2 | | | | | | 18 | |
| Civil Rights | | | 1 | | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 | |
| Customer Service | | | 1 | | | | 1 | | | | | | 2 | |
| TSO | | | 1 | | | | 1 | | | | | | 2 | |
| Locks | | | 1 | | | | | | | | | | 1 | |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | 1 | | | 1 | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | 1 | | | | | | | 2 | |
| Patdown | | | 1 | | | | | | | | | | 1 | |
| Flyer | | | 1 | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 | |
| Cognitive /Developmental /Mental Disability | | | | | 1 | | | | | | | | 1 | |
| Property - Special Handling | 1 | 2 | 2 | | | 1 | | | | | | | 6 | |
| Damaged Items - Checked | | | 1 | | | 1 | | | | | | | 2 | |
| Missing Items - Carry-On | | 1 | | | | | | | | | | | 1 | |
| Missing Items - Checked | 1 | 1 | 1 | | | | | | | | | | 3 | |
| Request for Assistance | | | 1 | | | | | | | | | | 1 | |
| Other | | | 1 | | | | | | | | | | 1 | |
| Screening | | | 1 | | | 1 | 1 | | | | | | 3 | |
| Inconsistency | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | | | 1 | | | | 1 | | | | | | 2 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MGM | 1 | 1 | 3 | 5 | 4 | 3 | 2 | 1 | 1 | 1 | 4 | 4 | 30 |
| 2016 | | | | 1 | 1 | | 2 | | | 1 | 2 | 1 | 8 |
| Locks | | | | 1 | | | | | | | 1 | | 2 |
| Missing or Damaged Lock | | | | 1 | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property | | | | | 1 | | 2 | | | 1 | 1 | 1 | 6 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 2 | | | 1 | | 1 | 5 |
| 2017 | 1 | 1 | 1 | 1 | 2 | | | | | | 1 | 3 | 10 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | | | | | | | | | | 2 | 2 |
| TSO | | | | | | | | | | | | 2 | 2 |
| Mishandling of Passenger Property | 1 | 1 | | 1 | 2 | | | | | | 1 | | 6 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | 1 | 2 | | | | | | | | 4 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2018 | | | 1 | | 1 | | | 1 | 1 | | 1 | | 5 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | 1 | | | | | | | | 1 |
| Missing Items - Checked | | | | | 1 | | | | | | | | 1 |
| Screening | | | 1 | | | | | 1 | | | 1 | | 3 |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | 1 | | 2 |
| 2019 | | | 1 | 3 | | 3 | | | | | | | 7 |
| Civil Rights | | | | 1 | | 1 | | | | | | | 2 |
| Age | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 2 | | 1 | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | | 1 | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | 1 |

| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|-----------------------------------|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| MGW | | | | | | | | | | | | | 1 | 1 |
| 2017 | | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | | 1 | 1 |
| Respiratory and Inhaler Equipment | | | | | | | | | | | | | 1 | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| MHK | 4 | 2 | 2 | 4 | 6 | 3 | 4 | 4 | 7 | 3 | 6 | 2 | 47 |
| 2016 | | | | 1 | 6 | 1 | 2 | 2 | 2 | 1 | 1 | | 10 |
| Mishandling of Passenger Property | | | | 1 | | 1 | 2 | 1 | 1 | 1 | 1 | | 8 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | 2 | 1 | 1 | 1 | 1 | | 8 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2017 | 3 | | 1 | 1 | 2 | 2 | | 1 | 2 | 1 | 3 | 1 | 17 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 3 | | 1 | 1 | 2 | 2 | | | 2 | | 1 | 1 | 13 |
| Damaged/Missing Items--Checked Baggage | 3 | | 1 | 1 | 2 | 2 | | | 2 | | 1 | 1 | 13 |
| Property - Special Handling | | | | | | | | | | 1 | 1 | | 2 |
| Missing Items - Checked | | | | | | | | | | 1 | 1 | | 2 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2018 | | | | 1 | 3 | | 2 | 1 | 3 | 1 | 2 | 1 | 14 |
| Locks | | | | | 1 | | | | | | 1 | | 2 |
| Missing or Damaged Lock | | | | | 1 | | | | | | 1 | | 2 |
| Mishandling of Passenger Property | | | | 1 | 1 | | 1 | | 1 | 1 | | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | 1 | | | | | | 3 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | 1 | | | 2 |
| Property - Special Handling | | | | | 1 | | 1 | 1 | 1 | | 1 | 1 | 6 |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | 1 | | | 1 | 1 | | 1 | 1 | 5 |
| Screening | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | | | 1 |
| 2019 | 1 | 2 | 1 | 1 | 1 | | | | | | | | 6 |
| Mishandling of Passenger Property | 1 | 1 | | 1 | 1 | | | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | | 1 | | 1 | 1 | | | | | | | | 3 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| MHT | 28 | 19 | 20 | 33 | 24 | 24 | 18 | 23 | 27 | 20 | 29 | 17 | 282 | |
| 2016 | | | | 12 | 10 | 7 | 4 | 9 | 11 | 7 | 17 | 7 | 84 | |
| Civil Rights | | | | | 1 | | | 1 | 1 | 1 | | | 4 | |
| Racial Profiling or Discrimination | | | | | 1 | | | | 1 | 1 | | | 3 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | | | | 1 | |
| Customer Service | | | | 4 | 4 | 3 | 1 | 1 | 3 | 2 | 2 | | 20 | |
| Others | | | | 2 | 4 | 1 | | 1 | 1 | | | | 9 | |
| TSO | | | | 2 | | 2 | 1 | | 2 | 2 | 2 | | 11 | |
| Locks | | | | | 1 | | | | | | 1 | | 2 | |
| Missing or Damaged Lock | | | | | 1 | | | | | | 1 | | 2 | |
| Mishandling of Passenger Property | | | | 5 | 4 | 3 | 2 | 6 | 6 | 1 | 10 | 6 | 43 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 4 | 4 | 3 | 2 | 4 | 4 | 1 | 7 | 6 | 35 | |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | 2 | | 3 | | 6 | |
| Patdown | | | | 1 | | 1 | 1 | | | 1 | | | 4 | |
| Flyer | | | | 1 | | 1 | 1 | | | 1 | | | 4 | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | 2 | | | 3 | |
| General | | | | | | | | | | 1 | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 1 | | | 1 | |
| Respiratory and Inhaler Equipment | | | | | | | | 1 | | | | | 1 | |
| Screening | | | | 2 | | | | | 1 | | 4 | 1 | 8 | |
| Inconsistency | | | | 1 | | | | | | | | | 1 | |
| Lengthy Lines | | | | 1 | | | | | | | | | 1 | |
| Procedures/Process | | | | | | | | | 1 | | | 1 | 5 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 | |
| 2017 | 15 | 4 | 6 | 5 | 4 | 7 | 7 | 6 | 8 | 5 | 7 | 7 | 81 | |
| Civil Rights | | | | | | | | | 2 | | | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 2 | | | | 2 | |
| Customer Service | 3 | | | 1 | 1 | | 3 | 2 | 2 | 1 | | 2 | 15 | |
| Others | 1 | | | | 1 | | 2 | 1 | | | | 1 | 6 | |
| TSO | 2 | | | 1 | | | 1 | 1 | 2 | 1 | | 1 | 9 | |
| Locks | | | | | | | | 1 | | | | | 1 | |
| Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property | 11 | 4 | 5 | 4 | 3 | 5 | 1 | | 1 | 2 | 5 | 2 | 43 | |
| Damaged/Missing Items--Carry-on Luggage | | 2 | | | | | | | | | 1 | | 3 | |
| Damaged/Missing Items--Checked Baggage | 8 | 1 | 5 | 4 | 2 | 4 | | | 1 | | 4 | 1 | 30 | |
| Disarrayed Items--Carry-on or Checked | 3 | 1 | | | 1 | 1 | 1 | | | 2 | | 1 | 10 | |
| Patdown | | | | | | | 1 | | | 2 | 1 | | 4 | |
| Flyer | | | | | | | 1 | | | 2 | 1 | | 4 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | 1 | | | 1 | 3 | |
| Medical Devices - Attached to the Body | | | | | | | | | | | | 1 | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | 1 | | | | 1 | |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | 1 | 1 | | 1 | | 4 | |
| Damaged Items - Checked | | | | | | | 1 | 1 | 1 | | | | 3 | |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Screening | 1 | | 1 | | | 1 | 1 | 2 | 1 | | | 2 | 9 | |
| Crew Member or Airline Employee | | | | | | 1 | | | | | | | 1 | |
| Inconsistency | | | | | | | | 2 | | | | | 2 | |
| Lengthy Lines | | | | | | | | | 1 | | | | 1 | |
| Procedures/Process | 1 | | 1 | | | | 1 | | | | | 2 | 5 | |
| 2018 | 9 | 8 | 7 | 11 | 7 | 3 | 3 | 8 | 8 | 8 | 5 | 3 | 80 | |
| Civil Rights | | | | | | | | 1 | 1 | | | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | | | | 1 | |
| Transgender Screening | | | | | | | | | 1 | | | | 1 | |
| Customer Service | 4 | 2 | 2 | 2 | | 1 | 1 | 1 | | 1 | | | 14 | |
| Others | | | | | | 1 | 1 | | | 1 | | | 3 | |
| TSO | 4 | 2 | 2 | 2 | | | | 1 | | | | | 11 | |
| Locks | | | 1 | | | | | | | 2 | | | 3 | |
| Missing or Damaged Lock | | | 1 | | | | | | | 2 | | | 3 | |
| Mishandling of Passenger Property | 3 | 5 | | 4 | 4 | 1 | 1 | 1 | 4 | 5 | 2 | 2 | 32 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 2 | 4 | | 3 | 4 | | | 1 | 4 | 5 | 2 | 1 | 26 | |
| Disarrayed Items--Carry-on or Checked | 1 | | | 1 | | 1 | 1 | | | | | 1 | 5 | |
| Patdown | | | 1 | | | | 1 | | | | | | 2 | |
| Flyer | | | 1 | | | | 1 | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | 2 | | | | | | | | 2 | | 4 | |
| Diabetes | | | | | | | | | | | 1 | | 1 | |
| Medical Devices - Attached to the Body | | | 1 | | | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | 1 | | 1 | |
| Property - Special Handling | | | | 3 | 1 | | | 5 | | | | | 9 | |
| Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 | |
| Damaged Items - Checked | | | | | | | | 2 | | | | | 2 | |
| Missing Items - Checked | | | | 2 | 1 | | | 3 | | | | | 6 | |
| Screening | 2 | 1 | 1 | 2 | 2 | 1 | | | 3 | | 1 | 1 | 14 | |
| Inconsistency | | | | | 1 | | | | | | | | 1 | |
| Lengthy Lines | | 1 | | 1 | | | | | 1 | | | | 3 | |
| Procedures/Process | 2 | | 1 | 1 | 1 | 1 | | | 2 | | 1 | 1 | 10 | |
| 2019 | 4 | 7 | 7 | 5 | 3 | 7 | 4 | | | | | | 37 | |
| Civil Rights | | 1 | | | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | | | 1 | |
| Customer Service | 2 | | | | | 2 | | | | | | | 4 | |
| Others | 1 | | | | | 1 | | | | | | | 2 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| TSO | 1 | | | | | 1 | | | | | | | 2 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 2 | 4 | 3 | 1 | 2 | | | | | | | 13 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 2 | 2 | 3 | | 2 | | | | | | | 9 |
| Disarrayed Items--Carry-on or Checked | 1 | | 1 | | 1 | | | | | | | | 3 |
| Patdown | | | 2 | | | 1 | 1 | | | | | | 4 |
| Flyer | | | 1 | | | 1 | 1 | | | | | | 3 |
| Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | 1 | | | | | | | | 2 |
| General | | | | | 1 | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 3 | 1 | 1 | 1 | 2 | 2 | | | | | | 11 |
| Damaged Items - Checked | 1 | 3 | | | | 2 | 1 | | | | | | 7 |
| Missing Items - Checked | | | 1 | 1 | 1 | | 1 | | | | | | 4 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--------------------------------|---|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MIA | | 390 | 423 | 465 | 645 | 576 | 645 | 596 | 432 | 338 | 353 | 412 | 314 | 5,589 |
| 2016 | | | | | 153 | 186 | 192 | 197 | 157 | 101 | 121 | 151 | 123 | 1,381 |
| | Civil Rights | | | | 3 | 2 | 3 | 4 | 2 | | 5 | 3 | 4 | 26 |
| | Civil Rights Violation (TSA Employee) | | | | | | | | | | | | 1 | 1 |
| | Constitutional Rights | | | | | | 1 | | | | | | | 1 |
| | General Complaint and Discrimination | | | | | 1 | | | | | | | | 1 |
| | Headwear | | | | | 1 | | | | | | | | 1 |
| | National Origin | | | | | | | 1 | 1 | | 1 | | | 3 |
| | Racial Profiling or Discrimination | | | | 3 | | 2 | 3 | | | 2 | 2 | 3 | 15 |
| | Screening of Religious or Cultural Garments | | | | | | | | | | | 1 | | 1 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | 2 | | | 3 |
| | Customer Service | | | | 19 | 25 | 23 | 29 | 27 | 13 | 15 | 22 | 13 | 186 |
| | Others | | | | 6 | 8 | 10 | 8 | 8 | 1 | 3 | 1 | 1 | 46 |
| | TSO | | | | 13 | 17 | 13 | 21 | 19 | 12 | 12 | 21 | 12 | 140 |
| | Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 |
| | Domestic | | | | | | 1 | | | | | | | 1 |
| | Locks | | | | 13 | 24 | 22 | 23 | 12 | 11 | 10 | 13 | 22 | 150 |
| | General | | | | | 2 | | | 2 | | | | 1 | 5 |
| | Missing or Damaged Lock | | | | 13 | 22 | 22 | 23 | 10 | 11 | 10 | 13 | 21 | 145 |
| | Lost and Found | | | | 5 | 5 | 3 | 3 | 2 | 1 | 2 | 2 | 2 | 25 |
| | Airport/TSA | | | | 5 | 5 | 3 | 3 | 2 | 1 | 2 | 2 | 2 | 25 |
| | Mishandling of Passenger Property | | | | 102 | 112 | 112 | 118 | 95 | 68 | 83 | 104 | 75 | 869 |
| | Damaged/Missing Items--Carry-on Luggage | | | | 5 | 3 | 5 | 6 | 10 | 2 | 9 | 9 | 6 | 55 |
| | Damaged/Missing Items--Checked Baggage | | | | 93 | 103 | 100 | 104 | 81 | 61 | 74 | 92 | 66 | 774 |
| | Damaged/Missing Items--Unspecified Luggage | | | | 1 | 2 | 1 | 2 | 1 | 2 | | 2 | 1 | 12 |
| | Disarrayed Items--Carry-on or Checked | | | | 3 | 4 | 6 | 6 | 3 | 3 | | 1 | 2 | 28 |
| | Patdown | | | | 2 | 1 | 1 | 3 | | | 2 | | | 9 |
| | Flyer | | | | 1 | 1 | 1 | 3 | | | 2 | | | 8 |
| | Flyer as Observer | | | | 1 | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | | 4 | 5 | 2 | 2 | 4 | 3 | 1 | 2 | 2 | 25 |
| | Autism Spectrum | | | | 1 | | | | | | | 1 | | 2 |
| | Cancer (general) Not Breast Cancer | | | | | | | | | | 1 | | 1 | 2 |
| | Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| | Diabetes | | | | | | | | 1 | | | | | 1 |
| | General | | | | | 1 | | | 1 | 1 | | | | 3 |
| | Internal Medical Devices | | | | | 1 | | 1 | 1 | | | | | 3 |
| | Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | 1 | | | | 2 |
| | Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| | Mobility Disability (Not Wheelchair or Scooter) | | | | | 2 | | 1 | | | | | | 3 |
| | Prosthesis/Amputees and Casts | | | | | | | | | | | 1 | | 1 |
| | Service Animals | | | | | | | | 1 | | | | 1 | 2 |
| | Touch Aversion (pain/trauma) | | | | 1 | | | | | | | | | 1 |
| | Wheelchair/ Scooter/ Segway | | | | 1 | 1 | | | | 1 | | | | 3 |
| | Request for Assistance | | | | | | | | | | | | 1 | 1 |
| | Other | | | | | | | | | | | | 1 | 1 |
| | Screening | | | | 5 | 12 | 25 | 15 | 15 | 5 | 3 | 5 | 3 | 88 |
| | Crew Member or Airline Employee | | | | | | | | | | | | 1 | 1 |
| | Inconsistency | | | | | | 2 | 2 | | | | | 1 | 5 |
| | International Screening | | | | | | | | | | 1 | | | 1 |
| | Lengthy Lines | | | | 2 | 4 | 12 | 6 | 6 | | | | | 30 |
| | Procedures/Process | | | | 3 | 7 | 9 | 6 | 8 | 5 | 2 | 4 | 1 | 45 |
| | Retrieving Abandoned/Confiscated Items | | | | | 1 | | 1 | | | | 1 | | 3 |
| | Security Breach | | | | | | 2 | | 1 | | | | | 3 |
| | TSA Contact Information | | | | | | | | | | | | 1 | 1 |
| | General | | | | | | | | | | | | 1 | 1 |
| 2017 | | 114 | 130 | 170 | 199 | 138 | 160 | 124 | 118 | 123 | 112 | 136 | 90 | 1,614 |
| | Civil Rights | 1 | 1 | 1 | 4 | | 1 | | 2 | 2 | 1 | 2 | 2 | 17 |
| | Hair Patdowns | | | | | | | | | | | 1 | | 1 |
| | National Origin | | | | 1 | | | | | 2 | | | | 3 |
| | Perceived Religion | | | | | | | | | | | 1 | | 1 |
| | Racial Profiling or Discrimination | 1 | 1 | 1 | 1 | | 1 | | 2 | | 1 | | 2 | 10 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | 2 | | | | | | | | | 2 |
| | Customer Service | 9 | 6 | 14 | 13 | 7 | 11 | 16 | 18 | 18 | 7 | 17 | 7 | 143 |
| | Others | | | 2 | | 1 | | 1 | 1 | 1 | | 5 | | 11 |
| | TSO | 9 | 6 | 12 | 13 | 6 | 11 | 15 | 17 | 17 | 7 | 12 | 7 | 132 |
| | Identification (ID) Requirements | | | | | | | | | 1 | | | 1 | 2 |
| | Domestic | | | | | | | | | 1 | | | 1 | 2 |
| | Locks | 15 | 21 | 20 | 25 | 18 | 12 | 16 | 21 | 9 | 8 | 10 | 8 | 183 |
| | General | | 1 | 1 | | 1 | | 2 | | | | 1 | 1 | 7 |
| | Missing or Damaged Lock | 15 | 20 | 19 | 25 | 17 | 12 | 14 | 21 | 9 | 8 | 9 | 7 | 176 |
| | Lost and Found | 2 | | 3 | 1 | | 1 | | | | 2 | | | 9 |
| | Airport/TSA | 2 | | 3 | 1 | | 1 | | | | 2 | | | 9 |
| | Mishandling of Passenger Property | 76 | 90 | 120 | 142 | 107 | 121 | 61 | 53 | 60 | 64 | 79 | 46 | 1,019 |
| | Damaged/Missing Items--Carry-on Luggage | 8 | 5 | 7 | 1 | 4 | 4 | 2 | 1 | 1 | | 3 | 1 | 37 |
| | Damaged/Missing Items--Checked Baggage | 66 | 82 | 106 | 136 | 91 | 107 | 55 | 47 | 55 | 59 | 73 | 43 | 920 |
| | Damaged/Missing Items--Unspecified Luggage | 1 | | 3 | | 2 | 1 | | 2 | 1 | | 1 | | 11 |
| | Disarrayed Items--Carry-on or Checked | 1 | 3 | 4 | 5 | 10 | 9 | 4 | 3 | 3 | 5 | 2 | 2 | 51 |
| | Patdown | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | 3 | | | 2 | 12 |
| | Flyer | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | 3 | | | 2 | 12 |
| | Persons w/ Disabilities (PWD) | 2 | | | 2 | 1 | 3 | 1 | 2 | | 6 | 1 | 2 | 20 |
| | Cancer (general) Not Breast Cancer | | | | | | | | 1 | | | | | 1 |
| | Diabetes | | | | | | 1 | | | | 2 | 1 | | 4 |
| | General | | | | | 1 | 1 | | | | 1 | | | 3 |
| | Internal Medical Devices | | | | | | | | | | | | 1 | 1 |
| | Medical Devices - Attached to the Body | | | | | | | | | | 1 | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | 1 | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | 1 | | | | 1 | | | | 1 | 4 |
| Ostomy/Ostomates | 1 | | | | | | | | | | | | 1 |
| Visual Impairment | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | 1 | | | 2 |
| Prohibited & Permitted Items | | 1 | | | | | | | 1 | 2 | 1 | | 5 |
| Alcohol and Tobacco | | | | | | | | | 1 | | 1 | | 2 |
| General | | 1 | | | | | | | | 2 | | | 3 |
| Property - Special Handling | | | | | | | 24 | 13 | 21 | 19 | 23 | 15 | 115 |
| Damaged Items - Carry-On | | | | | | | | 1 | 2 | | 3 | | 6 |
| Damaged Items - Checked | | | | | | | 6 | 3 | 5 | 7 | 9 | 5 | 35 |
| Missing Items - Carry-On | | | | | | | | | 1 | 1 | 2 | | 4 |
| Missing Items - Checked | | | | | | | 18 | 9 | 13 | 11 | 9 | 10 | 70 |
| Request for Assistance | | 1 | | 1 | | | | | | | | | 2 |
| Other | | 1 | | 1 | | | | | | | | | 2 |
| Screening | 8 | 10 | 11 | 10 | 4 | 10 | 5 | 8 | 8 | 3 | 3 | 7 | 87 |
| Crew Member or Airline Employee | 1 | | 1 | | | 1 | | | | | | | 3 |
| Inconsistency | 1 | 3 | 1 | 4 | | 4 | | 1 | 1 | | 1 | | 16 |
| Lengthy Lines | | | | | | | 1 | 1 | | 1 | | 1 | 4 |
| Procedures/Process | 6 | 6 | 7 | 5 | 3 | 5 | 4 | 5 | 5 | 2 | 2 | 5 | 55 |
| Retrieving Abandoned/Confiscated Items | | 1 | 1 | 1 | | | | | | | | 1 | 4 |
| Security Breach | | | 1 | | 1 | | | 1 | 2 | | | | 5 |
| 2018 | 155 | 150 | 166 | 145 | 139 | 156 | 143 | 157 | 114 | 120 | 125 | 101 | 1,671 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 |
| Flyer | | | | | | | | | | | 1 | | 1 |
| Civil Rights | 2 | 2 | 3 | 10 | 1 | 2 | 6 | 5 | 2 | 6 | 2 | 2 | 43 |
| Age | | | 1 | | | | | | | | | | 1 |
| Hair Patdowns | | | | | | | | 1 | | | | | 1 |
| Headwear | | | | | | | | | | 1 | | | 1 |
| National Origin | | | | 1 | | | 1 | | | 1 | 1 | | 4 |
| Racial Profiling or Discrimination | 2 | 1 | | 7 | 1 | 2 | 4 | 2 | 1 | 4 | 1 | 2 | 27 |
| Screening of Religious Cultural and Ceremonial Items | | 1 | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | 1 | | | | 2 | | | | | 4 |
| Sexual Orientation - Not Transgender | | | 1 | | | | | | | | | | 1 |
| Transgender Screening | | | | 1 | | | 1 | | 1 | | | | 3 |
| Customer Service | 23 | 24 | 26 | 21 | 22 | 29 | 31 | 34 | 17 | 17 | 18 | 13 | 275 |
| Others | 2 | 3 | 4 | 3 | 8 | 9 | 3 | 6 | 5 | 3 | 2 | | 48 |
| TSO | 21 | 21 | 22 | 18 | 14 | 20 | 28 | 28 | 12 | 14 | 16 | 13 | 227 |
| Locks | 17 | 16 | 11 | 10 | 18 | 14 | 17 | 20 | 12 | 10 | 14 | 6 | 165 |
| General | 2 | 1 | | | 1 | | | | | | | | 4 |
| Missing or Damaged Lock | 15 | 15 | 11 | 10 | 17 | 14 | 17 | 20 | 12 | 10 | 14 | 6 | 161 |
| Lost and Found | 4 | 2 | 1 | 1 | 1 | | | 1 | 1 | 2 | 1 | | 14 |
| Airport/TSA | 4 | 2 | 1 | 1 | 1 | | | 1 | 1 | 2 | 1 | | 14 |
| Mishandling of Passenger Property | 67 | 63 | 77 | 66 | 52 | 62 | 49 | 53 | 43 | 48 | 41 | 48 | 669 |
| Damaged/Missing Items--Carry-on Luggage | | 5 | 4 | 1 | 4 | 2 | | | 3 | 3 | | 3 | 25 |
| Damaged/Missing Items--Checked Baggage | 62 | 54 | 65 | 59 | 41 | 49 | 45 | 49 | 40 | 41 | 39 | 40 | 584 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | 1 | | | 2 | 1 | 2 | 7 |
| Disarrayed Items--Carry-on or Checked | 5 | 4 | 8 | 6 | 6 | 11 | 3 | 4 | | 2 | 1 | 3 | 53 |
| Patdown | | | | 2 | | 1 | | 2 | 5 | | 4 | 2 | 16 |
| Flyer | | | | 2 | | | | 2 | 4 | | 3 | 2 | 13 |
| Flyer as Observer | | | | | | | | | 1 | | 1 | | 2 |
| Non-Flyer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 3 | 2 | 3 | 5 | 6 | 3 | 6 | | 2 | 1 | 2 | 34 |
| Diabetes | | | | 1 | | 1 | 2 | 1 | | | | 1 | 6 |
| General | | 1 | 1 | | 2 | | | 1 | | 1 | | 1 | 7 |
| Hearing Impairment | | | | | | 2 | | | | | 1 | | 3 |
| Internal Medical Devices | | | | 1 | 1 | 1 | | | | | | | 3 |
| Medically Necessary Medication and Medical | 1 | | | | | | | 1 | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | | | | | | | 1 |
| Respiratory and Inhaler Equipment | | | | 1 | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 2 | | | 2 | 2 | 1 | 3 | | 1 | | | 11 |
| Prohibited & Permitted Items | 1 | | | | | | | | | | 1 | | 2 |
| Alcohol and Tobacco | | | | | | | | | | | 1 | | 1 |
| Knives/Tools/Razors/Sharp Objects | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 30 | 31 | 34 | 27 | 23 | 32 | 22 | 24 | 22 | 23 | 30 | 22 | 320 |
| Damaged Items - Carry-On | | 3 | 3 | 4 | 3 | 3 | 1 | | 1 | 4 | | 2 | 24 |
| Damaged Items - Checked | 9 | 8 | 9 | 3 | 6 | 14 | 5 | 4 | 4 | 2 | 3 | 3 | 70 |
| Missing Items - Carry-On | 4 | 5 | 4 | 2 | 2 | 3 | 3 | 4 | 2 | 4 | 1 | 3 | 37 |
| Missing Items - Checked | 17 | 15 | 18 | 18 | 12 | 12 | 13 | 16 | 15 | 13 | 26 | 14 | 189 |
| Request for Assistance | 1 | | | | | 1 | | | | | 1 | | 3 |
| Other | | | | | | 1 | | | | | 1 | | 2 |
| Wounded Warrior (MSIJSOC) | 1 | | | | | | | | | | | | 1 |
| Screening | 10 | 8 | 12 | 5 | 17 | 9 | 15 | 12 | 12 | 12 | 11 | 6 | 129 |
| Crew Member or Airline Employee | | | | | | | | | 1 | | | | 1 |
| Inconsistency | | | | | 1 | 1 | | | | 1 | | | 3 |
| International Screening | | | | | | | | | 1 | | | | 1 |
| Lengthy Lines | 2 | 1 | 2 | | 6 | 2 | 1 | 5 | 2 | 2 | 2 | 4 | 29 |
| Procedures/Process | 8 | 7 | 10 | 5 | 10 | 5 | 14 | 6 | 8 | 9 | 9 | 1 | 92 |
| Retrieving Abandoned/Confiscated Items | | | | | | 1 | | 1 | | | | 1 | 3 |
| 2019 | 121 | 143 | 129 | 148 | 113 | 137 | 132 | | | | | | 923 |
| Civil Rights | 6 | 8 | 2 | 2 | 1 | 4 | 1 | | | | | | 24 |
| Constitutional Rights | 1 | 1 | | 1 | | | | | | | | | 3 |
| Racial Profiling or Discrimination | 4 | 4 | 1 | | 1 | 3 | 1 | | | | | | 14 |
| Screening of Religious or Cultural Garments | | | | | | 1 | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgende | 1 | 3 | 1 | 1 | | | | | | | | | 6 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Customer Service | 21 | 24 | 16 | 23 | 19 | 17 | 19 | | | | | | 139 |
| Others | 4 | 2 | 2 | 1 | 3 | 2 | 3 | | | | | | 17 |
| TSO | 17 | 22 | 14 | 22 | 16 | 15 | 16 | | | | | | 122 |
| Locks | 11 | 17 | 7 | 14 | 7 | 19 | 14 | | | | | | 89 |
| General | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | 11 | 17 | 7 | 14 | 6 | 19 | 14 | | | | | | 88 |
| Lost and Found | 2 | 1 | 1 | 1 | | 2 | | | | | | | 7 |
| Airport/TSA | 2 | 1 | 1 | 1 | | 2 | | | | | | | 7 |
| Mishandling of Passenger Property | 42 | 30 | 47 | 50 | 37 | 45 | 41 | | | | | | 292 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | 4 | 2 | 2 | 2 | 2 | | | | | | 14 |
| Damaged/Missing Items--Checked Baggage | 36 | 27 | 43 | 45 | 29 | 35 | 38 | | | | | | 253 |
| Damaged/Missing Items--Unspecified Luggag | 2 | 1 | | 1 | | 1 | | | | | | | 5 |
| Disarrayed Items--Carry-on or Checked | 3 | 1 | | 2 | 6 | 7 | 1 | | | | | | 20 |
| Patdown | 4 | 5 | 5 | 1 | 2 | 2 | 1 | | | | | | 20 |
| Flyer | 4 | 5 | 4 | 1 | 2 | 1 | 1 | | | | | | 18 |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 3 | 4 | 3 | 6 | 2 | 4 | | | | | | 23 |
| Autism Spectrum | | | | | | | 1 | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Diabetes | 1 | | | | | | 1 | | | | | | 2 |
| General | | | | | 2 | | | | | | | | 2 |
| Internal Medical Devices | | | 1 | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 2 | | 1 | 1 | | 1 | | | | | | 5 |
| Prosthesis/Amputees and Casts | | | 1 | | 1 | | | | | | | | 2 |
| Visual Impairment | | | | 1 | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 1 | 2 | | 1 | 1 | 1 | | | | | | 6 |
| Property - Special Handling | 23 | 42 | 30 | 41 | 30 | 30 | 44 | | | | | | 240 |
| Damaged Items - Carry-On | 2 | 2 | 5 | 1 | 2 | 2 | 2 | | | | | | 16 |
| Damaged Items - Checked | 6 | 8 | 6 | 9 | 4 | 9 | 7 | | | | | | 49 |
| Missing Items - Carry-On | 1 | 8 | 6 | 3 | 10 | 3 | 8 | | | | | | 39 |
| Missing Items - Checked | 14 | 24 | 13 | 28 | 14 | 16 | 27 | | | | | | 136 |
| Screening | 11 | 13 | 17 | 13 | 11 | 16 | 8 | | | | | | 89 |
| Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 |
| Inconsistency | 2 | | | | | | | | | | | | 2 |
| Lengthy Lines | 2 | 3 | 3 | | 4 | 4 | 1 | | | | | | 17 |
| Procedures/Process | 7 | 8 | 12 | 13 | 6 | 11 | 6 | | | | | | 63 |
| Retrieving Abandoned/Confiscated Items | | | 2 | | | 1 | | | | | | | 3 |
| Security Breach | | 1 | | | | | 1 | | | | | | 2 |
| Shoe Screening | | | | | 1 | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MKE | 59 | 54 | 64 | 76 | 45 | 69 | 59 | 38 | 60 | 62 | 67 | 55 | 708 |
| 2016 | | | | 21 | 12 | 21 | 17 | 12 | 19 | 24 | 28 | 18 | 172 |
| Customer Service | | | | 2 | 1 | 6 | 1 | 3 | 3 | 6 | 3 | 3 | 28 |
| Others | | | | | 1 | | | | | 1 | | | 2 |
| TSO | | | | 2 | | 6 | 1 | 3 | 3 | 5 | 3 | 3 | 26 |
| Locks | | | | | | 2 | 1 | | 1 | 3 | 2 | 2 | 11 |
| Missing or Damaged Lock | | | | | | 2 | 1 | | 1 | 3 | 2 | 2 | 11 |
| Lost and Found | | | | 1 | | | | | | 1 | | | 2 |
| Airport/TSA | | | | 1 | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | | | | 15 | 10 | 11 | 10 | 7 | 13 | 12 | 18 | 10 | 106 |
| Damaged/Missing Items--Carry-on Luggage | | | | 2 | 2 | 3 | | 2 | 2 | | 1 | 1 | 13 |
| Damaged/Missing Items--Checked Baggage | | | | 11 | 7 | 7 | 10 | 4 | 8 | 12 | 16 | 8 | 83 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | 2 | 1 | 1 | | 1 | 2 | | 1 | 1 | 9 |
| Patdown | | | | 1 | | 1 | | 1 | | | | | 3 |
| Flyer | | | | 1 | | 1 | | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | 1 | 2 |
| Diabetes | | | | | 1 | | | | | | | | 1 |
| Hearing Impairment | | | | | | | | | | | | 1 | 1 |
| Screening | | | | 2 | | 1 | 5 | 1 | 2 | 2 | 5 | 2 | 20 |
| Inconsistency | | | | | | | 1 | 1 | | | 1 | 1 | 4 |
| Lengthy Lines | | | | | | 1 | 1 | | 1 | | 1 | | 4 |
| Procedures/Process | | | | 2 | | | 3 | | 1 | 2 | 2 | 1 | 11 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 |
| 2017 | 26 | 20 | 17 | 26 | 7 | 19 | 16 | 14 | 22 | 15 | 23 | 19 | 224 |
| Advanced Imaging Technology (AIT) | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Civil Rights | 1 | | | | | | 1 | | | | 1 | | 3 |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | 1 | | 2 |
| Transgender Screening | | | | | | | 1 | | | | | | 1 |
| Customer Service | 2 | 3 | 1 | 2 | | 6 | 2 | 2 | 4 | 1 | 1 | 2 | 26 |
| Others | | 1 | | | | 1 | | | | 1 | | | 3 |
| TSO | 2 | 2 | 1 | 2 | | 5 | 2 | 2 | 4 | | 1 | 2 | 23 |
| Identification (ID) Requirements | | | | | | | | | 1 | | | | 1 |
| Domestic | | | | | | | | | 1 | | | | 1 |
| Locks | 3 | 1 | 2 | 2 | 1 | | | 1 | 1 | 1 | 1 | | 13 |
| General | 1 | 1 | | | | | | | | 1 | | | 3 |
| Missing or Damaged Lock | 2 | | 2 | 2 | 1 | | | 1 | 1 | | 1 | | 10 |
| Lost and Found | | | | | | 1 | | | | | | | 1 |
| Airport/TSA | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 18 | 15 | 12 | 19 | 4 | 9 | 6 | 6 | 11 | 12 | 9 | 11 | 132 |
| Damaged/Missing Items Private Screening Co | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | 2 | | 2 | 1 | | 1 | 1 | 8 |
| Damaged/Missing Items--Checked Baggage | 14 | 13 | 11 | 18 | 3 | 6 | 5 | 4 | 9 | 10 | 7 | 8 | 108 |
| Damaged/Missing Items--Unspecified Luggage | 1 | | | | | | | | | 1 | | | 2 |
| Disarrayed Items--Carry-on or Checked | 2 | 2 | 1 | | 1 | 1 | 1 | | 1 | 1 | 1 | 2 | 13 |
| Patdown | 1 | | 1 | | 1 | 1 | | 1 | 1 | | 2 | | 8 |
| Flyer | 1 | | 1 | | 1 | 1 | | 1 | 1 | | 2 | | 8 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | | 1 |
| Service Animals | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | | | | | 1 | | | | 1 |
| Breast Milk/Baby Formula/Breast Pump | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | 6 | 3 | 1 | 1 | 5 | 2 | 18 |
| Damaged Items - Carry-On | | | | | | | 1 | | 1 | | 1 | 1 | 4 |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | 4 | 3 | | 1 | 4 | 1 | 13 |
| Screening | 1 | 1 | 1 | 2 | | 1 | 1 | 1 | 2 | | 4 | 4 | 18 |
| Inconsistency | | | | | | 1 | | | | | | | 1 |
| Lengthy Lines | | | | | | | | 1 | | | | 2 | 3 |
| Procedures/Process | 1 | 1 | 1 | 2 | | | 1 | | 2 | | 4 | 2 | 14 |
| 2018 | 21 | 13 | 26 | 21 | 17 | 17 | 12 | 12 | 19 | 23 | 16 | 18 | 215 |
| Civil Rights | | | 1 | 1 | | | | | 1 | | | | 3 |
| Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | 1 |
| Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Customer Service | 3 | 4 | 3 | 4 | 2 | 2 | 2 | 1 | 1 | 4 | 2 | 4 | 32 |
| Others | | | | | | | | | | | | 1 | 1 |
| TSO | 3 | 4 | 3 | 4 | 2 | 2 | 2 | 1 | 1 | 4 | 2 | 3 | 31 |
| Locks | 1 | 1 | | | 1 | | | | 1 | | | 1 | 5 |
| General | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | 1 | 1 | | | 1 | | | | 1 | | | | 4 |
| Lost and Found | | | | 1 | | | | | | | | | 1 |
| Airport/TSA | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 4 | 4 | 8 | 6 | 5 | 1 | 2 | 4 | 6 | 8 | 4 | 7 | 59 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | 2 | 1 | | 4 |
| Damaged/Missing Items--Checked Baggage | 4 | 4 | 6 | 6 | 5 | | 2 | 3 | 5 | 5 | 3 | 6 | 49 |
| Disarrayed Items--Carry-on or Checked | | | 2 | | | 1 | | | 1 | 1 | | 1 | 6 |
| Patdown | 2 | 3 | 3 | 2 | 2 | 3 | | | 3 | 3 | 3 | 1 | 25 |
| Children | | | | | 1 | | | | | | | | 1 |
| Flyer | 2 | 2 | 2 | 2 | 1 | 3 | | | 3 | 3 | 3 | 1 | 22 |
| Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | | 1 | 1 | 1 | | 2 | | 7 |
| Diabetes | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|----------|----------|-----------|-----------|-----|-----|-----|-----|-----|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 1 | | 1 |
| Ostomy/Ostomates | | | | | | | | | | | 1 | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | 1 | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | 1 | | 1 | | | | 3 |
| Property - Special Handling | 6 | 1 | 7 | 6 | 5 | 10 | 4 | 4 | 3 | 7 | 4 | 4 | 61 |
| Damaged Items - Carry-On | | | | | | 2 | | | | 1 | | | 3 |
| Damaged Items - Checked | 2 | | 2 | 2 | 2 | 2 | 1 | | 1 | 1 | 1 | | 14 |
| Missing Items - Carry-On | | | 1 | 1 | 1 | 2 | | | 1 | 1 | 1 | 1 | 9 |
| Missing Items - Checked | 4 | 1 | 4 | 3 | 2 | 4 | 3 | 4 | 1 | 4 | 2 | 3 | 35 |
| Request for Assistance | | | | | | | | | 1 | 1 | 1 | | 3 |
| Other | | | | | | | | | | 1 | 1 | | 2 |
| Wounded Warrior (MSIJSOC) | | | | | | | | | 1 | | | | 1 |
| Screening | 4 | | 3 | 1 | 2 | 1 | 3 | 2 | 2 | | | 1 | 19 |
| Children | | | | | | 1 | | | | | | | 1 |
| Inconsistency | 1 | | | | 1 | | | | | | | | 2 |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 2 | | 3 | | 1 | | 3 | 2 | 2 | | | 1 | 14 |
| Security Breach | | | | 1 | | | | | | | | | 1 |
| 2019 | 12 | 21 | 21 | 8 | 9 | 12 | 14 | | | | | | 97 |
| Civil Rights | | 1 | 1 | 1 | | | | | | | | | 3 |
| Age | | | 1 | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | 1 | | | | | | | | | 2 |
| Customer Service | | 3 | 3 | 1 | | | 1 | | | | | | 8 |
| TSO | | 3 | 3 | 1 | | | 1 | | | | | | 8 |
| Locks | | 1 | 1 | | | | | | | | | | 2 |
| Missing or Damaged Lock | | 1 | 1 | | | | | | | | | | 2 |
| Lost and Found | 1 | | | | 1 | | | | | | | | 2 |
| Airport/TSA | 1 | | | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | 7 | 7 | 7 | 1 | 1 | 4 | 6 | | | | | | 33 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 6 | 4 | 7 | 1 | | 3 | 4 | | | | | | 25 |
| Disarrayed Items--Carry-on or Checked | 1 | 2 | | | 1 | 1 | 2 | | | | | | 7 |
| Patdown | | | | 1 | 2 | 1 | | | | | | | 4 |
| Flyer | | | | 1 | 1 | 1 | | | | | | | 3 |
| Non-Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 3 | | | | | | | | | | | 5 |
| General | 1 | | | | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | 1 | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 2 | | | | | | | | | | | 2 |
| Metal Implants (joint) | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 5 | 5 | 4 | 3 | 5 | 4 | | | | | | 27 |
| Damaged Items - Carry-On | | 1 | 1 | | 1 | | | | | | | | 3 |
| Damaged Items - Checked | | 1 | 1 | 1 | 1 | 1 | | | | | | | 5 |
| Missing Items - Carry-On | | | 2 | | | 1 | 1 | | | | | | 4 |
| Missing Items - Checked | 1 | 3 | 1 | 3 | 1 | 3 | 3 | | | | | | 15 |
| Screening | 1 | 1 | 4 | | 2 | 2 | 3 | | | | | | 13 |
| Inconsistency | 1 | | | | 1 | | | | | | | | 2 |
| Procedures/Process | | 1 | 3 | | 1 | 1 | 2 | | | | | | 8 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |
| Security Breach | | | | | | 1 | 1 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| MKG | 1 | 1 | 1 | | | | | 3 | 3 | 2 | 1 | 1 | 13 | |
| 2016 | | | | | | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 | |
| 2017 | | | 1 | | | | | 1 | 1 | | | | 3 | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 | |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 | |
| Screening | | | | | | | | 1 | | | | | 1 | |
| Procedures/Process | | | | | | | | 1 | | | | | 1 | |
| 2018 | | 1 | | | | | | 1 | 2 | 2 | 1 | 1 | 8 | |
| Customer Service | | 1 | | | | | | | 1 | | | | 2 | |
| TSO | | 1 | | | | | | | 1 | | | | 2 | |
| Locks | | | | | | | | | | 1 | | | 1 | |
| General | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 | |
| Property - Special Handling | | | | | | | | 1 | 1 | 1 | 1 | | 4 | |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Missing Items - Checked | | | | | | | | 1 | 1 | 1 | | | 3 | |
| 2019 | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 | |
| Damaged Items - Checked | | | | 1 | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MKK | | | | 1 | | 1 | 1 | | | | 1 | | 4 |
| 2016 | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2017 | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| 2018 | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| 2019 | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|--|-----------|----------|----------|-----------|-----------|----------|-----------|----------|----------|----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| MLB | | 11 | 7 | 2 | 11 | 10 | 8 | 10 | 7 | 6 | 8 | 10 | 10 | 100 |
| 2016 | | | | | 3 | 5 | | 2 | 2 | 1 | 2 | 3 | 4 | 22 |
| Customer Service | | | | | | | | 1 | | 1 | | | | 2 |
| TSO | | | | | | | | 1 | | 1 | | | | 2 |
| Locks | | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 2 | 4 | | 1 | 2 | | 2 | 3 | 4 | 18 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | 1 | | 1 | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 3 | | | 2 | | 1 | 2 | 3 | 12 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | 1 | | | | | | 1 | | 3 |
| Screening | | | | | | 1 | | | | | | | | 1 |
| Inconsistency | | | | | | 1 | | | | | | | | 1 |
| 2017 | | 3 | 3 | 1 | 4 | 2 | 4 | 4 | 1 | 1 | 3 | 3 | 3 | 32 |
| Civil Rights | | | | | | | | | | | | | 1 | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | 1 | | | 1 | 1 | 1 | | | 1 | 1 | | 6 |
| TSO | | | 1 | | | 1 | 1 | 1 | | | 1 | 1 | | 6 |
| Identification (ID) Requirements | | | 1 | | | | | | | | | | | 1 |
| Domestic | | | 1 | | | | | | | | | | | 1 |
| Locks | | | | | | | | | | | 1 | | 1 | 2 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 | 2 |
| Mishandling of Passenger Property | | 2 | 1 | | 4 | 1 | 3 | 3 | | 1 | | 2 | 1 | 18 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 2 | 1 | | 2 | 1 | 3 | 3 | | | | 2 | 1 | 15 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | 1 | | | | 2 |
| Patdown | | | | | | | | | 1 | | 1 | | | 2 |
| Flyer | | | | | | | | | 1 | | 1 | | | 2 |
| Screening | | 1 | | | | | | | | | | | | 1 |
| Inconsistency | | 1 | | | | | | | | | | | | 1 |
| SIDA (Security Identification Display Area) | | | | 1 | | | | | | | | | | 1 |
| General | | | | 1 | | | | | | | | | | 1 |
| 2018 | | 5 | 3 | 1 | 3 | 2 | | 2 | 4 | 4 | 3 | 4 | 3 | 34 |
| Civil Rights | | | | | | 1 | | | | | | | | 1 |
| Screening of Religious Cultural and Ceremonial Items | | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | 1 | 1 | | | | | | 1 | 2 | 1 | | 6 |
| Others | | | | 1 | | | | | | | | 1 | | 2 |
| TSO | | | 1 | | | | | | | 1 | 2 | | | 4 |
| Locks | | | | | | | | | | | | 1 | 1 | 2 |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 | 2 |
| Mishandling of Passenger Property | | 3 | | | 3 | 1 | | 2 | 2 | 1 | | | 2 | 14 |
| Damaged/Missing Items--Checked Baggage | | 2 | | | 3 | 1 | | 2 | 2 | 1 | | | 1 | 12 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 | 2 |
| Patdown | | | 1 | | | | | | | | | | | 1 |
| Flyer | | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | 1 | | | | | | 1 | 1 | 1 | 1 | | 6 |
| Damaged Items - Carry-On | | | 1 | | | | | | | | | | | 1 |
| Damaged Items - Checked | | 1 | | | | | | | 1 | | | | | 2 |
| Missing Items - Checked | | | | | | | | | | 1 | 1 | 1 | | 3 |
| Screening | | 1 | | | | | | | 1 | 1 | | 1 | | 4 |
| Procedures/Process | | 1 | | | | | | | 1 | 1 | | | | 3 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | 1 | | 1 |
| 2019 | | 3 | 1 | | 1 | 1 | 4 | 2 | | | | | | 12 |
| Civil Rights | | | | | | | | 1 | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | 1 | | | 1 | | | | | | | | 2 |
| Others | | | 1 | | | | | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | | 1 |
| Locks | | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | 2 | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 2 | | | | | | | 3 |
| Patdown | | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 2 | | | | | | 1 | | | | | | 3 |
| Damaged Items - Checked | | 1 | | | | | | | | | | | | 1 |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MLI | 4 | 5 | 2 | 6 | 7 | 6 | 9 | 4 | 6 | 2 | 6 | 6 | 63 |
| 2016 | | | | | 2 | 1 | 1 | 2 | 2 | | 3 | 4 | 15 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | | | | | 1 | | | | 1 | 2 |
| TSO | | | | | | | | 1 | | | | 1 | 2 |
| Mishandling of Passenger Property | | | | | 1 | 1 | | 1 | 1 | | | 3 | 7 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | | 1 | | | | 2 | 5 |
| Patdown | | | | | 1 | | | | | | 1 | | 2 |
| Flyer | | | | | 1 | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | 1 | | 1 | | | | 2 |
| Procedures/Process | | | | | | | 1 | | 1 | | | | 2 |
| 2017 | 1 | 4 | 1 | 2 | 1 | 2 | 4 | 1 | 2 | | 2 | 2 | 22 |
| Civil Rights | | | | | 1 | 1 | | | | | | | 2 |
| Racial Profiling or Discrimination | | | | | 1 | 1 | | | | | | | 2 |
| Customer Service | | 3 | | | | 1 | 1 | | | | | 1 | 6 |
| Others | | | | | | | | | | | | 1 | 1 |
| TSO | | 3 | | | | 1 | 1 | | | | | | 5 |
| Mishandling of Passenger Property | 1 | 1 | | | | | 1 | 1 | 2 | | 1 | | 7 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | 1 | 1 | 2 | | 1 | | 7 |
| Property - Special Handling | | | | | | | 1 | | | | | 1 | 2 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Screening | | | 1 | 2 | | | 1 | | | | 1 | | 5 |
| Inconsistency | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | 1 | 1 | | | 1 | | | | 1 | | 4 |
| 2018 | 3 | 1 | 1 | 4 | 4 | 2 | 4 | 1 | 2 | 2 | 1 | | 25 |
| Civil Rights | | 1 | | | | | 1 | | | 1 | | | 3 |
| Hair Patdowns | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | 1 | | | 2 |
| Customer Service | 1 | | | | | | 1 | | 1 | | | | 3 |
| Others | 1 | | | | | | | | | | | | 1 |
| TSO | | | | | | | 1 | | 1 | | | | 2 |
| Locks | | | | | 2 | | | | | | | | 2 |
| Missing or Damaged Lock | | | | | 2 | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | 1 | | 1 | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | 1 | | 1 | | 3 |
| Patdown | 1 | | 1 | 1 | | | 1 | | | 1 | | | 5 |
| Flyer | 1 | | 1 | 1 | | | 1 | | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Screening | 1 | | | 2 | 2 | | 1 | 1 | | | | | 7 |
| Inconsistency | | | | | | | | 1 | | | | | 1 |
| Lengthy Lines | | | | 1 | 1 | | 1 | | | | | | 3 |
| Procedures/Process | 1 | | | 1 | 1 | | | | | | | | 3 |
| 2019 | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |

| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--------------------------------|-------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| MLS | | 1 | | | | | | | | | | | | 1 |
| 2019 | | 1 | | | | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| | Prosthesis/Amputees and Casts | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MLU | | 3 | 8 | 5 | 3 | 4 | 3 | 4 | 4 | 9 | 1 | 3 | 2 | 49 |
| 2016 | | | | | 1 | 2 | | 1 | | 1 | | | | 5 |
| Mishandling of Passenger Property | | | | | 1 | 1 | | 1 | | 1 | | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | | | | 1 | | | | 3 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | | 1 |
| Inconsistency | | | | | | 1 | | | | | | | | 1 |
| 2017 | | 2 | 1 | 2 | | 1 | 1 | | 1 | 1 | 1 | 2 | 1 | 13 |
| Customer Service | | | | | | | | | 1 | | | 1 | 1 | 3 |
| TSO | | | | | | | | | 1 | | | 1 | 1 | 3 |
| Mishandling of Passenger Property | | 1 | | | | 1 | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | | 1 |
| General | | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | | 1 |
| Missing Items - Carry-On | | | | | | | | | | 1 | | | | 1 |
| Screening | | 1 | 1 | 2 | | | | | | | 1 | 1 | | 6 |
| Lengthy Lines | | | | 2 | | | | | | | | | | 2 |
| Procedures/Process | | 1 | 1 | | | | | | | | 1 | 1 | | 4 |
| 2018 | | 1 | 2 | 3 | | | 2 | 3 | 3 | 7 | | 1 | 1 | 23 |
| Civil Rights | | | 1 | | | | 1 | | | | | | | 2 |
| Racial Profiling or Discrimination | | | 1 | | | | 1 | | | | | | | 2 |
| Customer Service | | | | 1 | | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | | 1 | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | | 1 |
| Patdown | | 1 | | 1 | | | | | 1 | 1 | | | | 4 |
| Flyer | | 1 | | 1 | | | | | 1 | 1 | | | | 4 |
| Property - Special Handling | | | | 1 | | | | | | 1 | | | | 2 |
| Missing Items - Checked | | | | 1 | | | | | | 1 | | | | 2 |
| Screening | | | 1 | | | | 1 | 3 | 2 | 4 | | 1 | | 12 |
| Lengthy Lines | | | 1 | | | | | | 2 | 2 | | | | 5 |
| Procedures/Process | | | | | | | 1 | 3 | | 2 | | 1 | | 7 |
| 2019 | | | 5 | | 2 | 1 | | | | | | | | 8 |
| Civil Rights | | | 1 | | | | | | | | | | | 1 |
| National Origin | | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | 2 | | | 1 | | | | | | | | 3 |
| TSO | | | 2 | | | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | 2 | | | | | | | | | 2 |
| Damaged Items - Checked | | | | | 2 | | | | | | | | | 2 |
| Screening | | | 1 | | | | | | | | | | | 1 |
| Lengthy Lines | | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| MMH | | | | 2 | 2 | 2 | 4 | 1 | | | 2 | 2 | 15 | |
| 2016 | | | | 1 | 2 | 1 | | | | | 1 | 1 | 6 | |
| Customer Service | | | | | | | | | | | 1 | | 1 | |
| TSO | | | | | | | | | | | 1 | | 1 | |
| Locks | | | | | | | | | | | | 1 | 1 | |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 | |
| Mishandling of Passenger Property | | | | | 2 | 1 | | | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | | 2 | 1 | | | | | | | 3 | |
| Screening | | | | 1 | | | | | | | | | 1 | |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 | |
| 2017 | | | | | | 1 | 2 | 1 | | | 1 | | 5 | |
| Customer Service | | | | | | | 1 | | | | | | 1 | |
| TSO | | | | | | | 1 | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | 1 | 1 | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | 1 | | | | | | 2 | |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 | |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Screening | | | | | | | | 1 | | | | | 1 | |
| Procedures/Process | | | | | | | | 1 | | | | | 1 | |
| 2018 | | | | 1 | | | 1 | | | | | 1 | 3 | |
| Customer Service | | | | 1 | | | | | | | | | 1 | |
| TSO | | | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | 1 | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 | |
| 2019 | | | | | | | 1 | | | | | | 1 | |
| Patdown | | | | | | | 1 | | | | | | 1 | |
| Flyer | | | | | | | 1 | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|--|----------|----------|----------|----------|----------|----------|----------|----------|-----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MOB | | 7 | 5 | 7 | 9 | 4 | 9 | 7 | 4 | 13 | 4 | 5 | 7 | 81 |
| 2016 | | | | | 1 | 4 | 9 | 2 | 2 | 3 | | 3 | 1 | 12 |
| Customer Service | | | | | 1 | | | | 1 | | | 2 | | 4 |
| Others | | | | | | | | | 1 | | | 1 | | 2 |
| TSO | | | | | 1 | | | | | | | 1 | | 2 |
| Locks | | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | 1 | 2 | | | 1 | 5 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | 1 | 1 | | | 1 | 4 |
| Screening | | | | | | | | 1 | | 1 | | | | 2 |
| Procedures/Process | | | | | | | | 1 | | 1 | | | | 2 |
| 2017 | | 1 | | 2 | 4 | 2 | 6 | 3 | 1 | 4 | 1 | 1 | 3 | 28 |
| Civil Rights | | | | 1 | | | | | | 1 | | | | 2 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | | 1 |
| Screening of Religious Cultural and Ceremonial Items | | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 1 | | 1 | | | 1 | | | 1 | | | 1 | 5 |
| Others | | 1 | | | | | | | | | | | | 1 |
| TSO | | | | 1 | | | 1 | | | 1 | | | 1 | 4 |
| Locks | | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 3 | 1 | 3 | 1 | | 1 | 1 | 1 | 1 | 12 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | 2 | 1 | 2 | | | 1 | 1 | 1 | | 8 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | 1 | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | | 1 |
| Patdown | | | | | 1 | | | 1 | | | | | | 2 |
| Flyer | | | | | 1 | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | 2 | | | | | | | 2 |
| Medical Devices - Attached to the Body | | | | | | | 1 | | | | | | | 1 |
| Ostomy/Ostomates | | | | | | | 1 | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | | | | | | | | | 1 | 1 |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | | 1 | 1 | | | | 2 |
| Damaged Items - Carry-On | | | | | | | | | 1 | 1 | | | | 2 |
| Screening | | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | | 1 |
| 2018 | | 4 | 1 | 1 | 2 | 1 | 2 | | 1 | 6 | 3 | 1 | 3 | 25 |
| Civil Rights | | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | | 1 |
| Locks | | | | 1 | | | | | | | 1 | | | 2 |
| Missing or Damaged Lock | | | | 1 | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | | 2 | | | 1 | | 1 | | | 1 | 1 | | | 6 |
| Damaged/Missing Items--Checked Baggage | | 2 | | | 1 | | | | | 1 | 1 | | | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | | | | | | 1 | | | 1 |
| Flyer as Observer | | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | | 1 |
| General | | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | 3 | | 1 | 2 | 7 |
| Damaged Items - Carry-On | | | | | | | | | | 1 | | | | 1 |
| Damaged Items - Checked | | 1 | | | | | | | | 2 | | | 1 | 4 |
| Missing Items - Checked | | | | | | | | | | | | 1 | 1 | 2 |
| Screening | | 1 | 1 | | 1 | 1 | | | 1 | 1 | | | 1 | 7 |
| Procedures/Process | | 1 | 1 | | | 1 | | | 1 | 1 | | | 1 | 6 |
| Security Breach | | | | | 1 | | | | | | | | | 1 |
| 2019 | | 2 | 4 | 4 | 2 | 1 | 1 | 2 | | | | | | 16 |
| Customer Service | | | 1 | | | 1 | | 1 | | | | | | 3 |
| TSO | | | 1 | | | 1 | | 1 | | | | | | 3 |
| Locks | | | 1 | | 1 | | | | | | | | | 2 |
| Missing or Damaged Lock | | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 3 | 1 | | | 1 | | | | | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | 1 | | | 1 | | | | | | 4 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | 1 | | | 1 | | | | | | | 3 |
| Damaged Items - Checked | | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | 1 | | 1 | | | | | | | | | | 2 |
| Screening | | 1 | 2 | | | | | | | | | | | 3 |
| Procedures/Process | | 1 | 2 | | | | | | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MOD | 1 | | | | | | | | | | | | 1 |
| 2017 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MOT | | 1 | 6 | 3 | 4 | 4 | 4 | 2 | 1 | 1 | 4 | 5 | 2 | 37 |
| 2016 | | | | | | 2 | 1 | | 1 | | | 1 | 1 | 6 |
| Customer Service | | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | | 1 |
| Locks | | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | 1 | | 2 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | | 1 |
| 2017 | | | | 2 | 1 | | 2 | 1 | | 1 | 2 | 3 | 1 | 13 |
| Civil Rights | | | | | | | | | | | 1 | 1 | | 2 |
| National Origin | | | | | | | | | | | | 1 | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | 2 | 1 | | | | | | | 1 | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | 1 | | | | | | | | | 3 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | 2 | | | | 1 | | 1 | 4 |
| Flyer | | | | | | | 2 | | | | 1 | | 1 | 4 |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | | 1 |
| General | | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | 1 | | | | | | 1 |
| Inconsistency | | | | | | | | 1 | | | | | | 1 |
| 2018 | | 1 | 3 | | | 2 | 1 | 1 | | | 2 | 1 | | 11 |
| Customer Service | | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | | 1 |
| Locks | | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | 1 | | 1 | | | 1 | | | 4 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | 1 | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | 2 | | | | | | | | | 1 | | 3 |
| Damaged Items - Checked | | | 2 | | | | | | | | | 1 | | 3 |
| Screening | | 1 | | | | | 1 | | | | | | | 2 |
| Procedures/Process | | 1 | | | | | 1 | | | | | | | 2 |
| 2019 | | | 3 | 1 | 3 | | | | | | | | | 7 |
| Customer Service | | | 1 | | 1 | | | | | | | | | 2 |
| TSO | | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | | 1 |
| Damaged Items - Checked | | | 1 | | | | | | | | | | | 1 |
| Screening | | | 1 | 1 | 1 | | | | | | | | | 3 |
| Inconsistency | | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | | 1 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| MQT | 1 | | | 2 | 1 | 1 | 1 | | 1 | 1 | | 1 | 9 | |
| 2016 | | | | | | | | | | 1 | | 1 | 2 | |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 | |
| Screening | | | | | | | | | | | | 1 | 1 | |
| Procedures/Process | | | | | | | | | | | | 1 | 1 | |
| 2017 | | | | | | 1 | | | 1 | | | | 2 | |
| Civil Rights | | | | | | | | | 1 | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 | |
| Patdown | | | | | | | 1 | | | | | | 1 | |
| Flyer | | | | | | 1 | | | | | | | 1 | |
| 2018 | 1 | | | 1 | | | | | | | | | 2 | |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 | |
| Screening | | 1 | | | | | | | | | | | 1 | |
| Procedures/Process | 1 | | | | | | | | | | | | 1 | |
| 2019 | | | | 1 | 1 | | 1 | | | | | | 3 | |
| Civil Rights | | | | 1 | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 | |
| Customer Service | | | | | | | | 1 | | | | | 1 | |
| TSO | | | | | | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MRY | 3 | 4 | 2 | 5 | 2 | 3 | 4 | 2 | 2 | 6 | 4 | 2 | 39 |
| 2016 | | | | | 1 | 2 | 2 | 2 | | 4 | 1 | 2 | 14 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Hostile Work Environment (TSA Employee) | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | | | | | 1 | | 1 | | 1 | 3 |
| Others | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | 1 | | | | 1 | 2 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 2 | 1 | | | 2 | | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | 1 | | | 2 | | | 4 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | 1 | 1 | | 1 | | 1 | 4 |
| Lengthy Lines | | | | | | | | 1 | | 1 | | | 2 |
| Procedures/Process | | | | | | | 1 | | | | | 1 | 2 |
| 2017 | 1 | 1 | 1 | 4 | | 1 | | | | | 1 | | 9 |
| Human Capital | | | | 1 | | | | | | | | | 1 |
| Former Employee | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | 1 | 2 | | 1 | | | | | | | 6 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | 2 | | 1 | | | | | | | 5 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| 2018 | 1 | 2 | | | 1 | | | | 2 | 2 | 2 | | 10 |
| Mishandling of Passenger Property | | | | | | | | | 1 | 1 | 1 | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | 1 | | | 2 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Damaged Items - Carry-On | | | | | | | | | | | 1 | | 1 |
| Screening | 1 | 1 | | | 1 | | | | | 1 | | | 4 |
| Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | 1 | 1 | | | 1 | | | | | | | | 3 |
| 2019 | 1 | 1 | 1 | 1 | | | 2 | | | | | | 6 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | 1 | | 1 | | | 1 | | | | | | 3 |
| Procedures/Process | | 1 | | 1 | | | 1 | | | | | | 3 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| MSL | 1 | | | 1 | 1 | 1 | 1 | 2 | 2 | | | 2 | 11 |
| 2016 | | | | 1 | 1 | 1 | 1 | 2 | 2 | | | 1 | 9 |
| Customer Service | | | | 1 | 1 | | | 1 | 1 | | | 1 | 5 |
| TSO | | | | 1 | 1 | | | 1 | 1 | | | 1 | 5 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Hearing Impairment | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | 1 | | | | | 1 |
| 2017 | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| 2018 | | | | | | | | | | | | 1 | 1 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| MSN | 19 | 15 | 10 | 16 | 13 | 14 | 15 | 13 | 22 | 10 | 21 | 19 | 187 | |
| 2016 | | | | 5 | | 5 | 5 | 4 | 7 | 3 | 9 | 8 | 46 | |
| Civil Rights | | | | 1 | | | | | | | | | 1 | |
| Transgender Screening | | | | 1 | | | | | | | | | 1 | |
| Customer Service | | | | 1 | | 1 | 1 | 2 | 2 | | 1 | | 8 | |
| Others | | | | | | 1 | | 1 | | | | | 2 | |
| TSO | | | | 1 | | | 1 | 1 | 2 | | 1 | | 6 | |
| Locks | | | | 1 | | | | 1 | | 1 | 1 | 1 | 5 | |
| Missing or Damaged Lock | | | | 1 | | | | 1 | | 1 | 1 | 1 | 5 | |
| Mishandling of Passenger Property | | | | 1 | | 2 | 1 | | 3 | 2 | 7 | 6 | 22 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 2 | 1 | | 3 | 2 | 6 | 6 | 21 | |
| Screening | | | | 1 | | 2 | 3 | 1 | 2 | | | 1 | 10 | |
| Inconsistency | | | | 1 | | | | | 1 | | | | 2 | |
| Procedures/Process | | | | | | 2 | 3 | 1 | 1 | | | 1 | 8 | |
| 2017 | 8 | 6 | 5 | 1 | 4 | 3 | | 5 | 9 | 6 | 5 | 5 | 57 | |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 | |
| Flyer | | | | | | | | | | | 1 | | 1 | |
| Civil Rights | | | | | | 1 | | 1 | 1 | | | 1 | 4 | |
| Headwear | | | | | | | | | 1 | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | 1 | | | | 1 | 3 | |
| Customer Service | 1 | | 1 | | 2 | | | 1 | 2 | | | 1 | 8 | |
| Others | | | | | 1 | | | | | | | | 1 | |
| TSO | 1 | | 1 | | 1 | | | 1 | 2 | | | 1 | 7 | |
| Locks | 1 | | | | | | | | | | | | 1 | |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 4 | 3 | 2 | 1 | 1 | 2 | | 1 | 1 | 2 | 2 | 1 | 20 | |
| Damaged/Missing Items--Carry-on Luggage | | 2 | | | | | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 3 | 1 | 2 | 1 | 1 | 2 | | 1 | 1 | 2 | 2 | 1 | 17 | |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 | |
| Patdown | 1 | 1 | 1 | | | | | 1 | 2 | 2 | 1 | 1 | 10 | |
| Flyer | 1 | 1 | 1 | | | | | 1 | 2 | 2 | 1 | 1 | 10 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | 1 | 1 | 1 | 1 | 4 | |
| Damaged Items - Checked | | | | | | | | | | 1 | 1 | | 2 | |
| Missing Items - Checked | | | | | | | | | 1 | | | 1 | 2 | |
| Screening | 1 | 1 | 1 | | 1 | | | 1 | 2 | 1 | | | 8 | |
| Lengthy Lines | | 1 | | | | | | | | | | | 1 | |
| Procedures/Process | 1 | | 1 | | 1 | | | 1 | 2 | 1 | | | 7 | |
| 2018 | 6 | 4 | 1 | 4 | 5 | 5 | 5 | 4 | 6 | 1 | 7 | 6 | 54 | |
| Civil Rights | | | | | | 1 | 1 | 1 | 1 | | | 1 | 5 | |
| Age | | | | | | | | | | | | 1 | 1 | |
| National Origin | | | | | | | 1 | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | 1 | | | | 2 | |
| Customer Service | | 2 | | | 1 | 1 | | | | | 3 | | 7 | |
| TSO | | 2 | | | 1 | 1 | | | | | 3 | | 7 | |
| Locks | | | | | 1 | | | 1 | | | 1 | | 3 | |
| Missing or Damaged Lock | | | | | 1 | | | 1 | | | 1 | | 3 | |
| Mishandling of Passenger Property | 4 | | 1 | 3 | 2 | 2 | 1 | 1 | 1 | | | | 15 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 3 | | 1 | 2 | 1 | 1 | 1 | 1 | 1 | | | | 11 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | | | | | | 2 | |
| Patdown | | | | | | 1 | 2 | 1 | 1 | | 2 | 2 | 9 | |
| Flyer | | | | | | 1 | 2 | 1 | 1 | | 2 | 2 | 9 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | 1 | 2 | |
| Autism Spectrum | | | | | | | | | | | | 1 | 1 | |
| Cancer (general) Not Breast Cancer | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling | 2 | | | | 1 | | 1 | | 2 | 1 | 1 | 1 | 9 | |
| Damaged Items - Checked | 1 | | | | 1 | | 1 | | | 1 | 1 | | 5 | |
| Missing Items - Checked | 1 | | | | | | | | 2 | | | 1 | 4 | |
| Screening | | 2 | | | | | | | 1 | | | 1 | 4 | |
| Procedures/Process | | 2 | | | | | | | 1 | | | 1 | 4 | |
| 2019 | 5 | 5 | 4 | 6 | 4 | 1 | 5 | | | | | | 30 | |
| Civil Rights | | 1 | | 1 | | | | | | | | | 2 | |
| Hair Patdowns | | 1 | | | | | | | | | | | 1 | |
| Screening of Religious Cultural and Ceremonial Items | | | | 1 | | | | | | | | | 1 | |
| Customer Service | | | | 1 | 2 | | | | | | | | 3 | |
| Others | | | | | 1 | | | | | | | | 1 | |
| TSO | | | | 1 | 1 | | | | | | | | 2 | |
| Locks | 1 | | | | | | 1 | | | | | | 2 | |
| Missing or Damaged Lock | 1 | | | | | | 1 | | | | | | 2 | |
| Mishandling of Passenger Property | 2 | 4 | 1 | | | 1 | 1 | | | | | | 9 | |
| Damaged/Missing Items--Checked Baggage | 2 | 3 | 1 | | | 1 | 1 | | | | | | 8 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 | |
| Patdown | 1 | | | 1 | 1 | | 1 | | | | | | 4 | |
| Flyer | 1 | | | 1 | 1 | | 1 | | | | | | 4 | |
| Property - Special Handling | 1 | | 1 | 1 | 1 | | 2 | | | | | | 6 | |
| Damaged Items - Checked | 1 | | 1 | 1 | 1 | | 2 | | | | | | 6 | |
| Screening | | | 2 | 2 | | | | | | | | | 4 | |
| Procedures/Process | | | 2 | 2 | | | | | | | | | 4 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|-----|----------|----------|----------|----------|----------|----------|----------|-----------|-----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MSO | 2 | | 5 | 6 | 5 | 1 | 9 | 1 | 7 | 11 | 12 | 2 | 61 |
| 2016 | | | | 2 | 1 | 1 | 3 | 1 | | 3 | 5 | 1 | 17 |
| Civil Rights | | | | | | | | | | 1 | 1 | | 2 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | 1 | | 2 |
| Customer Service | | | | 1 | | | | | | 1 | | | 2 |
| TSO | | | | 1 | | | | | | 1 | | | 2 |
| Locks | | | | | | | | | | | | 1 | 2 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | 1 | 2 |
| Mishandling of Passenger Property | | | | 1 | | 1 | 1 | 1 | | | 2 | | 6 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | | 1 | | | 2 | | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | 1 | | | 2 |
| Internal Medical Devices | | | | | 1 | | | | | | | | 1 |
| Metal Implants (joint) | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | 2 | | | | | | 2 |
| Procedures/Process | | | | | | | 2 | | | | | | 2 |
| 2017 | 1 | | 1 | 2 | 3 | | 3 | | 5 | 3 | 6 | | 24 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | | | | | | 1 | | 1 | | 2 |
| TSO | | | | | | | | | 1 | | 1 | | 2 |
| Locks | | | | | | | | | 1 | | 1 | | 2 |
| Missing or Damaged Lock | | | | | | | | | 1 | | 1 | | 2 |
| Mishandling of Passenger Property | 1 | | 1 | 2 | 2 | | 1 | | 1 | 2 | 2 | | 12 |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | 1 | 1 | | 1 | | 1 | 2 | 1 | | 9 |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | 1 | | 2 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | 1 | | 2 | 1 | 1 | | 5 |
| Procedures/Process | | | | | | | 1 | | 2 | 1 | 1 | | 5 |
| 2018 | | | 3 | 1 | | | 1 | | 2 | 5 | 1 | 1 | 14 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | 1 | | | 1 | 1 | | 4 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | 1 | | 2 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | | | | | | | 2 | | 1 | 3 |
| Flyer | | | | | | | | | | 1 | | 1 | 2 |
| Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | 1 | | | 2 |
| Hearing Impairment | | | | | | | | | | 1 | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | 1 | | | | 2 |
| Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | 1 | | | 2 |
| Inconsistency | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2019 | 1 | | 1 | 1 | 1 | | 2 | | | | | | 6 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | 2 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | 1 | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | 1 | 1 | | | | | | | | | 2 |
| Damaged Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| MSP | 166 | 152 | 170 | 205 | 211 | 238 | 179 | 175 | 156 | 171 | 192 | 143 | 2,158 | |
| 2016 | | | | 58 | 73 | 75 | 47 | 77 | 53 | 54 | 64 | 53 | 554 | |
| Civil Rights | | | | 2 | 3 | 1 | 2 | 3 | | 1 | 4 | 1 | 17 | |
| General Complaint and Discrimination | | | | | 2 | | | | | | | | 2 | |
| Racial Profiling or Discrimination | | | | 2 | 1 | | 1 | 2 | | 1 | 4 | | 11 | |
| Screening of Religious or Cultural Garments | | | | | | | 1 | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | | | | 1 | 2 | |
| Transgender Screening | | | | | | | | 1 | | | | | 1 | |
| Customer Service | | | | 7 | 11 | 9 | 9 | 11 | 14 | 8 | 6 | 8 | 83 | |
| CSM | | | | | | | | | | 1 | | | 1 | |
| Others | | | | | 2 | 4 | 1 | 1 | 2 | | | 1 | 11 | |
| TSO | | | | 7 | 9 | 5 | 8 | 10 | 12 | 7 | 6 | 7 | 71 | |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 | |
| Domestic | | | | | 1 | | | | | | | | 1 | |
| Locks | | | | 2 | 6 | 2 | 2 | | 1 | 3 | 3 | 1 | 20 | |
| General | | | | | 1 | | | | | | | | 1 | |
| Missing or Damaged Lock | | | | 2 | 5 | 2 | 2 | | 1 | 3 | 3 | 1 | 19 | |
| Lost and Found | | | | 1 | | 1 | | 1 | 2 | 1 | | 4 | 10 | |
| Airport/TSA | | | | 1 | | 1 | | 1 | 2 | 1 | | 4 | 10 | |
| Mishandling of Passenger Property | | | | 25 | 18 | 29 | 23 | 26 | 25 | 35 | 35 | 25 | 241 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | 2 | 1 | 2 | 4 | 1 | 4 | 1 | 16 | |
| Damaged/Missing Items--Checked Baggage | | | | 22 | 17 | 26 | 21 | 19 | 21 | 29 | 27 | 23 | 205 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | 1 | | 1 | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | 2 | 1 | 1 | 1 | 5 | | 4 | 4 | | 18 | |
| Patdown | | | | 3 | 2 | 3 | 2 | 3 | 1 | 1 | 7 | 2 | 24 | |
| Flyer | | | | 3 | 2 | 3 | 2 | 3 | 1 | 1 | 7 | 2 | 24 | |
| Persons w/ Disabilities (PWD) | | | | 3 | 1 | 1 | 4 | 2 | 1 | 1 | 3 | 6 | 22 | |
| Autism Spectrum | | | | 1 | | | | | | | | | 1 | |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | 2 | 3 | |
| Medically Necessary Medication and Medical Supplies | | | | 2 | 1 | 1 | 2 | | | | | | 6 | |
| Metal Implants (joint) | | | | | | | | | | | 1 | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | 1 | | 1 | 2 | 5 | |
| Prosthesis/Amputees and Casts | | | | | | | | | | | | 1 | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | | | | | 1 | | 1 | |
| Visual Impairment | | | | | | | | 1 | | 1 | | | 2 | |
| Wheelchair/ Scooter/ Segway | | | | | | | 1 | | | | | 1 | 2 | |
| Screening | | | | 15 | 31 | 29 | 5 | 31 | 9 | 4 | 6 | 6 | 136 | |
| Inconsistency | | | | 1 | 1 | | 1 | 2 | 1 | | | 1 | 7 | |
| International Screening | | | | | | | | | | | 1 | | 1 | |
| Lengthy Lines | | | | 9 | 24 | 21 | 2 | 23 | 1 | | 1 | | 81 | |
| Military | | | | | | | | 1 | | | | | 1 | |
| Procedures/Process | | | | 2 | 5 | 6 | 2 | 4 | 7 | 4 | 3 | 4 | 37 | |
| Retrieving Abandoned/Confiscated Items | | | | 3 | 1 | | | | | | | 1 | 5 | |
| Security Breach | | | | | | 2 | | 1 | | | 1 | | 4 | |
| 2017 | 61 | 38 | 63 | 43 | 38 | 49 | 35 | 46 | 48 | 53 | 47 | 46 | 567 | |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 | |
| Flyer as Observer | | | | | | | | | | | 1 | | 1 | |
| Animals | | | 1 | | | | | | | | | | 1 | |
| Checked | | | 1 | | | | | | | | | | 1 | |
| Civil Rights | 1 | 3 | 4 | | | | 3 | 4 | 3 | 1 | 2 | 1 | 22 | |
| Racial Profiling or Discrimination | 1 | 1 | 4 | | | | 3 | 2 | 2 | 1 | 2 | 1 | 17 | |
| Screening of Religious Cultural and Ceremonial Items | | | 1 | | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | 1 | | | | 3 | |
| Transgender Screening | | | | | | | | 1 | 1 | | | | 1 | |
| Customer Service | 11 | 5 | 10 | 5 | 6 | 7 | 9 | 8 | 8 | 9 | 5 | 13 | 96 | |
| Others | | | | | 1 | | | | | 1 | | 1 | 3 | |
| TSO | 11 | 5 | 10 | 5 | 5 | 7 | 9 | 8 | 8 | 8 | 5 | 12 | 93 | |
| Identification (ID) Requirements | | | | | | | | | | | | 1 | 1 | |
| Domestic | | | | | | | | | | | | 1 | 1 | |
| Locks | 7 | 2 | 3 | 2 | | 4 | 3 | 3 | 4 | | 2 | 2 | 32 | |
| General | | | 1 | | | | | | 1 | | | 1 | 3 | |
| Missing or Damaged Lock | 7 | 2 | 2 | 2 | | 4 | 3 | 3 | 3 | | 2 | 1 | 29 | |
| Lost and Found | 2 | 2 | 1 | 3 | | 1 | | 2 | 2 | | 2 | 1 | 16 | |
| Airport/TSA | 2 | 2 | 1 | 3 | | 1 | | 2 | 2 | | 2 | 1 | 16 | |
| Mishandling of Passenger Property | 30 | 19 | 33 | 25 | 25 | 31 | 10 | 15 | 17 | 20 | 22 | 7 | 254 | |
| Damaged/Missing Items--Carry-on Luggage | 3 | 3 | 3 | 8 | 2 | 2 | | | 2 | 2 | 1 | | 26 | |
| Damaged/Missing Items--Checked Baggage | 23 | 13 | 26 | 15 | 20 | 27 | 7 | 11 | 14 | 16 | 16 | 6 | 194 | |
| Damaged/Missing Items--Unspecified Luggag | 1 | 1 | | | | | | | | | | | 2 | |
| Disarrayed Items--Carry-on or Checked | 3 | 2 | 4 | 2 | 3 | 2 | 3 | 4 | 1 | 2 | 5 | 1 | 32 | |
| Patdown | 1 | | 3 | 3 | | 3 | 2 | 2 | 2 | 2 | 2 | 7 | 27 | |
| Children | 1 | | | | | | | | | | | | 1 | |
| Flyer | | | 2 | 3 | | 2 | 2 | 1 | 1 | 2 | 2 | 7 | 22 | |
| Flyer as Observer | | | | | | 1 | | 1 | | | | | 2 | |
| Non-Flyer | | | 1 | | | | | | 1 | | | | 2 | |
| Persons w/ Disabilities (PWD) | 4 | 2 | 3 | 2 | 1 | 1 | | 2 | | 6 | 1 | 3 | 25 | |
| Autism Spectrum | | | | | | | | | | 1 | | | 1 | |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | 1 | | | 1 | |
| General | | | 1 | | 1 | | | | | | | | 2 | |
| Internal Medical Devices | | | 1 | | | | | | | 2 | | | 3 | |
| Medical Devices - Attached to the Body | 1 | | | | | | | | | | | 1 | 2 | |
| Medically Necessary Medication and Medical | 1 | 1 | | 1 | | 1 | | 1 | | | | 1 | 6 | |
| Metal Implants (joint) | | | | | | | | | | 1 | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | | | | | | | | | 1 | |
| Ostomy/Ostomates | | | | | | | | | | | 1 | | 1 | |
| Prosthesis/Amputees and Casts | | | | | | | | | | | | 1 | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Visual Impairment | | | 1 | 1 | | | | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | | 1 | | 1 | | | 3 |
| Wounded Warrior | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | | | | | | | | 1 | 1 |
| Firearm/Ammunition | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | 3 | 8 | 7 | 6 | 8 | 4 | 36 |
| Damaged Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Damaged Items - Checked | | | | | | | 1 | 2 | 2 | | 2 | | 7 |
| Missing Items - Carry-On | | | | | | | 1 | | 2 | 2 | 2 | | 7 |
| Missing Items - Checked | | | | | | | 1 | 6 | 3 | 3 | 4 | 4 | 21 |
| Request for Assistance | | | | | 1 | | | | | | | | 1 |
| Other | | | | | 1 | | | | | | | | 1 |
| Screening | 5 | 5 | 5 | 3 | 5 | 2 | 5 | 2 | 5 | 9 | 2 | 6 | 54 |
| Crew Member or Airline Employee | | | | 1 | | | | | | | | | 1 |
| Inconsistency | 1 | 1 | | 1 | | 1 | | | | 2 | | | 6 |
| Lengthy Lines | | | | | | | 1 | | 1 | | 1 | 3 | 6 |
| Procedures/Process | 4 | 2 | 5 | 1 | 5 | 1 | 4 | 2 | 4 | 7 | 1 | 3 | 39 |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 |
| Security Breach | | 1 | | | | | | | | | | | 1 |
| 2018 | 55 | 58 | 55 | 61 | 64 | 59 | 47 | 52 | 55 | 64 | 81 | 44 | 695 |
| Advanced Imaging Technology (AIT) | | | | | | | | | 1 | 1 | | | 2 |
| Flyer | | | | | | | | | 1 | 1 | | | 2 |
| Civil Rights | 2 | 3 | 1 | 1 | 4 | 1 | 1 | 3 | | 1 | 4 | 2 | 23 |
| Age | | | | | | | | | | | 1 | | 1 |
| Constitutional Rights | | 1 | | | | | | | | | | | 1 |
| Hair Patdowns | | | | | | | | 2 | | | 1 | | 3 |
| National Origin | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | 1 | | 1 | 2 | 1 | 1 | 1 | | 1 | 2 | 1 | 12 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | 1 | | 2 | | | | | | | 1 | 5 |
| Customer Service | 9 | 12 | 12 | 13 | 14 | 9 | 8 | 15 | 19 | 13 | 15 | 6 | 145 |
| Others | | 1 | 2 | | | 2 | 1 | | | 1 | | 1 | 8 |
| TSO | 9 | 11 | 10 | 13 | 14 | 7 | 7 | 15 | 19 | 12 | 15 | 5 | 137 |
| Locks | 1 | 3 | 2 | 4 | 2 | | 2 | 4 | 2 | 3 | 5 | 3 | 31 |
| Missing or Damaged Lock | 1 | 3 | 2 | 4 | 2 | | 2 | 4 | 2 | 3 | 5 | 3 | 31 |
| Lost and Found | 3 | 1 | 1 | 3 | 2 | 2 | | | 2 | 3 | 3 | 2 | 22 |
| Airport/TSA | 3 | 1 | 1 | 3 | 2 | 2 | | | 2 | 3 | 3 | 2 | 22 |
| Mishandling of Passenger Property | 14 | 17 | 12 | 21 | 18 | 12 | 12 | 8 | 7 | 16 | 14 | 10 | 161 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | | 2 | 1 | 2 | 2 | | 1 | 1 | | 2 | 13 |
| Damaged/Missing Items--Checked Baggage | 7 | 12 | 11 | 17 | 11 | 8 | 9 | 5 | 5 | 11 | 11 | 7 | 114 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | | 1 | | | 2 |
| Disarrayed Items--Carry-on or Checked | 6 | 4 | 1 | 2 | 5 | 2 | 1 | 3 | 1 | 3 | 3 | 1 | 32 |
| Patdown | 5 | 4 | 6 | 4 | 1 | 3 | 6 | 7 | 5 | 3 | 7 | 3 | 54 |
| Children | | | | | | | | | | 1 | | | 1 |
| Flyer | 5 | 4 | 6 | 3 | 1 | 2 | 4 | 7 | 5 | 2 | 7 | 3 | 49 |
| Flyer as Observer | | | | 1 | | | 2 | | | | | | 3 |
| Non-Flyer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | 1 | 4 | 2 | 3 | 2 | 2 | 1 | 2 | 3 | 8 | 3 | 35 |
| Cancer (general) Not Breast Cancer | | | | | | | | | | | 1 | | 1 |
| Diabetes | | | 1 | | | | | | 1 | 1 | | | 3 |
| General | | 1 | | | | 1 | | | | | | | 2 |
| Hearing Impairment | | | | | 1 | | | | | 1 | | | 2 |
| Internal Medical Devices | | | | | | | | | | | | 1 | 1 |
| Medical Devices - Attached to the Body | 1 | | | | | | | 1 | | | | 1 | 3 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | 1 | | 1 |
| Metal Implants (joint) | | | | | | | | | | | 1 | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | 1 | 1 | 1 | | | | | 2 | | 6 |
| Prosthesis/Amputees and Casts | | | | | | | | | 1 | | 1 | | 2 |
| Respiratory and Inhaler Equipment | 1 | | | | | | | | | | | | 1 |
| Service Animals | | | | 1 | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | 1 | | | | | | 1 | 1 | 3 |
| Wheelchair/ Scooter/ Segway | 2 | | 2 | | | | 2 | | | 1 | 1 | | 8 |
| Property - Special Handling | 8 | 5 | 7 | 9 | 11 | 14 | 9 | 10 | 11 | 9 | 10 | 8 | 111 |
| Damaged Items - Carry-On | | | 1 | | 2 | 1 | 3 | 2 | 1 | | | | 10 |
| Damaged Items - Checked | 3 | | 2 | | 2 | 3 | 3 | 3 | 3 | 3 | 3 | 1 | 26 |
| Missing Items - Carry-On | 2 | 3 | 1 | 3 | 3 | 4 | 2 | 2 | 3 | 2 | 2 | 1 | 28 |
| Missing Items - Checked | 3 | 2 | 3 | 6 | 4 | 6 | 1 | 3 | 4 | 4 | 5 | 6 | 47 |
| Request for Assistance | | | | | | 1 | | | | | | | 1 |
| Other | | | | | | 1 | | | | | | | 1 |
| Screening | 9 | 12 | 10 | 4 | 9 | 15 | 7 | 4 | 6 | 12 | 15 | 7 | 110 |
| Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 |
| Inconsistency | | 3 | 1 | | | | 2 | | | | | | 6 |
| Lengthy Lines | | 2 | | | 2 | 1 | | | 1 | 3 | 2 | 1 | 12 |
| Procedures/Process | 9 | 6 | 8 | 4 | 6 | 11 | 5 | 3 | 4 | 8 | 12 | 5 | 81 |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | 2 | | 1 | | 1 | 1 | 1 | 7 |
| Security Breach | | | 1 | | | 1 | | | 1 | | | | 3 |
| 2019 | 50 | 56 | 52 | 43 | 36 | 55 | 50 | | | | | | 342 |
| Civil Rights | 5 | 3 | 3 | 2 | 2 | | | | | | | | 15 |
| Constitutional Rights | 1 | | | | | | | | | | | | 1 |
| Hair Patdowns | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | 3 | 2 | 1 | 1 | 1 | | | | | | | | 8 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | 1 | 2 | 1 | | | | | | | | | 5 |
| Customer Service | 7 | 10 | 10 | 8 | 8 | 10 | 14 | | | | | | 67 |
| CSM | | 1 | | | | | | | | | | | 1 |
| TSO | 7 | 9 | 10 | 8 | 8 | 10 | 14 | | | | | | 66 |
| Locks | 1 | 2 | 1 | | 4 | 1 | 2 | | | | | | 11 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Missing or Damaged Lock | 1 | 2 | 1 | | 4 | 1 | 2 | | | | | | 11 |
| Lost and Found | 4 | 2 | 1 | 2 | | | | | | | | | 9 |
| Airport/TSA | 4 | 2 | 1 | 2 | | | | | | | | | 9 |
| Mishandling of Passenger Property | 7 | 13 | 12 | 11 | 4 | 8 | 6 | | | | | | 61 |
| Damaged/Missing Items--Carry-on Luggage | | 3 | 1 | | | | | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | 5 | 9 | 11 | 7 | 4 | 5 | 5 | | | | | | 46 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | | 4 | | 2 | 1 | | | | | | 10 |
| Patdown | 2 | 3 | 3 | | 2 | 3 | 4 | | | | | | 17 |
| Children | | | | | | | 1 | | | | | | 1 |
| Flyer | 1 | 3 | 3 | | 2 | 3 | 3 | | | | | | 15 |
| Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 6 | 4 | 2 | 2 | 3 | 4 | 4 | | | | | | 25 |
| Cognitive /Developmental /Mental Disability | 1 | 1 | | | | | 1 | | | | | | 3 |
| General | | 1 | | | | | | | | | | | 1 |
| Internal Medical Devices | 1 | | | | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | | | | 1 | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | 1 | 1 | | | | | | | | 3 |
| Ostomy/Ostomates | 1 | 1 | | | | | | | | | | | 2 |
| Respiratory and Inhaler Equipment | | | | | | 1 | | | | | | | 1 |
| Service Animals | 1 | 1 | | | | | | | | | | | 2 |
| Touch Aversion (pain/trauma) | | | | | | | 1 | | | | | | 1 |
| Visual Impairment | | | | | 1 | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 2 | | 1 | 1 | 1 | 2 | | | | | | | 7 |
| Property - Special Handling | 14 | 15 | 13 | 13 | 5 | 17 | 10 | | | | | | 87 |
| Damaged Items - Carry-On | 1 | | 2 | 2 | | | | | | | | | 5 |
| Damaged Items - Checked | 2 | 2 | 2 | 4 | | 6 | | | | | | | 16 |
| Missing Items - Carry-On | 2 | 7 | 1 | 5 | 3 | 4 | 3 | | | | | | 25 |
| Missing Items - Checked | 9 | 6 | 8 | 2 | 2 | 7 | 7 | | | | | | 41 |
| Request for Assistance | | | 1 | | | | 1 | | | | | | 2 |
| Other | | | 1 | | | | 1 | | | | | | 2 |
| Screening | 3 | 4 | 6 | 5 | 8 | 12 | 9 | | | | | | 47 |
| Inconsistency | | 1 | | | | 1 | | | | | | | 2 |
| Lengthy Lines | | | | 2 | 2 | 3 | | | | | | | 7 |
| Procedures/Process | 3 | 3 | 5 | 3 | 6 | 8 | 8 | | | | | | 36 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |
| Security Breach | | | | | | | 1 | | | | | | 1 |
| TSA Contact Information | 1 | | | | | | | | | | | | 1 |
| General | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| MSS | 11 | | | | | | | | | | | | 1 | 3 |
| 2016 | | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | | 1 | 1 |
| 2017 | 11 | | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 11 | | | | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 11 | | | | | | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| MSY | 148 | 154 | 137 | 154 | 147 | 181 | 193 | 174 | 156 | 143 | 137 | 124 | 1,848 | |
| 2016 | | | | 26 | 39 | 61 | 48 | 72 | 56 | 49 | 48 | 36 | 435 | |
| Civil Rights | | | | 1 | 1 | 1 | 1 | 1 | 4 | 3 | 1 | | 13 | |
| General Complaint and Discrimination | | | | 1 | 1 | | | | | | | | 2 | |
| Racial Profiling or Discrimination | | | | | | 1 | 1 | 1 | 3 | 3 | 1 | | 10 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | 1 | |
| Customer Service | | | | 2 | 11 | 12 | 16 | 17 | 15 | 7 | 10 | 6 | 96 | |
| Others | | | | | | 2 | 1 | 8 | 3 | | 2 | 2 | 18 | |
| TSO | | | | 2 | 11 | 10 | 15 | 9 | 12 | 7 | 8 | 4 | 78 | |
| Locks | | | | 4 | 4 | 3 | 3 | 2 | 3 | 7 | | 2 | 28 | |
| General | | | | | 1 | | | | | | | | 1 | |
| Missing or Damaged Lock | | | | 4 | 3 | 3 | 3 | 2 | 3 | 7 | | 2 | 27 | |
| Lost and Found | | | | | | 1 | | | | | 1 | | 2 | |
| Airport/TSA | | | | | | 1 | | | | | 1 | | 2 | |
| Mishandling of Passenger Property | | | | 14 | 17 | 28 | 21 | 30 | 25 | 26 | 25 | 21 | 207 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 2 | 2 | | 2 | 2 | 3 | 3 | 1 | 2 | 17 | |
| Damaged/Missing Items--Checked Baggage | | | | 8 | 15 | 26 | 17 | 22 | 18 | 20 | 21 | 16 | 163 | |
| Disarrayed Items--Carry-on or Checked | | | | 4 | | 2 | 2 | 6 | 4 | 3 | 3 | 3 | 27 | |
| Patdown | | | | 1 | | 2 | | 1 | 2 | 1 | 1 | 2 | 10 | |
| Flyer | | | | 1 | | 1 | | 1 | 2 | 1 | 1 | 2 | 9 | |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | 2 | 2 | 1 | 2 | 2 | | 5 | | 15 | |
| Cancer (general) Not Breast Cancer | | | | | | 1 | | | | | | | 1 | |
| Diabetes | | | | | | | | | 1 | | | | 1 | |
| Hearing Impairment | | | | | | 1 | | | | | 1 | | 2 | |
| Medically Necessary Medication and Medical Supplies | | | | 1 | 1 | | | | 1 | | | | 3 | |
| Metal Implants (joint) | | | | | | | | | | | 1 | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | 1 | | | 2 | | 4 | |
| Service Animals | | | | | | | | | | | 1 | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | | 1 | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | 1 | | | | | | 1 | |
| Prohibited & Permitted Items | | | | | | | | | | | | 1 | 1 | |
| Liquids/Gels/Aerosols | | | | | | | | | | | | 1 | 1 | |
| Request for Assistance | | | | | | | | | | 1 | | | 1 | |
| Other | | | | | | | | | | 1 | | | 1 | |
| Screening | | | | 3 | 4 | 12 | 6 | 19 | 5 | 4 | 5 | 4 | 62 | |
| Inconsistency | | | | 2 | | 3 | | 1 | | | | 1 | 7 | |
| Lengthy Lines | | | | | 2 | 4 | 5 | 9 | 1 | 1 | | 2 | 24 | |
| Procedures/Process | | | | 1 | 2 | 5 | 1 | 9 | 4 | 3 | 5 | 1 | 31 | |
| 2017 | 44 | 62 | 46 | 43 | 36 | 42 | 39 | 51 | 53 | 41 | 37 | 55 | 549 | |
| Civil Rights | | | 3 | | 2 | 1 | 1 | 1 | 1 | | 1 | | 10 | |
| Perceived Religion | | | | | 1 | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | 3 | | 1 | 1 | 1 | 1 | 1 | | | | 8 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | 1 | |
| Customer Service | 13 | 13 | 8 | 5 | 10 | 6 | 13 | 17 | 15 | 10 | 9 | 14 | 133 | |
| Others | 1 | 3 | | 1 | 1 | 1 | | 2 | 4 | 1 | | 2 | 16 | |
| TSO | 12 | 10 | 8 | 4 | 9 | 5 | 13 | 15 | 11 | 9 | 9 | 12 | 117 | |
| Identification (ID) Requirements | | | | | | | 1 | | | | | | 1 | |
| Domestic | | | | | | | 1 | | | | | | 1 | |
| Locks | 7 | 2 | 4 | 5 | 2 | 2 | 1 | 2 | 5 | 3 | 3 | 3 | 39 | |
| General | | | | | | | | 1 | 1 | | | | 2 | |
| Missing or Damaged Lock | 7 | 2 | 4 | 5 | 2 | 2 | 1 | 1 | 4 | 3 | 3 | 3 | 37 | |
| Lost and Found | | | | | | | | | | 1 | | | 1 | |
| Airport/TSA | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | 19 | 31 | 23 | 23 | 18 | 25 | 11 | 14 | 15 | 13 | 12 | 8 | 212 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | 1 | 1 | 2 | 3 | | | 1 | | | | 9 | |
| Damaged/Missing Items--Checked Baggage | 18 | 26 | 21 | 19 | 15 | 18 | 10 | 11 | 10 | 9 | 11 | 6 | 174 | |
| Disarrayed Items--Carry-on or Checked | 1 | 4 | 1 | 3 | 1 | 4 | 1 | 3 | 4 | 4 | 1 | 2 | 29 | |
| Patdown | 1 | 4 | 2 | 3 | 1 | 3 | 1 | 1 | 2 | | 1 | 1 | 20 | |
| Flyer | 1 | 3 | 2 | 3 | 1 | 2 | 1 | 1 | 2 | | 1 | 1 | 18 | |
| General | | 1 | | | | | | | | | | | 1 | |
| Non-Flyer | | | | | | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 2 | 3 | 3 | 1 | 1 | 1 | 1 | 5 | 2 | 5 | | 5 | 29 | |
| Diabetes | | | | | | | | | 1 | | | 1 | 2 | |
| Medical Devices - Attached to the Body | 1 | | | | | | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | 1 | 1 | | 1 | | 1 | | 1 | | 3 | 8 | |
| Metal Implants (joint) | | 1 | | | | | | 1 | | | | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | 2 | | | | | | 1 | 2 | | | 5 | |
| Service Animals | | 2 | | | | | 1 | 1 | | 1 | | | 5 | |
| Wheelchair/ Scooter/ Segway | 1 | | | | 1 | | | 2 | | 1 | | 1 | 6 | |
| Property - Special Handling | | | | | | | 7 | 6 | 7 | 5 | 6 | 16 | 47 | |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | 2 | 3 | |
| Damaged Items - Checked | | | | | | | 2 | 1 | 1 | 4 | 1 | 5 | 14 | |
| Missing Items - Carry-On | | | | | | | | | 1 | | 1 | 2 | 4 | |
| Missing Items - Checked | | | | | | | 5 | 4 | 5 | 1 | 4 | 7 | 26 | |
| Screening | 2 | 9 | 3 | 6 | 2 | 4 | 3 | 5 | 6 | 4 | 5 | 8 | 57 | |
| Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 | |
| Inconsistency | 1 | | | 1 | | | | 1 | 2 | 1 | | | 6 | |
| Lengthy Lines | | 4 | | 1 | | | 1 | 1 | 1 | 1 | | | 9 | |
| Procedures/Process | 1 | 4 | 2 | 4 | 2 | 4 | 2 | 3 | 3 | 1 | 5 | 8 | 39 | |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 | |
| Security Breach | | | | | | | | | | 1 | | | 1 | |
| 2018 | 55 | 50 | 52 | 46 | 40 | 34 | 49 | 51 | 47 | 53 | 52 | 33 | 562 | |
| Civil Rights | 2 | 1 | 2 | 1 | | | 1 | 2 | | 4 | 1 | 1 | 15 | |
| Hair Patdowns | | | | | | | 1 | | | 1 | | | 2 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Racial Profiling or Discrimination | 2 | | | 1 | | | | | | 2 | 1 | | 6 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | 2 | | 1 | | 1 | 5 |
| Sexual Orientation - Not Transgender | | 1 | 1 | | | | | | | | | | 2 |
| Customer Service | 15 | 20 | 12 | 15 | 9 | 8 | 12 | 16 | 14 | 13 | 3 | 5 | 142 |
| Others | 1 | 2 | 2 | 1 | 1 | 2 | | 1 | | 1 | | | 11 |
| TSO | 14 | 18 | 10 | 14 | 8 | 6 | 12 | 15 | 14 | 12 | 3 | 5 | 131 |
| Locks | | 5 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 5 | 4 | 2 | 28 |
| Missing or Damaged Lock | | 5 | 2 | 2 | 2 | 1 | 2 | 2 | 1 | 5 | 4 | 2 | 28 |
| Lost and Found | | | | | | | 1 | | | | 1 | 1 | 3 |
| Airport/TSA | | | | | | | 1 | | | | 1 | 1 | 3 |
| Mishandling of Passenger Property | 23 | 6 | 12 | 15 | 12 | 11 | 14 | 8 | 9 | 10 | 16 | 6 | 142 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | 1 | 1 | 2 | 2 | | | 1 | 1 | | 9 |
| Damaged/Missing Items--Checked Baggage | 19 | 5 | 11 | 13 | 11 | 9 | 12 | 7 | 6 | 9 | 13 | 5 | 120 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | | 1 | 2 |
| Disarrayed Items--Carry-on or Checked | 3 | 1 | 1 | 1 | | | | 1 | 2 | | 2 | | 11 |
| Patdown | 4 | 1 | 2 | 2 | 2 | | 3 | 4 | 4 | 2 | 2 | | 26 |
| Flyer | 4 | 1 | 1 | 2 | 1 | | 3 | 3 | 4 | 2 | 2 | | 23 |
| Flyer as Observer | | | 1 | | | | | 1 | | | | | 2 |
| Non-Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 2 | 2 | 1 | | 5 | 2 | 2 | 3 | 5 | 2 | 27 |
| Autism Spectrum | | | 1 | | | | | | | | | | 1 |
| Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | | 1 | | 1 |
| Diabetes | 1 | | | | | | | | | | | | 1 |
| General | | | | | | | 1 | | | 1 | 1 | | 3 |
| Medically Necessary Medication and Medical Supplies | | | 1 | | | | 1 | | | | | 1 | 3 |
| Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | | 1 | | | 1 | | 3 |
| Prosthesis/Amputees and Casts | | 1 | | | | | 1 | | | | | | 2 |
| Service Animals | | | | | | | | | | | 1 | | 1 |
| Touch Aversion (pain/trauma) | | | | 1 | | | | | | | 1 | | 2 |
| Visual Impairment | | 1 | | | | | 1 | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | | | 1 | | | 1 | 1 | 2 | | 1 | 6 |
| Property - Special Handling | 4 | 8 | 7 | 5 | 10 | 7 | 7 | 8 | 11 | 6 | 9 | 12 | 94 |
| Damaged Items - Carry-On | | 3 | | 1 | 2 | | 1 | 1 | 3 | | | 3 | 14 |
| Damaged Items - Checked | 3 | 1 | | 1 | 3 | 2 | 1 | 3 | 3 | 2 | 3 | 1 | 23 |
| Missing Items - Carry-On | | | | 1 | 2 | 2 | 3 | 2 | 1 | 1 | 1 | 3 | 16 |
| Missing Items - Checked | 1 | 4 | 7 | 2 | 3 | 3 | 2 | 2 | 4 | 3 | 5 | 5 | 41 |
| Screening | 6 | 7 | 13 | 4 | 4 | 7 | 4 | 9 | 6 | 10 | 11 | 4 | 85 |
| Crew Member or Airline Employee | | | 1 | | | | | 1 | | | | | 2 |
| Inconsistency | 1 | 1 | 4 | 1 | | | | 1 | | 2 | 1 | | 11 |
| Lengthy Lines | 1 | 1 | 5 | | | 3 | | 1 | 2 | 4 | 1 | | 18 |
| Procedures/Process | 4 | 5 | 3 | 2 | 4 | 4 | 4 | 5 | 4 | 3 | 7 | 4 | 49 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | 1 | | 1 | | | 3 |
| Security Breach | | | | | | | | | | | 1 | | 1 |
| Shoe Screening | | | | | | | | | | | 1 | | 1 |
| 2019 | 49 | 42 | 39 | 39 | 32 | 44 | 57 | | | | | | 302 |
| Civil Rights | 1 | 3 | 5 | 1 | 1 | 2 | 2 | | | | | | 15 |
| Perceived Religion | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | 2 | | | 1 | 2 | | | | | | 6 |
| Sex/Gender/Gender Identity- Not Transgender | | 2 | 3 | 1 | 1 | | | | | | | | 7 |
| Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Customer Service | 14 | 10 | 15 | 11 | 7 | 11 | 19 | | | | | | 87 |
| Others | 2 | | 2 | | | 1 | | | | | | | 5 |
| TSO | 12 | 10 | 13 | 11 | 7 | 10 | 19 | | | | | | 82 |
| Locks | 3 | 2 | | 2 | | 4 | 4 | | | | | | 15 |
| Missing or Damaged Lock | 3 | 2 | | 2 | | 4 | 4 | | | | | | 15 |
| Lost and Found | | | | | | | 3 | | | | | | 3 |
| Airport/TSA | | | | | | | 3 | | | | | | 3 |
| Mishandling of Passenger Property | 12 | 13 | 9 | 8 | 12 | 6 | 13 | | | | | | 73 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | 1 | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 10 | 12 | 9 | 8 | 9 | 5 | 11 | | | | | | 64 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | 1 | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | 2 | | | | 2 | 1 | | | | | | | 5 |
| Patdown | 3 | 5 | 1 | | 2 | | 2 | | | | | | 13 |
| Flyer | 3 | 5 | 1 | | 2 | | 2 | | | | | | 13 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 2 | 3 | 1 | 9 | 5 | | | | | | 23 |
| Diabetes | | | | 1 | | 1 | | | | | | | 2 |
| General | | | | 1 | | 1 | 2 | | | | | | 4 |
| Hearing Impairment | | | 1 | | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | | 1 | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | 3 | 1 | | | | | | 5 |
| Metal Implants (joint) | | 1 | | | | 1 | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | 1 | | | | | | | 2 |
| Service Animals | 1 | | | | | 1 | | | | | | | 2 |
| Touch Aversion (pain/trauma) | | | | 1 | | 1 | | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | | | | | 2 | | | | | | 2 |
| Property - Special Handling | 11 | 5 | 3 | 14 | 7 | 5 | 7 | | | | | | 52 |
| Damaged Items - Carry-On | 2 | 1 | | 3 | 1 | 1 | 1 | | | | | | 9 |
| Damaged Items - Checked | 2 | 1 | | 4 | 2 | | 3 | | | | | | 12 |
| Missing Items - Carry-On | 1 | 2 | 1 | 5 | | 2 | 1 | | | | | | 12 |
| Missing Items - Checked | 6 | 1 | 2 | 2 | 4 | 2 | 2 | | | | | | 19 |
| Screening | 4 | 2 | 4 | | 2 | 4 | 5 | | | | | | 21 |
| Inconsistency | | | | | | 1 | | | | | | | 1 |
| Lengthy Lines | 1 | 1 | 1 | | | 1 | | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Procedures/Process | 3 | | 3 | | 2 | 2 | 5 | | | | | | 15 |
| Security Breach | | 1 | | | | | | | | | | | 1 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MTJ | | 2 | 4 | 9 | 6 | 4 | 4 | 3 | 2 | 3 | 3 | 2 | 42 | |
| 2016 | | | | | | 2 | 2 | 1 | 2 | | 1 | | 8 | |
| Customer Service | | | | | | 1 | | | 1 | | 1 | | 3 | |
| Others | | | | | | | | | 1 | | | | 1 | |
| TSO | | | | | | 1 | | | | | 1 | | 2 | |
| Mishandling of Passenger Property | | | | | | 1 | | 1 | 1 | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | 1 | | | | | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 | |
| Patdown | | | | | | | 1 | | | | | | 1 | |
| Flyer | | | | | | | 1 | | | | | | 1 | |
| Screening | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | | | | | | | 1 | | | | | | 1 | |
| 2017 | | 1 | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | 1 | 2 | 1 | 15 |
| Civil Rights | | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | 1 | 1 | | | 1 | | 1 | 2 | | 1 | | 7 |
| Others | | | 1 | | | | | | | | | | | 1 |
| TSO | | | | 1 | | | 1 | | 1 | 2 | | 1 | | 6 |
| Locks | | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | 1 | | | | | | | 1 | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | | | | | | | 1 | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | | 1 |
| Metal Implants (joint) | | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | | | | | 1 | | 1 |
| Lengthy Lines | | | | | | | | | | | | 1 | | 1 |
| 2018 | | | 1 | 6 | 2 | | | 2 | | | 1 | 1 | 1 | 14 |
| Civil Rights | | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | | 3 | 1 | | | | | | 1 | 1 | 6 |
| Others | | | | | 1 | | | | | | | | | 1 |
| TSO | | | | | 2 | 1 | | | | | | 1 | 1 | 5 |
| Mishandling of Passenger Property | | | | | | 1 | | 1 | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | 1 | | | | | | 2 |
| Patdown | | | | | | | | 1 | | | | | | 1 |
| Flyer as Observer | | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | | | 1 |
| Screening | | | | 1 | 2 | | | | | | | | | 3 |
| Procedures/Process | | | | 1 | 2 | | | | | | | | | 3 |
| 2019 | | 1 | 2 | 1 | | | 1 | | | | | | | 5 |
| Customer Service | | | | 2 | 1 | | 1 | | | | | | | 4 |
| TSO | | | | 2 | 1 | | 1 | | | | | | | 4 |
| Patdown | | | 1 | | | | | | | | | | | 1 |
| Flyer | | | 1 | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| MVY | | | | | | | | 1 | 1 | 2 | 4 | 1 | 9 |
| 2016 | | | | | | | | | | 1 | 2 | | 3 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| 2017 | | | | | | | | 1 | 1 | | | | 2 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Ostomy/Ostomates | | | | | | | | | | 1 | | | 1 |
| 2018 | | | | | | | | | | 1 | 2 | 1 | 4 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 2 | | 2 |
| Prosthesis/Amputees and Casts | | | | | | | | | | | 2 | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MWA | | 2 | 2 | 2 | 1 | | | 1 | 1 | | 1 | 1 | 11 |
| 2017 | | 2 | 1 | | 1 | | | | 1 | | | 1 | 6 |
| Mishandling of Passenger Property | | 2 | 1 | | 1 | | | | 1 | | | | 5 |
| Damaged/Missing Items--Checked Baggage | | 2 | 1 | | 1 | | | | 1 | | | | 5 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| 2018 | | | | 2 | | | | 1 | | | 1 | | 4 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Missing Items - Checked | | | | 1 | | | | | | | | | 1 |
| 2019 | | | 1 | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | 1 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--------------------------------|---|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| MYR | | 21 | 12 | 11 | 11 | 15 | 29 | 26 | 23 | 30 | 33 | 23 | 27 | 261 |
| 2016 | | | | | 2 | 2 | 4 | 3 | 14 | 12 | 6 | 9 | 11 | 63 |
| | Customer Service | | | | | | | | 4 | 3 | 1 | 2 | 2 | 12 |
| | Others | | | | | | | | 1 | | | | | 1 |
| | TSO | | | | | | | | 3 | 3 | 1 | 2 | 2 | 11 |
| | Locks | | | | | | | | 1 | 1 | | | | 2 |
| | Missing or Damaged Lock | | | | | | | | 1 | 1 | | | | 2 |
| | Lost and Found | | | | | | | | 1 | | | | | 1 |
| | Airport/TSA | | | | | | | | 1 | | | | | 1 |
| | Mishandling of Passenger Property | | | | 1 | 2 | 4 | 2 | 2 | 4 | 4 | 4 | 8 | 31 |
| | Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | 1 | | 1 | 3 |
| | Damaged/Missing Items--Checked Baggage | | | | | 2 | 4 | 1 | 2 | 4 | 3 | 4 | 7 | 27 |
| | Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| | Patdown | | | | | | | | 1 | | | | | 1 |
| | General | | | | | | | | 1 | | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | 1 | 1 | 3 |
| | Diabetes | | | | | | | | 1 | | | | | 1 |
| | Wheelchair/ Scooter/ Segway | | | | | | | | | | | 1 | 1 | 2 |
| | Screening | | | | 1 | | | 1 | 4 | 4 | 1 | 2 | | 13 |
| | Inconsistency | | | | 1 | | | | | | | 1 | | 2 |
| | Lengthy Lines | | | | | | | 1 | 3 | 2 | | | | 6 |
| | Procedures/Process | | | | | | | | 1 | 1 | 1 | 1 | | 4 |
| | Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | | 1 |
| 2017 | | 5 | 5 | 3 | 3 | 6 | 8 | 6 | 2 | 6 | 10 | 7 | 11 | 72 |
| | Civil Rights | | | | | | | | | | 1 | 1 | | 2 |
| | Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | 1 |
| | Customer Service | | | 2 | | 2 | 2 | 1 | | 1 | 1 | | 2 | 11 |
| | Others | | | 1 | | 1 | | | | | | | | 2 |
| | TSO | | | 1 | | 1 | 2 | 1 | | 1 | 1 | | 2 | 9 |
| | Locks | | | | 1 | 2 | | 1 | | | | | | 4 |
| | Missing or Damaged Lock | | | | 1 | 2 | | 1 | | | | | | 4 |
| | Lost and Found | 1 | | | | | | | | | 1 | | | 2 |
| | Airport/TSA | 1 | | | | | | | | | 1 | | | 2 |
| | Mishandling of Passenger Property | 4 | 2 | 1 | 2 | 2 | 6 | 1 | 1 | 3 | 2 | 2 | 3 | 29 |
| | Damaged/Missing Items--Checked Baggage | 4 | 2 | 1 | 2 | 2 | 5 | 1 | 1 | 2 | 1 | 2 | 2 | 25 |
| | Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | 1 | 1 | | 1 | 4 |
| | Patdown | | | | | | | | 1 | | 1 | 1 | 1 | 4 |
| | Flyer | | | | | | | | | | 1 | 1 | 1 | 3 |
| | Flyer as Observer | | | | | | | | 1 | | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | | | | | 1 | | | 1 | | | 2 |
| | Internal Medical Devices | | | | | | | | | | 1 | | | 1 |
| | Metal Implants (joint) | | | | | | | 1 | | | | | | 1 |
| | Property - Special Handling | | | | | | | | | 1 | 2 | 2 | 4 | 9 |
| | Damaged Items - Carry-On | | | | | | | | | | 2 | 1 | 1 | 4 |
| | Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| | Missing Items - Checked | | | | | | | | | 1 | | | 3 | 4 |
| | Screening | | 3 | | | | | 2 | | 1 | 1 | 1 | 1 | 9 |
| | Inconsistency | | | | | | | 1 | | | | | | 1 |
| | Lengthy Lines | | | | | | | | | | | | 1 | 1 |
| | Procedures/Process | | 3 | | | | | 1 | | 1 | 1 | 1 | | 7 |
| 2018 | | 7 | 5 | 3 | 1 | 3 | 8 | 10 | 7 | 12 | 17 | 7 | 5 | 85 |
| | Civil Rights | | | | | | | 1 | 1 | | | | | 2 |
| | Hair Patdowns | | | | | | | 1 | | | | | | 1 |
| | Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| | Customer Service | 1 | 1 | | | 1 | 3 | | 2 | 2 | 6 | 1 | | 17 |
| | Others | | 1 | | | | | | | | 1 | 1 | | 3 |
| | TSO | 1 | | | | 1 | 3 | | 2 | 2 | 5 | | | 14 |
| | Locks | | 1 | 1 | | | | 1 | | | | | | 3 |
| | Missing or Damaged Lock | | 1 | 1 | | | | 1 | | | | | | 3 |
| | Mishandling of Passenger Property | 3 | 1 | 1 | 1 | 2 | 2 | 2 | 1 | 2 | 1 | 2 | 3 | 21 |
| | Damaged/Missing Items--Checked Baggage | 2 | | 1 | 1 | 1 | 2 | 2 | | 2 | 1 | 2 | 3 | 17 |
| | Disarrayed Items--Carry-on or Checked | 1 | 1 | | | 1 | | | 1 | | | | | 4 |
| | Patdown | 2 | | 1 | | | | 3 | | 3 | 2 | | 1 | 12 |
| | Flyer | 2 | | 1 | | | | 3 | | 2 | 2 | | 1 | 11 |
| | Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | | | | | 1 | | 3 | 1 | 1 | | 6 |
| | Diabetes | | | | | | | | | | 1 | | | 1 |
| | Internal Medical Devices | | | | | | | | | 1 | | | | 1 |
| | Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 |
| | Metal Implants (joint) | | | | | | | | | 1 | | 1 | | 2 |
| | Touch Aversion (pain/trauma) | | | | | | | | | 1 | | | | 1 |
| | Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 |
| | Lighters/Matches | | | | | | | | | | 1 | | | 1 |
| | Property - Special Handling | 1 | | | | | 3 | 1 | 1 | 2 | 3 | 3 | | 14 |
| | Damaged Items - Carry-On | | | | | | 1 | | 1 | | 1 | 1 | | 4 |
| | Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| | Missing Items - Carry-On | | | | | | | | | 1 | | 1 | | 2 |
| | Missing Items - Checked | 1 | | | | | 2 | 1 | | 1 | 1 | 1 | | 7 |
| | Screening | | 2 | | | | | 1 | 2 | | 3 | | 1 | 9 |
| | Children | | | | | | | | | | 1 | | | 1 |
| | Lengthy Lines | | 1 | | | | | 1 | | | 1 | | | 3 |
| | Procedures/Process | | 1 | | | | | | 2 | | 1 | | 1 | 5 |
| 2019 | | 9 | 2 | 5 | 5 | 4 | 9 | 7 | | | | | | 41 |
| | Civil Rights | | 1 | | | 1 | 2 | | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Hair Patdowns | | | | | 1 | 1 | | | | | | | 2 |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | | | 1 |
| Customer Service | 1 | | 1 | 2 | 1 | 1 | 1 | | | | | | 7 |
| TSO | 1 | | 1 | 2 | 1 | 1 | 1 | | | | | | 7 |
| Locks | 1 | | | 2 | | | | | | | | | 3 |
| Missing or Damaged Lock | 1 | | | 2 | | | | | | | | | 3 |
| Mishandling of Passenger Property | 2 | | 1 | | 1 | 2 | 5 | | | | | | 11 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 2 | | 1 | | 1 | 2 | 3 | | | | | | 9 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling | 1 | 1 | 2 | | 1 | 3 | | | | | | | 8 |
| Damaged Items - Checked | 1 | | 1 | | | 2 | | | | | | | 4 |
| Missing Items - Checked | | 1 | 1 | | 1 | 1 | | | | | | | 4 |
| Screening | 3 | | | 1 | | 1 | | | | | | | 5 |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | 3 | | | 1 | | | | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| NYL | 3 | 9 | 5 | 6 | 10 | 12 | 6 | 4 | 8 | 6 | 5 | 1 | 75 |
| 2016 | | | | 1 | 5 | 5 | 3 | 2 | 2 | 1 | 3 | 1 | 23 |
| Mishandling of Passenger Property | | | | 1 | 5 | 5 | 3 | 2 | 2 | 1 | 3 | 1 | 23 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 5 | 5 | 2 | 2 | 2 | 1 | 3 | 1 | 22 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| 2017 | 2 | 3 | 1 | 3 | 1 | 4 | 2 | 2 | 4 | 3 | 1 | | 26 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 2 | 1 | 2 | 1 | 4 | 1 | 1 | 1 | 2 | 1 | | 18 |
| Damaged/Missing Items--Checked Baggage | 2 | 2 | | 2 | 1 | 2 | 1 | 1 | 1 | 1 | 1 | | 14 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | 2 | | | | 1 | | | 4 |
| Property - Special Handling | | | | | | | 1 | 1 | 1 | 1 | | | 4 |
| Damaged Items - Checked | | | | | | | 1 | 1 | | | | | 2 |
| Missing Items - Checked | | | | | | | | | 1 | 1 | | | 2 |
| Screening | | | | 1 | | | | | 2 | | | | 3 |
| Procedures/Process | | | | 1 | | | | | 1 | | | | 2 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | | 1 |
| 2018 | | 4 | 1 | 1 | 1 | 1 | | | 2 | 2 | 1 | | 13 |
| Customer Service | | | | 1 | | | | | 1 | | | | 2 |
| TSO | | | | 1 | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | | 3 | 1 | | 1 | 1 | | | 1 | 2 | 1 | | 10 |
| Damaged/Missing Items--Checked Baggage | | 3 | 1 | | | 1 | | | 1 | 2 | 1 | | 9 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Inconsistency | | 1 | | | | | | | | | | | 1 |
| 2019 | 1 | 2 | 3 | 1 | 3 | 2 | 1 | | | | | | 13 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 2 | 2 | | 1 | | 1 | | | | | | 7 |
| Damaged/Missing Items--Checked Baggage | | 2 | 1 | | 1 | | 1 | | | | | | 5 |
| Disarrayed Items--Carry-on or Checked | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling | | | 1 | | 2 | 1 | | | | | | | 4 |
| Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Damaged Items - Checked | | | | | 1 | | | | | | | | 1 |
| Missing Items - Checked | | | 1 | | 1 | | | | | | | | 2 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|-----------|----------|----------|----------|-----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| OAJ | 7 | 5 | 8 | 6 | 7 | 16 | 8 | 4 | 5 | 11 | 2 | 4 | 83 |
| 2016 | | | | 1 | 1 | 4 | 1 | 1 | 3 | 4 | 1 | 2 | 18 |
| Customer Service | | | | | | 1 | | | | 1 | | | 2 |
| Others | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 |
| Domestic | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | 1 | | 1 | | | 2 | 5 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 1 | | | | | 2 | 4 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | 2 | | | | 1 | | | 4 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | | | | | 1 |
| Metal Implants (joint) | | | | | | | | | | 1 | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | | 1 | 2 | 2 | 1 | | 6 |
| Procedures/Process | | | | | | | | 1 | 2 | 2 | 1 | | 6 |
| 2017 | 3 | 1 | 8 | 3 | 1 | 8 | 2 | 3 | 2 | 5 | 1 | 2 | 39 |
| Customer Service | 1 | | 2 | 1 | | 1 | | | | 2 | 1 | | 8 |
| TSO | 1 | | 2 | 1 | | 1 | | | | 2 | 1 | | 8 |
| Mishandling of Passenger Property | 1 | | 2 | 2 | 1 | 2 | | | | | | | 8 |
| Damaged/Missing Items--Checked Baggage | 1 | | 2 | 2 | 1 | 1 | | | | | | | 7 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | 3 | | 1 | | | | | 4 |
| Flyer | | | | | | 3 | | | | | | | 3 |
| Non-Flyer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | 1 | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | 1 | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | 2 | | 2 | 5 |
| Damaged Items - Checked | | | | | | | | | | 1 | | 1 | 2 |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 |
| Missing Items - Checked | | | | | | | | | | 1 | | 1 | 2 |
| Screening | 1 | 1 | 4 | | | 1 | 2 | 1 | 1 | 1 | | | 12 |
| Crew Member or Airline Employee | | | 2 | | | | | | | | | | 2 |
| Inconsistency | 1 | | 1 | | | | 2 | | | | | | 4 |
| Lengthy Lines | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | 1 | 1 | | | 1 | | 1 | | 1 | | | 5 |
| 2018 | 1 | 2 | | 2 | 5 | 2 | 4 | | | 2 | | | 18 |
| Civil Rights | | | | 1 | 1 | 1 | | | | | | | 3 |
| Racial Profiling or Discrimination | | | | 1 | 1 | 1 | | | | | | | 3 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 2 | | | | | 1 | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 2 | | | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) | | | | | 1 | 1 | | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 2 | | | | | | | | | | | 2 |
| Damaged Items - Checked | | 2 | | | | | | | | | | | 2 |
| Screening | 1 | | | | 1 | | 4 | | | | | | 6 |
| Crew Member or Airline Employee | | | | | | | 1 | | | | | | 1 |
| Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | 1 | | | | 1 | | 2 | | | | | | 4 |
| 2019 | 3 | 2 | | | | 2 | 1 | | | | | | 8 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| Screening | 3 | | | | | 2 | 1 | | | | | | 6 |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 2 | | | | | 2 | 1 | | | | | | 5 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| OAK | 77 | 74 | 68 | 84 | 83 | 129 | 112 | 111 | 95 | 102 | 97 | 88 | 1,120 | |
| 2016 | | | | 27 | 31 | 43 | 34 | 35 | 32 | 38 | 44 | 37 | 321 | |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | | 1 | |
| Flyer as Observer | | | | | | | | 1 | | | | | 1 | |
| Civil Rights | | | | 2 | 1 | 2 | 1 | | 2 | 2 | | | 10 | |
| Racial Profiling or Discrimination | | | | 2 | 1 | 2 | | | 1 | 1 | | | 7 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | 1 | |
| Transgender Screening | | | | | | | 1 | | | 1 | | | 2 | |
| Customer Service | | | | 2 | 4 | 5 | 10 | 4 | 6 | 12 | 14 | 13 | 70 | |
| Others | | | | | 3 | 1 | | 1 | | 2 | 11 | 3 | 21 | |
| TSO | | | | 2 | 1 | 4 | 10 | 3 | 6 | 10 | 3 | 10 | 49 | |
| Identification (ID) Requirements | | | | | | | | 1 | | | | | 1 | |
| Domestic | | | | | | | | 1 | | | | | 1 | |
| Locks | | | | 2 | 2 | 2 | 1 | | 1 | 3 | 1 | 1 | 13 | |
| Missing or Damaged Lock | | | | 2 | 2 | 2 | 1 | | 1 | 3 | 1 | 1 | 13 | |
| Lost and Found | | | | 2 | | 1 | 1 | | | | | | 4 | |
| Airport/TSA | | | | 2 | | 1 | 1 | | | | | | 4 | |
| Mishandling of Passenger Property | | | | 17 | 15 | 24 | 16 | 17 | 16 | 17 | 20 | 20 | 162 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 3 | 1 | 4 | 2 | 1 | 3 | 2 | 2 | 4 | 22 | |
| Damaged/Missing Items--Checked Baggage | | | | 14 | 13 | 18 | 13 | 13 | 12 | 13 | 17 | 15 | 128 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | 1 | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | 2 | 1 | 3 | 1 | 1 | 1 | 1 | 11 | |
| Patdown | | | | | 3 | | | 4 | 1 | | 4 | | 12 | |
| Flyer | | | | | 1 | | | 4 | 1 | | 3 | | 9 | |
| Flyer as Observer | | | | | 2 | | | | | | | | 2 | |
| General | | | | | | | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | 2 | | 1 | | 1 | 1 | 1 | 1 | 7 | |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | 1 | | | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | 1 | 1 | | 3 | |
| Wheelchair/ Scooter/ Segway | | | | | | | 1 | | | | | 1 | 2 | |
| Screening | | | | 2 | 4 | 9 | 4 | 8 | 5 | 3 | 4 | 2 | 41 | |
| Inconsistency | | | | | 1 | 1 | 1 | 2 | | | 1 | | 6 | |
| Lengthy Lines | | | | 1 | | 6 | 2 | 4 | | 1 | 1 | | 15 | |
| Procedures/Process | | | | 1 | 3 | 2 | 1 | 2 | 4 | 2 | 2 | 2 | 19 | |
| Security Breach | | | | | | | | | 1 | | | | 1 | |
| 2017 | 23 | 23 | 26 | 23 | 25 | 40 | 20 | 40 | 31 | 31 | 33 | 32 | 347 | |
| Civil Rights | 1 | 1 | | | 1 | 3 | 1 | 2 | 1 | 2 | | 2 | 14 | |
| Headwear | | | | | | | | | | | | 1 | 1 | |
| Racial Profiling or Discrimination | 1 | 1 | | | 1 | | | 2 | 1 | 1 | | 1 | 8 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | | 1 | | | 2 | |
| Transgender Screening | | | | | | 2 | 1 | | | | | | 3 | |
| Customer Service | 5 | 2 | 2 | 2 | 1 | 5 | 1 | 10 | 3 | 4 | 4 | 3 | 42 | |
| Others | 1 | | | | | 1 | | | | 1 | 2 | | 5 | |
| TSO | 4 | 2 | 2 | 2 | 1 | 4 | 1 | 10 | 3 | 3 | 2 | 3 | 37 | |
| Identification (ID) Requirements | | | | | | | | | 1 | | 1 | | 2 | |
| Domestic | | | | | | | | | 1 | | | | 1 | |
| ID Matching Ticket and Boarding Pass Issues | | | | | | | | | | | 1 | | 1 | |
| Locks | 3 | 1 | | 1 | | 2 | 1 | 1 | 4 | 1 | 1 | 2 | 17 | |
| General | | | | | | | | | 1 | | | | 1 | |
| Missing or Damaged Lock | 3 | 1 | | 1 | | 2 | 1 | 1 | 3 | 1 | 1 | 2 | 16 | |
| Lost and Found | | 1 | 1 | | | 1 | | 1 | 3 | | 3 | 1 | 11 | |
| Airport/TSA | | 1 | 1 | | | 1 | | 1 | 3 | | 3 | 1 | 11 | |
| Mishandling of Passenger Property | 7 | 16 | 19 | 13 | 21 | 21 | 9 | 13 | 9 | 15 | 7 | 11 | 161 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | | 3 | 5 | 4 | | 2 | | 2 | 1 | | 19 | |
| Damaged/Missing Items--Checked Baggage | 6 | 13 | 16 | 10 | 15 | 15 | 8 | 9 | 8 | 10 | 5 | 7 | 122 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | | 1 | 1 | |
| Disarrayed Items--Carry-on or Checked | | 2 | 3 | | 1 | 2 | 1 | 2 | 1 | 3 | 1 | 3 | 19 | |
| Patdown | 3 | 1 | 1 | 2 | | 4 | 3 | 2 | 1 | | | 2 | 19 | |
| Flyer | 3 | 1 | 1 | 2 | | 4 | 3 | 2 | 1 | | | 2 | 19 | |
| Persons w/ Disabilities (PWD) | 1 | | | 2 | 1 | | | 1 | 2 | 1 | 2 | 2 | 12 | |
| Internal Medical Devices | | | | | | | | 1 | | | | 1 | 2 | |
| Medical Devices - Attached to the Body | | | | | | | | | | | 1 | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | 2 | 1 | | | | | | | 1 | 4 | |
| Metal Implants (joint) | | | | | | | | | | | 1 | | 1 | |
| Ostomy/Ostomates | | | | | | | | | 1 | 1 | | | 2 | |
| Touch Aversion (pain/trauma) | 1 | | | | | | | | 1 | | | | 2 | |
| Prohibited & Permitted Items | | | 1 | 1 | | | | | | | | | 2 | |
| Firearm/Ammunition | | | 1 | | | | | | | | | | 1 | |
| Knives/Tools/Razors/Sharp Objects | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | 5 | 8 | 4 | 7 | 9 | 5 | 38 | |
| Damaged Items - Carry-On | | | | | | | | 1 | 2 | 1 | | 2 | 6 | |
| Damaged Items - Checked | | | | | | | 1 | 2 | | 1 | 5 | | 9 | |
| Missing Items - Carry-On | | | | | | | | 1 | 1 | 1 | | 1 | 4 | |
| Missing Items - Checked | | | | | | | 4 | 4 | 1 | 4 | 4 | 2 | 19 | |
| Screening | 3 | 1 | 2 | 2 | 1 | 4 | | 2 | 3 | 1 | 6 | 4 | 29 | |
| Inconsistency | 1 | | | | 1 | 2 | | 1 | 1 | | | 2 | 8 | |
| Lengthy Lines | | | | | | | | | 1 | 1 | | | 2 | |
| Procedures/Process | 1 | 1 | 2 | 2 | | 2 | | 1 | 1 | | 5 | 2 | 17 | |
| Security Breach | 1 | | | | | | | | | | 1 | | 2 | |
| 2018 | 27 | 25 | 22 | 16 | 17 | 24 | 31 | 36 | 32 | 33 | 20 | 19 | 302 | |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 | |
| Flyer | 1 | | | | | | | | | | | | 1 | |
| Civil Rights | | 1 | | | | | 2 | 2 | | 1 | 1 | | 7 | |
| Constitutional Rights | | | | | | | | | | | 1 | | 1 | |
| National Origin | | 1 | | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Racial Profiling or Discrimination | | | | | | | 2 | 1 | | | | | 3 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | 1 | | | 2 |
| Customer Service | 6 | 6 | 8 | 4 | 3 | 3 | 6 | 6 | 2 | 6 | 6 | 5 | 61 |
| Others | | | 2 | 1 | | | | 1 | | | | 2 | 6 |
| TSO | 6 | 6 | 6 | 3 | 3 | 3 | 6 | 5 | 2 | 6 | 6 | 3 | 55 |
| Locks | 5 | 2 | 3 | 1 | 1 | | | 2 | 4 | | | 1 | 19 |
| General | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 4 | 2 | 3 | 1 | 1 | | | 2 | 4 | | | 1 | 18 |
| Lost and Found | 1 | | | | | 2 | 1 | 1 | | 2 | | | 7 |
| Airport/TSA | 1 | | | | | 2 | 1 | 1 | | 2 | | | 7 |
| Mishandling of Passenger Property | 6 | 2 | 5 | 7 | 3 | 9 | 10 | 13 | 6 | 6 | 2 | 5 | 74 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | 4 | 1 | 5 | 6 | 3 | 7 | 8 | 11 | 6 | 4 | 2 | 3 | 60 |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | | 1 | | 2 | 2 | 1 | | 2 | | 1 | 12 |
| Patdown | 2 | 2 | | | 1 | | 3 | 3 | 1 | 3 | 1 | 1 | 17 |
| Flyer | 2 | 2 | | | 1 | | 3 | 2 | 1 | 2 | 1 | 1 | 15 |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Non-Flyer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 1 | 1 | | 1 | 3 | 1 | 3 | 2 | 1 | 1 | 16 |
| Autism Spectrum | | 1 | | | | | | | | | | | 1 |
| Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | | | 1 | 1 |
| Diabetes | | | | | | | | | 1 | | | | 1 |
| General | | | | | | | | | 2 | | | | 2 |
| Internal Medical Devices | 1 | | | | | | 1 | | | 1 | | | 3 |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | | | 1 | | 2 |
| Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | 1 | | 1 | | | 3 |
| Property - Special Handling | 4 | 6 | 5 | 2 | 6 | 2 | 4 | 2 | 9 | 8 | 7 | 4 | 59 |
| Damaged Items - Carry-On | 1 | | | | 1 | 1 | | | 2 | | 2 | 2 | 9 |
| Damaged Items - Checked | 2 | 1 | 3 | 1 | 2 | | 2 | | 3 | 4 | 4 | 1 | 23 |
| Missing Items - Carry-On | 1 | | | | 1 | | | | 1 | | | | 3 |
| Missing Items - Checked | | 5 | 2 | 1 | 2 | 1 | 2 | 2 | 3 | 4 | 1 | 1 | 24 |
| Request for Assistance | | | | | | | 1 | | 1 | | | 1 | 3 |
| Other | | | | | | | 1 | | | | | 1 | 2 |
| Wounded Warrior (MSIJSOC) | | | | | | | | | 1 | | | | 1 |
| Screening | 1 | 5 | | 1 | 3 | 7 | 1 | 6 | 6 | 5 | 2 | 1 | 38 |
| Inconsistency | | 1 | | | | 1 | | 2 | | 1 | 1 | | 6 |
| Lengthy Lines | 1 | | | | 1 | | 1 | | | | | | 3 |
| Procedures/Process | | 4 | | 1 | 2 | 6 | | 3 | 6 | 4 | 1 | 1 | 28 |
| Security Breach | | | | | | | | 1 | | | | | 1 |
| 2019 | 27 | 26 | 20 | 18 | 10 | 22 | 27 | | | | | | 150 |
| Advanced Imaging Technology (AIT) | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Civil Rights | | 5 | | 1 | 1 | 2 | 1 | | | | | | 10 |
| Age | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | | | 1 | 1 | 1 | | | | | | 4 |
| Sex/Gender/Gender Identity- Not Transgender | | 4 | | | | 1 | | | | | | | 5 |
| Customer Service | 8 | 4 | 5 | 1 | 1 | 3 | 7 | | | | | | 29 |
| Others | 2 | | | | | | 1 | | | | | | 3 |
| TSO | 6 | 4 | 5 | 1 | 1 | 3 | 6 | | | | | | 26 |
| Locks | 2 | 1 | 1 | | 1 | 2 | 1 | | | | | | 8 |
| Missing or Damaged Lock | 2 | 1 | 1 | | 1 | 2 | 1 | | | | | | 8 |
| Mishandling of Passenger Property | 7 | 8 | 2 | 8 | 2 | 6 | 4 | | | | | | 37 |
| Damaged/Missing Items--Checked Baggage | 5 | 8 | 1 | 8 | 2 | 3 | 4 | | | | | | 31 |
| Disarrayed Items--Carry-on or Checked | 2 | | 1 | | | 3 | | | | | | | 6 |
| Patdown | 1 | | | 1 | | | | | | | | | 2 |
| Flyer | 1 | | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 3 | 3 | 3 | | 1 | | 1 | | | | | | 11 |
| Breast Cancer | | 2 | | | | | | | | | | | 2 |
| Cognitive /Developmental /Mental Disability | | | 1 | | | | | | | | | | 1 |
| General | | 1 | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical | 2 | | 1 | | | | | | | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | 1 | | 1 | | | | | | 3 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 4 | 4 | 7 | 6 | 3 | 6 | 6 | | | | | | 36 |
| Damaged Items - Carry-On | | | 1 | 1 | | | | | | | | | 2 |
| Damaged Items - Checked | 2 | | 3 | 1 | 2 | 3 | | | | | | | 11 |
| Missing Items - Carry-On | | 1 | | | 1 | 1 | 2 | | | | | | 5 |
| Missing Items - Checked | 2 | 3 | 3 | 4 | | 2 | 4 | | | | | | 18 |
| Screening | 2 | 1 | 2 | 1 | 1 | 3 | 6 | | | | | | 16 |
| Lengthy Lines | | | | | | 1 | 1 | | | | | | 2 |
| Procedures/Process | 2 | 1 | 2 | | 1 | 1 | 4 | | | | | | 11 |
| Security Breach | | | | 1 | | 1 | 1 | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| OGD | | | | | | | 1 | | | | | | 1 |
| 2019 | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Others | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| OGG | 54 | 41 | 48 | 62 | 65 | 93 | 82 | 70 | 70 | 58 | 46 | 50 | 739 | |
| 2016 | | | | 21 | 20 | 30 | 32 | 29 | 21 | 16 | 14 | 19 | 202 | |
| Civil Rights | | | | | | 2 | | | 1 | 1 | | 1 | 5 | |
| National Origin | | | | | | 1 | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | 1 | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | 1 | |
| Transgender Screening | | | | | | | | | | 1 | | | 1 | |
| Customer Service | | | | 4 | 2 | 6 | 6 | 3 | 3 | 1 | 2 | 2 | 29 | |
| CSM | | | | | | | 1 | | | | | | 1 | |
| Others | | | | | | | 1 | 1 | | | | | 2 | |
| TSO | | | | 4 | 2 | 6 | 4 | 2 | 3 | 1 | 2 | 2 | 26 | |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | 1 | |
| Domestic | | | | 1 | | | | | | | | | 1 | |
| Locks | | | | 2 | 3 | 3 | 1 | 1 | 1 | 5 | 4 | 2 | 22 | |
| Missing or Damaged Lock | | | | 2 | 3 | 3 | 1 | 1 | 1 | 5 | 4 | 2 | 22 | |
| Mishandling of Passenger Property | | | | 12 | 12 | 15 | 17 | 16 | 12 | 6 | 6 | 10 | 106 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | 3 | | 1 | 2 | 1 | 1 | 9 | |
| Damaged/Missing Items--Checked Baggage | | | | 12 | 11 | 14 | 12 | 15 | 10 | 3 | 5 | 9 | 91 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | 2 | 1 | 1 | 1 | | | 6 | |
| Patdown | | | | | | | | 4 | 1 | 2 | 1 | | 8 | |
| Flyer | | | | | | | | 4 | 1 | 2 | 1 | | 8 | |
| Persons w/ Disabilities (PWD) | | | | 2 | | 1 | 1 | | 1 | | 1 | | 6 | |
| Cancer (general) Not Breast Cancer | | | | 1 | | | | | | | | | 1 | |
| General | | | | | | | 1 | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | 1 | | 1 | | 2 | |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 | |
| Request for Assistance | | | | | | | 1 | | | | | | 1 | |
| Other | | | | | | | 1 | | | | | | 1 | |
| Screening | | | | | 3 | 3 | 6 | 5 | 2 | 1 | | 4 | 24 | |
| Children | | | | | 1 | | | | | | | | 1 | |
| Crew Member or Airline Employee | | | | | | | 1 | | | | | | 1 | |
| Inconsistency | | | | | | | | 1 | | | | 1 | 2 | |
| Lengthy Lines | | | | | | 1 | 3 | 3 | | | | | 7 | |
| Procedures/Process | | | | | 1 | 2 | 2 | 1 | 2 | 1 | | 3 | 12 | |
| Security Breach | | | | | 1 | | | | | | | | 1 | |
| 2017 | 19 | 11 | 22 | 17 | 15 | 25 | 14 | 21 | 20 | 19 | 14 | 19 | 216 | |
| Civil Rights | | | | 1 | | | | | 1 | | | | 2 | |
| Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 | |
| Transgender Screening | | | | | | | | | 1 | | | | 1 | |
| Customer Service | 4 | 1 | 3 | 3 | | 6 | | 4 | 1 | 3 | 1 | 1 | 27 | |
| TSO | 4 | 1 | 3 | 3 | | 6 | | 4 | 1 | 3 | 1 | 1 | 27 | |
| Locks | 1 | 1 | | 1 | | | 1 | 1 | 2 | 1 | 2 | 2 | 12 | |
| General | | | | | | | | | 1 | | | | 1 | |
| Missing or Damaged Lock | 1 | 1 | | 1 | | | 1 | 1 | 1 | 1 | 2 | 2 | 11 | |
| Mishandling of Passenger Property | 10 | 9 | 13 | 8 | 11 | 17 | 5 | 7 | 10 | 7 | 6 | 9 | 112 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | 1 | | 1 | | | | | | 1 | 1 | 5 | |
| Damaged/Missing Items--Checked Baggage | 10 | 7 | 10 | 8 | 6 | 15 | 3 | 7 | 6 | 6 | 5 | 6 | 89 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | 1 | | 1 | | | | 3 | |
| Disarrayed Items--Carry-on or Checked | | 1 | 2 | | 4 | 1 | 1 | | 3 | 1 | | 2 | 15 | |
| Patdown | 3 | | 1 | 1 | 2 | 1 | 2 | 1 | 2 | 2 | | 3 | 18 | |
| Flyer | 3 | | | 1 | 2 | 1 | 2 | 1 | 2 | 1 | | 3 | 16 | |
| Flyer as Observer | | | 1 | | | | | | | 1 | | | 2 | |
| Persons w/ Disabilities (PWD) | | | 1 | | | 1 | | 1 | | 1 | | | 4 | |
| General | | | | | | | | 1 | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | 1 | | | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 1 | | | 1 | |
| Respiratory and Inhaler Equipment | | | | | | 1 | | | | | | | 1 | |
| Prohibited & Permitted Items | | | | | | | | | 1 | | | | 1 | |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | | | | | | | 5 | 4 | 3 | 4 | 3 | 3 | 22 | |
| Damaged Items - Carry-On | | | | | | | | | | 1 | | | 1 | |
| Damaged Items - Checked | | | | | | | 1 | 3 | 1 | 1 | 2 | | 8 | |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Checked | | | | | | | 3 | 1 | 2 | 2 | 1 | 3 | 12 | |
| Screening | 1 | | 4 | 3 | 2 | | 1 | 3 | | 1 | 2 | 1 | 18 | |
| Inconsistency | | | | | | | 1 | 1 | | | | 1 | 3 | |
| Lengthy Lines | | | | | | | | | | 1 | 1 | | 2 | |
| Procedures/Process | | | 3 | 3 | 2 | | | 1 | | | 1 | | 10 | |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | | | 1 | | | | | 2 | |
| Security Breach | | | 1 | | | | | | | | | | 1 | |
| 2018 | 20 | 17 | 15 | 13 | 22 | 19 | 22 | 20 | 29 | 23 | 18 | 12 | 230 | |
| Civil Rights | | | | | | | | 1 | | 2 | | 1 | 4 | |
| Constitutional Rights | | | | | | | | | | | | 1 | 1 | |
| Racial Profiling or Discrimination | | | | | | | | 1 | | 1 | | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | | | 1 | |
| Customer Service | 6 | | | 2 | 4 | 3 | 2 | 5 | 5 | 9 | 10 | 1 | 47 | |
| Others | | | | | | | | | | | 1 | | 1 | |
| TSO | 6 | | | 2 | 4 | 3 | 2 | 5 | 5 | 9 | 9 | 1 | 46 | |
| Locks | 2 | 3 | 1 | 2 | | | 2 | | 2 | | | | 12 | |
| Missing or Damaged Lock | 2 | 3 | 1 | 2 | | | 2 | | 2 | | | | 12 | |
| Lost and Found | | | | | 1 | | | | | | 1 | | 2 | |
| Airport/TSA | | | | | 1 | | | | | | 1 | | 2 | |
| Mishandling of Passenger Property | 7 | 4 | 6 | 7 | 11 | 6 | 7 | 7 | 8 | 5 | 5 | 5 | 78 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | 1 | | | | | | 2 | |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Damaged/Missing Items--Checked Baggage | 6 | 4 | 6 | 4 | 11 | 5 | 6 | 6 | 6 | 5 | 4 | 4 | 67 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | | 3 | | | | 1 | 1 | | 1 | 1 | 8 |
| Patdown | 2 | 3 | 3 | | 1 | 2 | 1 | | 2 | 1 | | | 15 |
| Flyer | 2 | 3 | 3 | | 1 | | 1 | | 2 | 1 | | | 13 |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Non-Flyer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 2 | | | 2 | 3 | 1 | 1 | 2 | | 1 | 13 |
| Autism Spectrum | | | 1 | | | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | 1 | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | | | | 1 | 2 |
| Ostomy/Ostomates | | | | | | | 1 | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | 1 | | | | 1 |
| Respiratory and Inhaler Equipment | 1 | | | | | | | | | | | | 1 |
| Service Animals | | | | | | | | 1 | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | 1 | | | 2 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 3 | 2 | 1 | 3 | 5 | 2 | 2 | 7 | 3 | 2 | 2 | 33 |
| Damaged Items - Carry-On | | | | | | | | 1 | 1 | | | 2 | 4 |
| Damaged Items - Checked | | 1 | 1 | 1 | | 2 | | 1 | 1 | | 1 | | 8 |
| Missing Items - Carry-On | | | | | 1 | | | | 2 | 1 | | | 4 |
| Missing Items - Checked | 1 | 2 | 1 | | 2 | 3 | 2 | | 3 | 2 | 1 | | 17 |
| Screening | 1 | 4 | 1 | 1 | 2 | 1 | 5 | 4 | 4 | 1 | | 2 | 26 |
| Inconsistency | | | | | | | | 1 | | | | | 1 |
| Lengthy Lines | 1 | 1 | 1 | | | | 3 | | 3 | 1 | | | 10 |
| Procedures/Process | | 3 | | 1 | 2 | 1 | 2 | 2 | 1 | | | 2 | 14 |
| Security Breach | | | | | | | | 1 | | | | | 1 |
| 2019 | 15 | 13 | 11 | 11 | 8 | 19 | 14 | | | | | | 91 |
| Civil Rights | | 2 | | | | | | | | | | | 2 |
| Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | | | 1 |
| Customer Service | 1 | 2 | | 2 | 1 | | 1 | | | | | | 7 |
| TSO | 1 | 2 | | 2 | 1 | | 1 | | | | | | 7 |
| Locks | | | 1 | 2 | 1 | | 1 | | | | | | 5 |
| Missing or Damaged Lock | | | 1 | 2 | 1 | | 1 | | | | | | 5 |
| Lost and Found | 1 | 1 | | | | | | | | | | | 2 |
| Airport/TSA | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 8 | 2 | 5 | 3 | 1 | 10 | 5 | | | | | | 34 |
| Damaged/Missing Items--Checked Baggage | 7 | 2 | 4 | 3 | 1 | 8 | 4 | | | | | | 29 |
| Disarrayed Items--Carry-on or Checked | 1 | | 1 | | | 2 | 1 | | | | | | 5 |
| Patdown | | 1 | | 1 | 1 | 1 | 1 | | | | | | 5 |
| Flyer | | 1 | | 1 | 1 | 1 | 1 | | | | | | 5 |
| Persons w/ Disabilities (PWD) | 1 | 2 | 1 | | | 1 | | | | | | | 5 |
| Cognitive /Developmental /Mental Disability | | | 1 | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 |
| Service Animals | 1 | | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 2 | | | | | | | | | | | 2 |
| Property - Special Handling | 3 | 2 | 3 | 2 | 3 | 3 | 4 | | | | | | 20 |
| Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Checked | 1 | | 1 | | | | 2 | | | | | | 4 |
| Missing Items - Carry-On | | 1 | | | 1 | 1 | 1 | | | | | | 4 |
| Missing Items - Checked | 1 | 1 | 2 | 2 | 2 | 2 | 1 | | | | | | 11 |
| Screening | 1 | 1 | 1 | 1 | 1 | 4 | 2 | | | | | | 11 |
| Inconsistency | | | | | | 1 | | | | | | | 1 |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | 1 | 1 | 1 | 1 | 1 | 2 | 2 | | | | | | 9 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| OGS | 1 | 1 | 2 | | | | 2 | 1 | | 1 | 2 | | 10 |
| 2017 | | 1 | | | | | 1 | | | 1 | 1 | | 4 |
| Mishandling of Passenger Property | | 1 | | | | | | | | 1 | 1 | | 3 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | 1 | 1 | | 3 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| 2018 | 1 | | 2 | | | | | 1 | | | 1 | | 5 |
| Mishandling of Passenger Property | | | 1 | | | | | 1 | | | 1 | | 3 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | 1 | | 2 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 2019 | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| OKC | 30 | 36 | 26 | 30 | 31 | 37 | 45 | 36 | 29 | 30 | 34 | 29 | 393 | |
| 2016 | | | | 5 | 3 | 10 | 16 | 16 | 10 | 10 | 10 | 14 | 94 | |
| Civil Rights | | | | | | | 1 | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 | |
| Customer Service | | | | | | 2 | 7 | 8 | 2 | 2 | 1 | 1 | 23 | |
| Others | | | | | | 1 | 5 | 8 | 1 | 1 | | | 16 | |
| TSO | | | | | | 1 | 2 | | 1 | 1 | 1 | 1 | 7 | |
| Locks | | | | | | 1 | | 1 | | | | 1 | 3 | |
| Missing or Damaged Lock | | | | | | 1 | | 1 | | | | 1 | 3 | |
| Mishandling of Passenger Property | | | | 3 | 3 | 4 | 6 | 5 | 7 | 6 | 6 | 8 | 48 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 2 | | | | 1 | | | 3 | 1 | 7 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 3 | 4 | 5 | 3 | 7 | 6 | 3 | 7 | 39 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | 1 | | | | | 2 | |
| Patdown | | | | 1 | | 2 | | | 1 | | | 2 | 6 | |
| Flyer | | | | 1 | | 2 | | | 1 | | | 2 | 6 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | 1 | | 1 | 3 | |
| Diapers/Garments/Dressings/Masks | | | | | | 1 | | | | | | | 1 | |
| Medical Devices - Attached to the Body | | | | | | | | | | 1 | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | | 1 | 1 | |
| Screening | | | | 1 | | | 2 | 2 | | 1 | 3 | 1 | 10 | |
| Inconsistency | | | | 1 | | | | | | | | | 1 | |
| Lengthy Lines | | | | | | | | 1 | | | | 1 | 3 | |
| Procedures/Process | | | | | | | 2 | 1 | | | 3 | | 6 | |
| 2017 | 12 | 9 | 7 | 8 | 7 | 6 | 9 | 7 | 11 | 9 | 13 | 4 | 102 | |
| Civil Rights | 1 | 2 | | | | | | | | | 1 | | 4 | |
| Racial Profiling or Discrimination | 1 | 2 | | | | | | | | | 1 | | 4 | |
| Customer Service | 5 | 4 | 1 | | 1 | 1 | 1 | | | | | | 13 | |
| CSM | 1 | | | | | | | | | | | | 1 | |
| Others | 1 | | | | | | | | | | | | 1 | |
| TSO | 3 | 4 | 1 | | 1 | 1 | 1 | | | | | | 11 | |
| Locks | | | 1 | 3 | | | | 1 | 1 | | 2 | | 8 | |
| Missing or Damaged Lock | | | 1 | 3 | | | | 1 | 1 | | 2 | | 8 | |
| Lost and Found | | 1 | | | | | | | | | | | 1 | |
| Airport/TSA | | 1 | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 4 | 1 | 4 | 1 | 2 | 4 | 1 | 4 | 7 | 6 | 3 | 1 | 38 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 | |
| Damaged/Missing Items--Checked Baggage | 3 | 1 | 4 | | 1 | 2 | | 3 | 7 | 5 | 2 | 1 | 29 | |
| Disarrayed Items--Carry-on or Checked | 1 | | | 1 | 1 | 2 | 1 | 1 | | 1 | | | 8 | |
| Patdown | 1 | 1 | | | | 1 | 2 | | | 1 | 1 | | 7 | |
| Flyer | 1 | 1 | | | | 1 | 2 | | | 1 | | | 6 | |
| Flyer as Observer | | | | | | | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) | | | 1 | | 1 | | 2 | | | | | 1 | 5 | |
| General | | | | | | | 1 | | | | | | 1 | |
| Internal Medical Devices | | | | | | | | | | | | 1 | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | 1 | | | | | | 2 | |
| Wheelchair/ Scooter/ Segway | | | | | 1 | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | 2 | 2 | 3 | 1 | 5 | 1 | 14 | |
| Damaged Items - Checked | | | | | | | 1 | 1 | 1 | 1 | | 1 | 5 | |
| Missing Items - Carry-On | | | | | | | | | | | 1 | | 1 | |
| Missing Items - Checked | | | | | | | 1 | 1 | 2 | | 4 | | 8 | |
| Screening | 1 | | | 4 | 3 | | 1 | | | 1 | 1 | 1 | 12 | |
| Inconsistency | 1 | | | 1 | 1 | | | | | | | | 3 | |
| Lengthy Lines | | | | | | | | | | 1 | | | 1 | |
| Procedures/Process | | | | 3 | 2 | | 1 | | | | 1 | 1 | 8 | |
| 2018 | 10 | 16 | 8 | 9 | 15 | 10 | 10 | 13 | 8 | 11 | 11 | 11 | 132 | |
| Civil Rights | | 1 | | 1 | 2 | | | | | 1 | 1 | 1 | 7 | |
| Age | | | | | 1 | | | | | | | | 1 | |
| Constitutional Rights | | 1 | | | | | | | | | | | 1 | |
| Hair Patdowns | | | | 1 | | | | | | 1 | | | 2 | |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | 1 | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | 1 | 1 | |
| Customer Service | | 2 | | | | 3 | 2 | | 1 | 1 | 2 | 2 | 13 | |
| Others | | 1 | | | | | | | | | | | 1 | |
| TSO | | 1 | | | | 3 | 2 | | 1 | 1 | 2 | 2 | 12 | |
| Locks | | 1 | | | | | | 1 | | 1 | 1 | | 4 | |
| Missing or Damaged Lock | | 1 | | | | | | 1 | | 1 | 1 | | 4 | |
| Lost and Found | | | | | | | 1 | | | | | | 1 | |
| Airport/TSA | | | | | | | 1 | | | | | | 1 | |
| Mishandling of Passenger Property | 5 | 5 | 3 | 2 | 2 | 3 | 2 | 2 | 1 | 2 | 2 | 1 | 30 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | 1 | | 1 | 3 | |
| Damaged/Missing Items--Checked Baggage | 4 | 5 | 2 | 2 | 2 | 2 | 2 | 1 | | 1 | 2 | | 23 | |
| Disarrayed Items--Carry-on or Checked | 1 | | 1 | | | 1 | | 1 | | | | | 4 | |
| Notice of Violation/Civil Penalties | | | | | | | | | | | | 1 | 1 | |
| General | | | | | | | | | | | | 1 | 1 | |
| Patdown | | 3 | | 3 | | | 1 | 1 | 1 | 1 | | | 10 | |
| Flyer | | 3 | | 2 | | | 1 | | 1 | 1 | | | 8 | |
| Flyer as Observer | | | | | | | | 1 | | | | | 1 | |
| Non-Flyer | | | | 1 | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 2 | 1 | 2 | | 2 | | 1 | 1 | | | | 2 | 11 | |
| Diabetes | | 1 | 1 | | 1 | | | | | | | | 3 | |
| Hearing Impairment | | | 1 | | | | | | | | | | 1 | |
| Internal Medical Devices | | | | | | | 1 | 1 | | | | | 2 | |
| Metal Implants (joint) | 2 | | | | | | | | | | | | 2 | |
| Prosthesis/Amputees and Casts | | | | | 1 | | | | | | | | 1 | |
| Service Animals | | | | | | | | | | | | 1 | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|-----------|-----------|----------|----------|-----------|-----------|-----|-----|-----|-----|-----|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | | 1 | 1 |
| Prohibited & Permitted Items | | | | | 1 | | | | | | | | 1 |
| Remains | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 3 | | 3 | 2 | 4 | | | 2 | 3 | 3 | 1 | 4 | 25 |
| Damaged Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Damaged Items - Checked | 2 | | | 1 | 1 | | | 2 | 1 | 1 | | 1 | 9 |
| Missing Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | 1 | | 3 | 1 | 3 | | | | 2 | 1 | 1 | 2 | 14 |
| Screening | | 3 | | 1 | 4 | 4 | 4 | 5 | 2 | 2 | 4 | | 29 |
| Lengthy Lines | | 1 | | | 2 | | 2 | | | | | | 5 |
| Procedures/Process | | 2 | | 1 | 2 | 4 | 2 | 4 | 2 | 2 | 4 | | 23 |
| Security Breach | | | | | | | | 1 | | | | | 1 |
| 2019 | 8 | 11 | 11 | 8 | 6 | 11 | 10 | | | | | | 65 |
| Civil Rights | | 1 | | | | 1 | 1 | | | | | | 3 |
| Age | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | | | 1 |
| Customer Service | 1 | 2 | | 1 | 1 | 2 | 3 | | | | | | 10 |
| TSO | 1 | 2 | | 1 | 1 | 2 | 3 | | | | | | 10 |
| Locks | | 1 | 1 | | 2 | | 1 | | | | | | 5 |
| Missing or Damaged Lock | | 1 | 1 | | 2 | | 1 | | | | | | 5 |
| Mishandling of Passenger Property | 1 | 2 | 5 | 3 | 2 | 1 | 1 | | | | | | 15 |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | 4 | 2 | 2 | 1 | 1 | | | | | | 13 |
| Disarrayed Items--Carry-on or Checked | | | 1 | 1 | | | | | | | | | 2 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | | 2 | | | | | | | 4 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | 1 | | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | 1 | | | | 1 | | | | | | | 2 |
| Property - Special Handling | 1 | | 2 | 3 | 1 | 3 | 2 | | | | | | 12 |
| Damaged Items - Checked | | | 1 | 1 | | 1 | 1 | | | | | | 4 |
| Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Missing Items - Checked | 1 | | 1 | 1 | 1 | 2 | 1 | | | | | | 7 |
| Screening | 5 | 3 | 2 | 1 | | 2 | 2 | | | | | | 15 |
| Inconsistency | | | 1 | | | | | | | | | | 1 |
| Lengthy Lines | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | 4 | 2 | 1 | 1 | | 2 | 2 | | | | | | 12 |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| OLF | | | | | | | | 1 | | | | | 1 |
| 2016 | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| OMA | 44 | 45 | 43 | 40 | 44 | 51 | 45 | 63 | 52 | 49 | 64 | 43 | 583 |
| 2016 | | | | 10 | 13 | 14 | 8 | 21 | 13 | 21 | 23 | 16 | 139 |
| Civil Rights | | | | | 1 | | 1 | 1 | | 2 | | 1 | 6 |
| Racial Profiling or Discrimination | | | | | 1 | | 1 | 1 | | 1 | | 1 | 4 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | | 1 | 2 |
| Customer Service | | | | | 2 | | | 3 | 2 | 1 | 4 | 4 | 16 |
| CSM | | | | | 1 | | | | 1 | | | | 2 |
| Others | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | 1 | | | 3 | 1 | 1 | 4 | 3 | 13 |
| Locks | | | | | | | | 2 | 1 | 3 | | 2 | 8 |
| Missing or Damaged Lock | | | | | | | | 2 | 1 | 3 | | 2 | 8 |
| Lost and Found | | | | | 1 | | | | | | | | 1 |
| Airport/TSA | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 8 | 7 | 7 | 5 | 10 | 7 | 11 | 13 | 7 | 75 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 2 | | 3 | 1 | | | | 7 |
| Damaged/Missing Items--Checked Baggage | | | | 7 | 6 | 5 | 3 | 5 | 6 | 7 | 11 | 7 | 57 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | 2 | 2 | | 4 | 2 | | 11 |
| Patdown | | | | 1 | | 3 | 1 | 4 | 1 | 3 | 2 | | 15 |
| Children | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | 1 | | 3 | 1 | 4 | 1 | 2 | 2 | | 14 |
| Persons w/ Disabilities (PWD) | | | | | 1 | 1 | | | | | | | 2 |
| General | | | | | 1 | | | | | | | | 1 |
| Visual Impairment | | | | | | 1 | | | | | | | 1 |
| Screening | | | | 1 | 1 | 3 | 1 | 1 | 2 | 1 | 4 | 2 | 16 |
| Crew Member or Airline Employee | | | | | | | | | | | 1 | | 1 |
| Inconsistency | | | | | | | 1 | | | | | 1 | 2 |
| Lengthy Lines | | | | | | 2 | | 1 | | | | | 3 |
| Procedures/Process | | | | 1 | 1 | 1 | | | 2 | 1 | 3 | 1 | 10 |
| 2017 | 14 | 12 | 17 | 12 | 9 | 17 | 14 | 18 | 22 | 17 | 23 | 16 | 191 |
| Civil Rights | 1 | | | | 1 | 2 | | | 1 | | | | 5 |
| Racial Profiling or Discrimination | 1 | | | | 1 | 2 | | | 1 | | | | 5 |
| Customer Service | | 1 | 2 | | 1 | 1 | 4 | 2 | 4 | 3 | 4 | 2 | 24 |
| CSM | | | 1 | | | | | | | 1 | | | 2 |
| Others | | | | | | | | | | 1 | 1 | | 2 |
| TSO | | 1 | 1 | | 1 | 1 | 4 | 2 | 4 | 1 | 3 | 2 | 20 |
| Locks | 4 | | 1 | | 1 | 1 | 1 | 1 | | | 2 | 1 | 12 |
| Missing or Damaged Lock | 4 | | 1 | | 1 | 1 | 1 | 1 | | | 2 | 1 | 12 |
| Lost and Found | | | 1 | 1 | | 1 | | | | | | | 3 |
| Airport/TSA | | | 1 | 1 | | 1 | | | | | | | 3 |
| Mishandling of Passenger Property | 4 | 11 | 10 | 10 | 3 | 8 | 3 | 6 | 4 | 5 | 8 | 4 | 76 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | 1 | 2 | | 1 | | | | | 1 | | 7 |
| Damaged/Missing Items--Checked Baggage | 2 | 8 | 9 | 7 | 3 | 6 | 2 | 6 | 3 | 3 | 4 | 4 | 57 |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | | 1 | | 1 | 1 | | 1 | 2 | 3 | | 11 |
| Patdown | 1 | | | | 2 | 2 | 2 | 2 | 5 | 6 | | 5 | 25 |
| Flyer | 1 | | | | 2 | 2 | 2 | 2 | 5 | 6 | | 4 | 24 |
| Flyer as Observer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | 1 | | | | 2 | | 2 | 1 | 8 |
| Medically Necessary Medication and Medical | 1 | | 1 | | | | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | 1 | | 1 | 1 | 3 |
| Respiratory and Inhaler Equipment | | | | | 1 | | | | | | 1 | | 2 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | 2 | 4 | 2 | 1 | 2 | 1 | 12 |
| Damaged Items - Checked | | | | | | | | 1 | 1 | | | 1 | 3 |
| Missing Items - Carry-On | | | | | | | 2 | 2 | | | 1 | | 5 |
| Missing Items - Checked | | | | | | | | 1 | 1 | 1 | 1 | | 4 |
| Screening | 3 | | 2 | 1 | | 2 | 2 | 3 | 4 | 2 | 5 | 2 | 26 |
| Crew Member or Airline Employee | | | | | | | | | | | 2 | | 2 |
| Inconsistency | | | | | | | | | 2 | | 1 | 1 | 4 |
| Lengthy Lines | | | | | | 1 | | | 1 | | | 1 | 3 |
| Procedures/Process | 3 | | 2 | 1 | | 1 | 2 | 3 | 1 | 1 | 2 | | 16 |
| Security Breach | | | | | | | | | | 1 | | | 1 |
| 2018 | 14 | 13 | 13 | 12 | 11 | 8 | 11 | 24 | 17 | 11 | 18 | 11 | 163 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Civil Rights | | | | | 2 | | 1 | | | | 1 | | 4 |
| Racial Profiling or Discrimination | | | | | 2 | | 1 | | | | | | 3 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | 1 |
| Customer Service | 1 | 4 | 2 | 3 | 2 | 1 | 1 | 6 | 1 | 1 | 1 | 2 | 25 |
| Others | | | | | | | 1 | | | | | | 1 |
| TSO | 1 | 4 | 2 | 3 | 2 | 1 | | 6 | 1 | 1 | 1 | 2 | 24 |
| Locks | | 1 | 1 | 2 | 3 | | | 1 | 1 | 1 | 1 | 1 | 12 |
| Missing or Damaged Lock | | 1 | 1 | 2 | 3 | | | 1 | 1 | 1 | 1 | 1 | 12 |
| Mishandling of Passenger Property | 4 | 3 | 3 | 2 | | 3 | 3 | 7 | 6 | 3 | 6 | 3 | 43 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | 1 | | | | 1 | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 3 | 1 | 1 | 1 | | 2 | 2 | 5 | 5 | 3 | 3 | 3 | 29 |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | 2 | | | 1 | 1 | 1 | 1 | | 3 | | 11 |
| Patdown | 1 | 2 | 1 | 1 | | 2 | 2 | 3 | 2 | 3 | 2 | 1 | 20 |
| Flyer | 1 | 2 | 1 | | | 2 | 2 | 3 | 2 | 1 | 2 | 1 | 17 |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Non-Flyer | | | | 1 | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | | | 1 | 2 | | | | 5 |
| General | | | | | | | | 1 | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | 1 | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | 5 | | 3 | 1 | 1 | | 1 | 2 | | 1 | 5 | 1 | 20 |
| Damaged Items - Checked | 2 | | | 1 | | | | | | | 1 | 1 | 5 |
| Missing Items - Carry-On | | | | | | | | | | 1 | 1 | | 2 |
| Missing Items - Checked | 3 | | 3 | | 1 | | 1 | 2 | | | | | 13 |
| Screening | 2 | 2 | 3 | 2 | 3 | 2 | 3 | 4 | 5 | 2 | 2 | 3 | 33 |
| Inconsistency | | | 1 | 1 | | | | | | | | | 2 |
| Lengthy Lines | | 1 | | | 2 | | 1 | 1 | 1 | | | | 6 |
| Procedures/Process | 2 | 1 | 2 | 1 | | 2 | 2 | 3 | 4 | 2 | 2 | 2 | 23 |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | | | 1 |
| Security Breach | | | | | | | | | | | | 1 | 1 |
| 2019 | 16 | 20 | 13 | 6 | 11 | 12 | 12 | | | | | | 90 |
| Civil Rights | 1 | | 1 | 2 | | | | | | | | | 4 |
| Age | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | 1 | | | | | | | | | 2 |
| Customer Service | | 3 | 1 | | | 4 | 1 | | | | | | 9 |
| TSO | | 3 | 1 | | | 4 | 1 | | | | | | 9 |
| Locks | 1 | 1 | | | | | 1 | | | | | | 3 |
| Missing or Damaged Lock | 1 | 1 | | | | | 1 | | | | | | 3 |
| Lost and Found | | 1 | | | | | | | | | | | 1 |
| Airport/TSA | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 7 | 5 | 2 | 2 | 2 | | 3 | | | | | | 21 |
| Damaged/Missing Items--Checked Baggage | 3 | 4 | 2 | 2 | 2 | | 3 | | | | | | 16 |
| Disarrayed Items--Carry-on or Checked | 4 | 1 | | | | | | | | | | | 5 |
| Patdown | 2 | 1 | 1 | | 1 | 2 | 2 | | | | | | 9 |
| Flyer | 2 | 1 | 1 | | 1 | 2 | 2 | | | | | | 9 |
| Persons w/ Disabilities (PWD) | 1 | 4 | | | 1 | 1 | | | | | | | 7 |
| Autism Spectrum | | 1 | | | | | | | | | | | 1 |
| General | 1 | | | | | | | | | | | | 1 |
| Internal Medical Devices | | 1 | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | 1 | 1 | | | | | | | 3 |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 4 | 6 | 1 | 3 | 2 | 4 | | | | | | 21 |
| Damaged Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Damaged Items - Checked | | 1 | 1 | 1 | 2 | 1 | | | | | | | 6 |
| Missing Items - Carry-On | | | | | | 1 | 1 | | | | | | 2 |
| Missing Items - Checked | 1 | 2 | 5 | | 1 | | 3 | | | | | | 12 |
| Request for Assistance | | | 1 | | | | | | | | | | 1 |
| Other | | | 1 | | | | | | | | | | 1 |
| Screening | 3 | 1 | 1 | 1 | 4 | 3 | 1 | | | | | | 14 |
| Inconsistency | | | | | | 1 | | | | | | | 1 |
| Lengthy Lines | | | | | 1 | 1 | | | | | | | 2 |
| Procedures/Process | 2 | 1 | 1 | 1 | 3 | 1 | | | | | | | 9 |
| Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | 1 |
| Security Breach | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| OME | | | | 2 | 3 | 1 | 1 | 1 | 2 | 3 | 1 | 3 | 17 | |
| 2016 | | | | | | | | 1 | 1 | 1 | | 1 | 4 | |
| Customer Service | | | | | | | | | 1 | | | | 1 | |
| TSO | | | | | | | | | 1 | | | | 1 | |
| Mishandling of Passenger Property | | | | | | | | 1 | | 1 | | 1 | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | 1 | | | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 | |
| 2017 | | | | | 3 | 1 | 1 | | 1 | 2 | 1 | 2 | 11 | |
| Customer Service | | | | | | | | | | 1 | | | 1 | |
| TSO | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | | | | | 3 | 1 | | | | | | | 6 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | | | | | | | 2 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | 1 | 2 | |
| Property - Special Handling | | | | | | | 1 | | | 1 | | 1 | 3 | |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 | |
| Missing Items - Checked | | | | | | | 1 | | | | | 1 | 2 | |
| Screening | | | | | | | | | 1 | | | | 1 | |
| Lengthy Lines | | | | | | | | | 1 | | | | 1 | |
| 2018 | | | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 | |
| 2019 | | | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ONT | 54 | 54 | 65 | 59 | 48 | 64 | 48 | 47 | 43 | 30 | 45 | 37 | 594 |
| 2016 | | | | 19 | 9 | 14 | 9 | 17 | 14 | 9 | 15 | 11 | 117 |
| Civil Rights | | | | | 1 | | | 1 | | | 1 | | 3 |
| Racial Profiling or Discrimination | | | | | 1 | | | 1 | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | 2 | | 1 | 1 | 3 | 4 | 2 | 2 | 1 | 16 |
| Others | | | | | | | | | 2 | 1 | | | 3 |
| TSO | | | | 2 | | 1 | 1 | 3 | 2 | 1 | 2 | 1 | 13 |
| Identification (ID) Requirements | | | | | | | 1 | | | | | | 1 |
| Domestic | | | | | | | 1 | | | | | | 1 |
| Locks | | | | 3 | 2 | 2 | | 1 | 1 | | | | 9 |
| Missing or Damaged Lock | | | | 3 | 2 | 2 | | 1 | 1 | | | | 9 |
| Lost and Found | | | | 1 | | | | | | | | | 1 |
| Airport/TSA | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 12 | 5 | 8 | 6 | 8 | 8 | 5 | 10 | 10 | 72 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | 1 | | | 1 | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 10 | 4 | 8 | 4 | 5 | 7 | 4 | 9 | 10 | 61 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 1 | | 1 | 2 | 1 | 1 | | | 7 |
| Patdown | | | | 1 | | | 1 | 1 | | 1 | | | 4 |
| Flyer | | | | 1 | | | 1 | 1 | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) | | | | | 1 | 2 | | 1 | | | 2 | | 6 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | | 1 | | 1 |
| General | | | | | | 1 | | | | | | | 1 |
| Internal Medical Devices | | | | | | | | | | | 1 | | 1 |
| Medical Devices - Attached to the Body | | | | | 1 | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | | | | | 1 |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Request for Assistance | | | | | | | | | | 1 | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | 1 | | 2 | 1 | | | | 4 |
| Inconsistency | | | | | | 1 | | 1 | | | | | 2 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| Security Breach | | | | | | | | | 1 | | | | 1 |
| 2017 | 17 | 21 | 22 | 19 | 12 | 23 | 14 | 15 | 13 | 11 | 15 | 14 | 196 |
| Animals | | | | | | 1 | | | | | | | 1 |
| Carry-On | | | | | | 1 | | | | | | | 1 |
| Civil Rights | | 2 | 1 | | 2 | 1 | | | | | | | 6 |
| National Origin | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | 1 | 1 | | | | | | | 3 |
| Sex/Gender/Gender Identity- Not Transgender | | 2 | | | | | | | | | | | 2 |
| Customer Service | 5 | 3 | 2 | 1 | 2 | 4 | 2 | 3 | 4 | 4 | 8 | 8 | 46 |
| Others | | 1 | | | | 2 | 1 | | | | 1 | 1 | 6 |
| TSO | 5 | 2 | 2 | 1 | 2 | 2 | 1 | 3 | 4 | 4 | 7 | 7 | 40 |
| Locks | 1 | | | 1 | 1 | 2 | 1 | 1 | 1 | | 1 | 2 | 11 |
| Missing or Damaged Lock | 1 | | | 1 | 1 | 2 | 1 | 1 | 1 | | 1 | 2 | 11 |
| Lost and Found | | 3 | | | | | | 1 | | | | | 4 |
| Airport/TSA | | 3 | | | | | | 1 | | | | | 4 |
| Mishandling of Passenger Property | 8 | 12 | 14 | 15 | 4 | 8 | 4 | 5 | 2 | 1 | 1 | | 74 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | 1 | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 7 | 12 | 11 | 14 | 3 | 7 | 3 | 5 | 2 | 1 | 1 | | 66 |
| Disarrayed Items--Carry-on or Checked | | | 2 | 1 | 1 | 1 | 1 | | | | | | 6 |
| Patdown | 2 | | 1 | | | 3 | | 1 | | | | | 7 |
| Flyer | 2 | | 1 | | | 3 | | 1 | | | | | 7 |
| Persons w/ Disabilities (PWD) | | 1 | 3 | | 2 | 3 | 1 | | 1 | 1 | 1 | 2 | 15 |
| Diabetes | | | 1 | | 1 | 1 | | | | | | 1 | 4 |
| Medical Devices - Attached to the Body | | | | | | 1 | | | 1 | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | 1 | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | 1 | 1 | | | | | 1 | | 4 |
| Prosthesis/Amputees and Casts | | 1 | | | | | | | | | | 1 | 2 |
| Touch Aversion (pain/trauma) | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 6 | 2 | 3 | 2 | 2 | | 15 |
| Damaged Items - Carry-On | | | | | | | 1 | | | 1 | | | 2 |
| Damaged Items - Checked | | | | | | | | | 2 | 1 | 1 | | 4 |
| Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | 5 | 2 | | | 1 | | 8 |
| Screening | 1 | | 1 | 2 | 1 | 1 | | 2 | 2 | 3 | 2 | 2 | 17 |
| Inconsistency | | | | | 1 | | | 1 | 1 | 1 | | | 4 |
| Lengthy Lines | | | | | | 1 | | | | | 1 | | 2 |
| Procedures/Process | 1 | | 1 | 2 | | | | | 1 | 2 | 1 | 2 | 10 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | 1 | | | | | 1 |
| 2018 | 15 | 18 | 21 | 10 | 14 | 11 | 18 | 15 | 16 | 10 | 15 | 12 | 175 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 |
| Flyer | | | | | | | | | | | 1 | | 1 |
| Civil Rights | | 2 | | | | 1 | | 2 | | | | | 5 |
| Racial Profiling or Discrimination | | 1 | | | | | | 1 | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | 1 | | | | | | | 2 |
| Transgender Screening | | | | | | | | 1 | | | | | 1 |
| Customer Service | 1 | 7 | 10 | 4 | 2 | 1 | 4 | 2 | 5 | 3 | 6 | 6 | 51 |
| Others | 1 | 4 | 3 | | | | | | 1 | | 1 | 1 | 11 |
| TSO | | 3 | 7 | 4 | 2 | 1 | 4 | 2 | 4 | 3 | 5 | 5 | 40 |
| Locks | | | | 2 | 1 | | 1 | | 1 | | 1 | | 6 |
| Missing or Damaged Lock | | | | 2 | 1 | | 1 | | 1 | | 1 | | 6 |
| Lost and Found | | | | | | | | | | 1 | | | 1 |
| Airport/TSA | | | | | | | | | | 1 | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Mishandling of Passenger Property | 3 | | 4 | 3 | 6 | 5 | 7 | 4 | 3 | 5 | 4 | 2 | 46 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | 3 | | 4 | 2 | 3 | 4 | 5 | 4 | 3 | 4 | 3 | 1 | 36 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 3 | 1 | 1 | | | 1 | | 1 | 8 |
| Patdown | 2 | | | | | | | 1 | 2 | | | 1 | 6 |
| Flyer | 2 | | | | | | | 1 | 2 | | | 1 | 6 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | 1 | 1 | 1 | 1 | 2 | | 1 | | 9 |
| Breast Cancer | | | | | | | | | | | 1 | | 1 |
| Cognitive /Developmental /Mental Disability | | 1 | | | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | 1 | | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | 1 | | 2 | | | | 4 |
| Prosthesis/Amputees and Casts | | | | | 1 | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | 3 | 6 | 3 | 1 | 1 | 2 | 3 | 2 | 3 | | 1 | 2 | 27 |
| Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Damaged Items - Checked | 2 | | | | 1 | | | 1 | 1 | | 1 | 1 | 7 |
| Missing Items - Carry-On | | 1 | 1 | 1 | | 1 | | | 1 | | | | 5 |
| Missing Items - Checked | 1 | 5 | 2 | | | 1 | 2 | 1 | 1 | | | 1 | 14 |
| Request for Assistance | | | | | | | | | | | | 1 | 1 |
| Other | | | | | | | | | | | | 1 | 1 |
| Screening | 5 | 2 | 4 | | 3 | 1 | 2 | 3 | | 1 | 1 | | 22 |
| Inconsistency | 2 | 1 | | | | | 1 | 1 | | | | | 5 |
| Lengthy Lines | 1 | | 1 | | | | | | | 1 | | | 3 |
| Procedures/Process | 2 | 1 | 2 | | 2 | 1 | 1 | 2 | | | 1 | | 12 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |
| Security Breach | | | | | 1 | | | | | | | | 1 |
| 2019 | 22 | 15 | 22 | 11 | 13 | 16 | 7 | | | | | | 106 |
| Civil Rights | 1 | 2 | 3 | | | | | | | | | | 6 |
| Racial Profiling or Discrimination | 1 | 2 | 2 | | | | | | | | | | 5 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| Customer Service | 4 | 1 | 3 | 2 | 6 | 2 | 5 | | | | | | 23 |
| Others | 1 | | 1 | | | | | | | | | | 2 |
| TSO | 3 | 1 | 2 | 2 | 6 | 2 | 5 | | | | | | 21 |
| Locks | | | | | | 2 | | | | | | | 2 |
| Missing or Damaged Lock | | | | | | 2 | | | | | | | 2 |
| Mishandling of Passenger Property | 9 | 2 | 7 | 6 | 1 | 4 | | | | | | | 29 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | 1 | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 4 | 2 | 6 | 5 | 1 | | | | | | | | 18 |
| Damaged/Missing Items--Unspecified Luggag | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 3 | | 1 | 1 | | 3 | | | | | | | 8 |
| Patdown | | 1 | 2 | | | 1 | 1 | | | | | | 5 |
| Flyer | | 1 | 2 | | | 1 | 1 | | | | | | 5 |
| Persons w/ Disabilities (PWD) | 2 | 1 | 1 | | | | 1 | | | | | | 5 |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | | | | | | | 1 |
| Metal Implants (joint) | 1 | | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 3 | 4 | 6 | | 3 | 2 | | | | | | | 18 |
| Damaged Items - Checked | | | 3 | | 1 | | | | | | | | 4 |
| Missing Items - Carry-On | 1 | | 1 | | 1 | | | | | | | | 3 |
| Missing Items - Checked | 2 | 4 | 2 | | 1 | 2 | | | | | | | 11 |
| Screening | 3 | 4 | | 3 | 3 | 5 | | | | | | | 18 |
| Inconsistency | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | 3 | 3 | | 3 | 2 | 5 | | | | | | | 16 |
| Security Breach | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| ORD | 372 | 326 | 362 | 446 | 369 | 469 | 499 | 514 | 373 | 371 | 429 | 340 | 4,870 | |
| 2016 | | | | 137 | 109 | 135 | 186 | 279 | 127 | 128 | 157 | 122 | 1,380 | |
| Advanced Imaging Technology (AIT) | | | | | 1 | | | | | | | | 1 | |
| Flyer | | | | | 1 | | | | | | | | 1 | |
| Civil Rights | | | | 4 | 6 | 3 | 6 | 8 | 1 | 2 | 8 | 3 | 41 | |
| Constitutional Rights | | | | | | 1 | | | | | | | 1 | |
| General Complaint and Discrimination | | | | | 3 | | | | | | | | 3 | |
| Headwear | | | | | 1 | | | | | | | | 1 | |
| National Origin | | | | | | | 1 | | | | 1 | | 2 | |
| Perceived Religion | | | | | | 1 | | 1 | | | | | 2 | |
| Racial Profiling or Discrimination | | | | 2 | 2 | 1 | 2 | 6 | 1 | 1 | 7 | 3 | 25 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 2 | 1 | | | | | 3 | |
| Sexual Orientation - Not Transgender | | | | | | | 1 | | | 1 | | | 2 | |
| Transgender Screening | | | | 2 | | | | | | | | | 2 | |
| Customer Service | | | | 33 | 20 | 27 | 33 | 59 | 41 | 25 | 35 | 28 | 301 | |
| CSM | | | | | | | | | 1 | | | | 1 | |
| Others | | | | 2 | 3 | 4 | 1 | 7 | 7 | 4 | 6 | 2 | 36 | |
| TSO | | | | 31 | 17 | 23 | 32 | 52 | 33 | 21 | 29 | 26 | 264 | |
| Identification (ID) Requirements | | | | | | 1 | 2 | 1 | | | | | 4 | |
| Domestic | | | | | | 1 | 1 | 1 | | | | | 3 | |
| International Travel | | | | | | | 1 | | | | | | 1 | |
| Intranet/Internet Inquiries | | | | | | | | 1 | | | | | 1 | |
| General | | | | | | | | 1 | | | | | 1 | |
| Locks | | | | 4 | 6 | 7 | 5 | 2 | 7 | 3 | 5 | 6 | 45 | |
| General | | | | | | | | | | | 1 | | 1 | |
| Missing or Damaged Lock | | | | 4 | 6 | 7 | 5 | 2 | 7 | 3 | 4 | 6 | 44 | |
| Lost and Found | | | | 2 | 1 | 3 | 3 | 1 | 2 | 6 | 6 | 2 | 26 | |
| Airport/TSA | | | | 2 | 1 | 3 | 3 | 1 | 2 | 6 | 6 | 2 | 26 | |
| Mishandling of Passenger Property | | | | 52 | 39 | 54 | 53 | 57 | 46 | 70 | 72 | 57 | 500 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 8 | 7 | 11 | 6 | 11 | 6 | 11 | 14 | 10 | 84 | |
| Damaged/Missing Items--Checked Baggage | | | | 42 | 27 | 40 | 42 | 40 | 39 | 53 | 54 | 38 | 375 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | 2 | 1 | 3 | 1 | 2 | | | 10 | |
| Disarrayed Items--Carry-on or Checked | | | | 2 | 4 | 1 | 4 | 3 | | 4 | 4 | 9 | 31 | |
| Patdown | | | | | 1 | 5 | | 6 | 5 | 5 | 7 | 12 | 41 | |
| Flyer | | | | | 1 | 3 | | 5 | 4 | 4 | 5 | 12 | 34 | |
| Flyer as Observer | | | | | | 1 | | 1 | 1 | | | | 3 | |
| General | | | | | | | | | | | 2 | | 2 | |
| Non-Flyer | | | | | | 1 | | | | 1 | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | 2 | 3 | 4 | 3 | 5 | 2 | 3 | 6 | 4 | 32 | |
| Cognitive /Developmental /Mental Disability | | | | | | 1 | | 1 | | | 1 | | 3 | |
| General | | | | | | 1 | | | | | | | 1 | |
| Hearing Impairment | | | | | 1 | | | | | | | | 1 | |
| Internal Medical Devices | | | | | | | | 1 | | | | | 1 | |
| Medical Devices - Attached to the Body | | | | 1 | | | | 1 | | | | | 2 | |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | 2 | | 1 | | 2 | | 6 | |
| Metal Implants (joint) | | | | | | 1 | | | | | 1 | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | 1 | | 2 | 1 | | | 3 | 8 | |
| Prosthesis/Amputees and Casts | | | | | | | | | | 1 | 1 | | 2 | |
| Service Animals | | | | | | | | | | | | 1 | 1 | |
| Touch Aversion (pain/trauma) | | | | | 1 | | | | | | | | 1 | |
| Visual Impairment | | | | | | | | | | 1 | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | 1 | | | 1 | 1 | | 3 | |
| Prohibited & Permitted Items | | | | | | | | | | | | 1 | 1 | |
| Firearm/Ammunition | | | | | | | | | | | | 1 | 1 | |
| Screening | | | | 39 | 32 | 30 | 81 | 139 | 23 | 14 | 18 | 9 | 385 | |
| Crew Member or Airline Employee | | | | | 1 | | | | | 1 | | | 2 | |
| Inconsistency | | | | 2 | | 1 | 5 | 4 | 3 | | 1 | | 16 | |
| International Screening | | | | | | | 1 | | | | | | 1 | |
| Lengthy Lines | | | | 30 | 27 | 21 | 63 | 129 | 6 | 1 | 1 | 1 | 279 | |
| Procedures/Process | | | | 7 | 3 | 8 | 12 | 5 | 12 | 10 | 13 | 6 | 76 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | 2 | 1 | 1 | 1 | 5 | |
| Security Breach | | | | | 1 | | | 1 | | 1 | 2 | 1 | 6 | |
| TSA Contact Information | | | | 1 | | 1 | | | | | | | 2 | |
| General | | | | 1 | | 1 | | | | | | | 2 | |
| 2017 | 129 | 121 | 126 | 117 | 91 | 135 | 96 | 120 | 128 | 116 | 140 | 129 | 1,448 | |
| Civil Rights | 3 | 4 | 7 | | 4 | 6 | 3 | 2 | 6 | 1 | 5 | 6 | 47 | |
| Hair Patdowns | | | | | | | | | 1 | | | | 1 | |
| Headwear | | | | | 1 | | | | | | | 1 | 2 | |
| National Origin | | | 1 | | 1 | | | | | | 1 | | 3 | |
| Racial Profiling or Discrimination | 3 | 2 | 4 | | 2 | 4 | 3 | 1 | 1 | 1 | 3 | 4 | 28 | |
| Sex/Gender/Gender Identity- Not Transgender | | 2 | 2 | | | 1 | | | 2 | | 1 | | 8 | |
| Sexual Orientation - Not Transgender | | | | | | | | 1 | | | | 1 | 2 | |
| Transgender Screening | | | | | | 1 | | | 2 | | | | 3 | |
| Customer Service | 35 | 25 | 31 | 23 | 31 | 32 | 32 | 36 | 39 | 29 | 24 | 40 | 377 | |
| CSM | 1 | | | 1 | | | | | | | | | 2 | |
| Others | 1 | 3 | | | | 2 | | 3 | 5 | | 1 | 1 | 16 | |
| TSO | 33 | 22 | 31 | 22 | 31 | 30 | 32 | 33 | 34 | 29 | 23 | 39 | 359 | |
| Human Capital | | | | | 1 | | | | | | | | 1 | |
| Prospective Employment with TSA | | | | | 1 | | | | | | | | 1 | |
| Identification (ID) Requirements | | | | | | | | 1 | | | 1 | 1 | 3 | |
| Domestic | | | | | | | | | | | 1 | 1 | 2 | |
| ID Matching Ticket and Boarding Pass Issues | | | | | | | | 1 | | | | | 1 | |
| Locks | 5 | 5 | 3 | 8 | 5 | 8 | 3 | 3 | 6 | 4 | 9 | 9 | 68 | |
| General | | 1 | 1 | | | | | | 2 | | | | 4 | |
| Missing or Damaged Lock | 5 | 4 | 2 | 8 | 5 | 8 | 3 | 3 | 4 | 4 | 9 | 9 | 64 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Lost and Found | 1 | 5 | 6 | 11 | | 2 | 2 | 3 | 5 | 1 | 3 | 1 | 40 |
| Airport/TSA | 1 | 5 | 6 | 11 | | 2 | 2 | 3 | 5 | 1 | 3 | 1 | 40 |
| Mishandling of Passenger Property | 57 | 51 | 56 | 54 | 44 | 64 | 25 | 36 | 37 | 39 | 46 | 28 | 537 |
| Damaged/Missing Items--Carry-on Luggage | 15 | 7 | 12 | 6 | 6 | 13 | 2 | 1 | 4 | 2 | 5 | 2 | 75 |
| Damaged/Missing Items--Checked Baggage | 41 | 42 | 42 | 46 | 36 | 43 | 21 | 26 | 30 | 34 | 33 | 23 | 417 |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | 1 | 3 | | | | | 2 | | 7 |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | 2 | 2 | 1 | 5 | 2 | 9 | 3 | 3 | 6 | 3 | 38 |
| Patdown | 4 | 10 | 12 | 7 | 1 | 4 | 2 | 3 | 3 | 4 | 6 | 5 | 61 |
| Children | | | | 1 | | | | | | | | | 1 |
| Flyer | 4 | 10 | 10 | 5 | 1 | 4 | 2 | 3 | 3 | 4 | 6 | 5 | 57 |
| Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Non-Flyer | | | 1 | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 7 | 2 | 1 | 2 | | 5 | 4 | 2 | 2 | 3 | 4 | 3 | 35 |
| Cancer (general) Not Breast Cancer | 1 | | | | | | 1 | | | | | 1 | 3 |
| Diabetes | | | | | | 1 | | | | | | | 1 |
| General | 2 | | 1 | | | | | 1 | | | | | 4 |
| Internal Medical Devices | | | | | | 1 | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | | | | | | 1 | 2 |
| Metal Implants (joint) | | | | | | | | | 2 | 1 | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | 1 | 1 | | 3 |
| Ostomy/Ostomates | | | | 1 | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | 1 | | | | | | 1 |
| Respiratory and Inhaler Equipment | | | | | | | 1 | | | | | | 1 |
| Service Animals | | | | | | 1 | | | | | | 1 | 2 |
| Touch Aversion (pain/trauma) | | | | | | 2 | 1 | | | | | | 3 |
| Wheelchair/ Scooter/ Segway | 2 | | | 1 | | | | 1 | | 1 | 3 | | 8 |
| Wounded Warrior | 2 | | | | | | | | | | | | 2 |
| Prohibited & Permitted Items | | | | | | | | | 1 | 1 | 3 | | 5 |
| Chemical/Household Products | | | | | | | | | | | 1 | | 1 |
| Food/Beverages | | | | | | | | | | 1 | 1 | | 2 |
| Lighters/Matches | | | | | | | | | 1 | | | | 1 |
| Remains | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | 15 | 22 | 23 | 20 | 25 | 18 | 123 |
| Damaged Items - Carry-On | | | | | | | | 3 | 2 | 1 | 2 | 1 | 9 |
| Damaged Items - Checked | | | | | | | 1 | 4 | 5 | 6 | 6 | 7 | 29 |
| Missing Items - Carry-On | | | | | | | 2 | 4 | 4 | 2 | 8 | 1 | 21 |
| Missing Items - Checked | | | | | | | 12 | 11 | 12 | 11 | 9 | 9 | 64 |
| Request for Assistance | 1 | 1 | | | | | | | | | | | 2 |
| Other | 1 | 1 | | | | | | | | | | | 2 |
| Screening | 16 | 18 | 10 | 12 | 5 | 14 | 10 | 12 | 6 | 14 | 14 | 18 | 149 |
| Crew Member or Airline Employee | | | | 1 | | | | | | | 1 | | 2 |
| Inconsistency | 3 | 2 | | 2 | | 3 | 3 | | | 3 | | 3 | 19 |
| International Screening | | | | | | | 1 | | | | | | 1 |
| Lengthy Lines | 2 | 3 | 1 | 1 | | | 2 | | 2 | 2 | 1 | 2 | 16 |
| Procedures/Process | 9 | 12 | 9 | 8 | 5 | 10 | 4 | 12 | 4 | 8 | 10 | 13 | 104 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 |
| Security Breach | 2 | 1 | | | | 1 | | | | | 1 | | 5 |
| Traveling with Cash | | | | | | | | | | 1 | | | 1 |
| 2018 | 114 | 108 | 120 | 114 | 100 | 107 | 116 | 115 | 118 | 127 | 132 | 89 | 1,360 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | 1 | 1 | | 1 | 4 |
| Flyer | 1 | | | | | | | | 1 | 1 | | 1 | 4 |
| Civil Rights | 5 | 6 | 4 | 5 | 3 | 1 | 6 | 2 | 6 | 9 | 4 | 5 | 56 |
| Constitutional Rights | | | | | 1 | | | | | 1 | | | 2 |
| Hair Patdowns | | | | | | | | | 1 | | 2 | | 3 |
| Headwear | | | | | | | | | | 1 | | | 1 |
| National Origin | | 1 | | 2 | | | 1 | | | 1 | | 1 | 6 |
| Racial Profiling or Discrimination | 4 | 4 | 3 | 1 | 1 | 1 | 5 | 1 | 5 | 5 | 2 | 2 | 34 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | 1 | | 2 | 1 | | | 1 | | 1 | | 2 | 9 |
| Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Customer Service | 35 | 18 | 30 | 20 | 27 | 30 | 30 | 39 | 31 | 35 | 41 | 20 | 356 |
| CSM | | | | | | 1 | | | | | | | 1 |
| Others | 2 | 2 | 1 | | 1 | 1 | 1 | 2 | 1 | | 2 | 1 | 14 |
| TSO | 33 | 16 | 29 | 20 | 26 | 28 | 29 | 37 | 30 | 35 | 39 | 19 | 341 |
| Locks | 7 | 4 | 6 | 8 | 3 | 10 | 8 | 7 | 2 | 5 | 3 | 8 | 71 |
| General | | | | 1 | 1 | 2 | 2 | | | | | | 6 |
| Missing or Damaged Lock | 7 | 4 | 6 | 7 | 2 | 8 | 6 | 7 | 2 | 5 | 3 | 8 | 65 |
| Lost and Found | 5 | 2 | 7 | 3 | 1 | 3 | 2 | 3 | 1 | 2 | 1 | 2 | 32 |
| Airport/TSA | 5 | 2 | 7 | 3 | 1 | 3 | 2 | 3 | 1 | 2 | 1 | 2 | 32 |
| Mishandling of Passenger Property | 30 | 24 | 30 | 34 | 19 | 19 | 26 | 33 | 25 | 22 | 27 | 23 | 312 |
| Damaged/Missing Items--Carry-on Luggage | 2 | 1 | 2 | 1 | 4 | 1 | | 3 | | | 1 | 3 | 18 |
| Damaged/Missing Items--Checked Baggage | 25 | 18 | 24 | 28 | 14 | 16 | 23 | 26 | 22 | 16 | 24 | 14 | 250 |
| Damaged/Missing Items--Unspecified Luggage | 2 | 1 | 1 | | | | | 1 | | | | | 5 |
| Disarrayed Items--Carry-on or Checked | 1 | 4 | 3 | 5 | 1 | 2 | 3 | 3 | 3 | 6 | 2 | 6 | 39 |
| Patdown | 4 | 6 | 5 | 3 | 2 | 2 | 6 | 5 | 10 | 2 | 7 | 3 | 55 |
| Flyer | 4 | 6 | 5 | 3 | 2 | 1 | 6 | 5 | 8 | 1 | 6 | 3 | 50 |
| Non-Flyer | | | | | | 1 | | | 2 | 1 | 1 | | 5 |
| Persons w/ Disabilities (PWD) | 3 | 6 | 5 | 8 | 7 | 5 | 9 | 3 | 8 | 4 | 5 | 5 | 68 |
| Autism Spectrum | | | | 1 | | | 1 | | | 1 | | | 3 |
| Breast Cancer | | | | 1 | | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | 1 | | | 1 | | | | | | 1 | | 3 |
| Diabetes | 1 | | | | | 1 | | 1 | | 1 | | 2 | 6 |
| General | | | 1 | | | | 1 | | | | 1 | | 3 |
| Internal Medical Devices | | 1 | 1 | | | | | | 1 | | | | 3 |
| Medical Devices - Attached to the Body | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Medically Necessary Medication and Medical Supplies | | | | | | | 2 | | | | 1 | | 3 |
| Metal Implants (joint) | | | | | | 1 | | | 1 | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | 1 | | | 1 | 2 | 3 | | 1 | 2 | 11 |
| Ostomy/Ostomates | | | 1 | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | 1 | | 1 | 2 | | 2 | | | | | | 6 |
| Respiratory and Inhaler Equipment | | | | | 1 | 1 | | | | | | | 2 |
| Service Animals | | | 1 | | | | 1 | | | | | | 2 |
| Touch Aversion (pain/trauma) | 1 | 1 | | 1 | 2 | | | | 1 | 1 | | | 7 |
| Visual Impairment | | | | | | | | | 1 | | 1 | | 2 |
| Wheelchair/ Scooter/ Segway | 1 | 2 | | 3 | 1 | 1 | | | 1 | 1 | | 1 | 11 |
| Property - Special Handling | 20 | 24 | 22 | 23 | 23 | 20 | 12 | 13 | 23 | 31 | 22 | 8 | 241 |
| Damaged Items - Carry-On | 1 | | | 1 | 4 | | 2 | | 3 | 3 | 1 | | 15 |
| Damaged Items - Checked | 5 | 3 | 4 | 2 | 2 | 3 | 2 | 5 | 4 | 7 | 10 | 4 | 51 |
| Missing Items - Carry-On | 4 | 4 | 4 | 7 | 6 | 7 | 2 | 2 | 1 | 8 | 4 | 2 | 51 |
| Missing Items - Checked | 10 | 17 | 14 | 13 | 11 | 10 | 6 | 6 | 15 | 13 | 7 | 2 | 124 |
| Request for Assistance | | | | | | | | | | | | 1 | 1 |
| Other | | | | | | | | | | | | 1 | 1 |
| Screening | 4 | 18 | 11 | 10 | 15 | 17 | 17 | 10 | 11 | 16 | 22 | 13 | 164 |
| Inconsistency | 2 | 4 | 2 | 1 | 1 | 2 | 2 | | 1 | | 2 | | 17 |
| Lengthy Lines | 1 | 4 | 4 | 1 | 1 | | | 2 | 4 | 2 | | 3 | 22 |
| Procedures/Process | 1 | 9 | 5 | 8 | 12 | 13 | 15 | 7 | 6 | 14 | 18 | 8 | 116 |
| Retrieving Abandoned/Confiscated Items | | 1 | | | 1 | | | 1 | | | 1 | | 5 |
| Security Breach | | | | | | 1 | | | | | 1 | 2 | 4 |
| 2019 | 129 | 97 | 116 | 78 | 69 | 92 | 101 | | | | | | 682 |
| Civil Rights | 15 | 9 | 3 | 7 | 6 | 2 | 9 | | | | | | 51 |
| Age | | 1 | | | | | | | | | | | 1 |
| Constitutional Rights | | | | | | | 1 | | | | | | 1 |
| Hair Patdowns | 1 | | | | | 1 | | | | | | | 2 |
| Headwear | 1 | | | | | | | | | | | | 1 |
| National Origin | 2 | 1 | | | | | | | | | | | 3 |
| Perceived Religion | 1 | | 1 | | | | 1 | | | | | | 3 |
| Racial Profiling or Discrimination | 6 | 5 | 1 | 2 | 4 | 1 | 4 | | | | | | 23 |
| Sex/Gender/Gender Identity- Not Transgender | 3 | 2 | 1 | 3 | 1 | | 3 | | | | | | 13 |
| Sexual Orientation - Not Transgender | | | | 2 | 1 | | | | | | | | 3 |
| Transgender Screening | 1 | | | | | | | | | | | | 1 |
| Customer Service | 25 | 22 | 40 | 18 | 18 | 23 | 24 | | | | | | 170 |
| Others | 1 | 1 | 1 | 1 | | 1 | 2 | | | | | | 7 |
| TSO | 24 | 21 | 39 | 17 | 18 | 22 | 22 | | | | | | 163 |
| Human Capital | | | | 1 | | | | | | | | | 1 |
| Prospective Employment with TSA | | | | 1 | | | | | | | | | 1 |
| Locks | 4 | 5 | 5 | 1 | 3 | 6 | 9 | | | | | | 33 |
| General | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 3 | 5 | 5 | 1 | 3 | 6 | 9 | | | | | | 32 |
| Lost and Found | 3 | | 4 | 4 | 1 | | 1 | | | | | | 13 |
| Airport/TSA | 3 | | 4 | 4 | 1 | | 1 | | | | | | 13 |
| Mishandling of Passenger Property | 23 | 20 | 16 | 19 | 9 | 18 | 15 | | | | | | 120 |
| Damaged/Missing Items--Carry-on Luggage | 2 | 1 | | 3 | 1 | 1 | 1 | | | | | | 9 |
| Damaged/Missing Items--Checked Baggage | 17 | 16 | 13 | 13 | 8 | 13 | 11 | | | | | | 91 |
| Damaged/Missing Items--Unspecified Luggage | 1 | | | 1 | | 1 | 1 | | | | | | 4 |
| Disarrayed Items--Carry-on or Checked | 3 | 3 | 3 | 2 | | 3 | 2 | | | | | | 16 |
| Patdown | 6 | 1 | 6 | 2 | 3 | 3 | 8 | | | | | | 29 |
| Flyer | 5 | 1 | 5 | 2 | 2 | 3 | 8 | | | | | | 26 |
| Flyer as Observer | 1 | | | | 1 | | | | | | | | 2 |
| Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 7 | 6 | 6 | 6 | 3 | 3 | 4 | | | | | | 35 |
| Autism Spectrum | 1 | | | | | | | | | | | | 1 |
| Breast Cancer | | 1 | | | | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | 1 | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | 1 | | | 1 | | | | | | | | 2 |
| Diabetes | 1 | 1 | 2 | | | | | | | | | | 4 |
| Diapers/Garments/Dressings/Masks | | | | 1 | | | | | | | | | 1 |
| Hearing Impairment | | | | | 1 | | | | | | | | 1 |
| Internal Medical Devices | 1 | | 1 | | | | | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | 2 | | | 1 | 1 | | | | | | 4 |
| Metal Implants (joint) | | | | 2 | | | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | 2 | 2 | | | | 1 | | | | | | | 5 |
| Prosthesis/Amputees and Casts | 1 | | | 1 | | | 1 | | | | | | 3 |
| Respiratory and Inhaler Equipment | | | | | | 1 | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | 2 | | | | | | 2 |
| Visual Impairment | | | | | 1 | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | 1 | 1 | 1 | | | | | | | | | 4 |
| Property - Special Handling | 23 | 18 | 18 | 13 | 13 | 25 | 22 | | | | | | 132 |
| Damaged Items - Carry-On | 2 | 1 | | 1 | 2 | | 1 | | | | | | 7 |
| Damaged Items - Checked | 4 | 1 | 1 | 1 | | 5 | 6 | | | | | | 18 |
| Missing Items - Carry-On | 4 | 10 | 5 | 5 | 4 | 4 | 5 | | | | | | 37 |
| Missing Items - Checked | 13 | 6 | 12 | 6 | 7 | 16 | 10 | | | | | | 70 |
| Request for Assistance | | 1 | 1 | | | | | | | | | | 2 |
| Other | | 1 | 1 | | | | | | | | | | 2 |
| Screening | 23 | 15 | 17 | 7 | 13 | 12 | 9 | | | | | | 96 |
| Children | | | | | | | 1 | | | | | | 1 |
| Inconsistency | 2 | | 1 | | 1 | 2 | | | | | | | 6 |
| Lengthy Lines | 1 | 2 | 2 | 1 | 3 | | 3 | | | | | | 12 |
| Procedures/Process | 17 | 12 | 14 | 6 | 9 | 10 | 5 | | | | | | 73 |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | | | | | | | | 1 |
| Security Breach | 2 | 1 | | | | | | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ORF | 36 | 36 | 34 | 51 | 31 | 55 | 44 | 46 | 49 | 33 | 48 | 36 | 499 |
| 2016 | | | | 12 | 10 | 14 | 13 | 14 | 16 | 14 | 19 | 13 | 125 |
| Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Civil Rights | | | | | | 1 | 1 | 1 | | 2 | | | 5 |
| National Origin | | | | | | | 1 | | | | | | 1 |
| Perceived Religion | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | 2 | | | 3 |
| Customer Service | | | | 1 | 1 | 1 | 3 | 2 | 3 | 2 | 2 | 2 | 17 |
| Others | | | | | | | | | | | 1 | 1 | 2 |
| TSO | | | | 1 | 1 | 1 | 3 | 2 | 3 | 2 | 1 | 1 | 15 |
| Locks | | | | | | 1 | | | | | | 2 | 3 |
| General | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | 1 | 2 |
| Mishandling of Passenger Property | | | | 8 | 8 | 9 | 8 | 10 | 11 | 8 | 14 | 6 | 82 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | 1 | 1 | 1 | 1 | 3 | | | 1 | 9 |
| Damaged/Missing Items--Checked Baggage | | | | 5 | 7 | 7 | 7 | 9 | 7 | 7 | 12 | 4 | 65 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | 2 | | 1 | | | 1 | 1 | 1 | 1 | 7 |
| Patdown | | | | 1 | | | | | 1 | | 1 | | 3 |
| Flyer | | | | | | | | | 1 | | 1 | | 2 |
| Flyer as Observer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | 1 | | 1 | 3 |
| General | | | | | 1 | | | | | | | | 1 |
| Internal Medical Devices | | | | | | | | | | 1 | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | | 1 | 1 |
| Screening | | | | 1 | | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 11 |
| Inconsistency | | | | | | | | | | | 1 | 1 | 2 |
| Lengthy Lines | | | | | | 1 | | | | 1 | | | 2 |
| Procedures/Process | | | | | | 1 | 1 | 1 | 1 | | 1 | 1 | 6 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |
| 2017 | 12 | 14 | 13 | 14 | 9 | 14 | 9 | 16 | 16 | 5 | 17 | 13 | 152 |
| Civil Rights | | 1 | | | | | 1 | 2 | | | 2 | | 6 |
| Hair Patdowns | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | | | | | 1 | 1 | | | 1 | | 4 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | 1 |
| Customer Service | 3 | | 1 | 1 | | 2 | 1 | 2 | 1 | | 4 | 1 | 16 |
| Others | | | 1 | | | | | | | | | | 1 |
| TSO | 3 | | | 1 | | 2 | 1 | 2 | 1 | | 4 | 1 | 15 |
| Identification (ID) Requirements | | | | | | | | 1 | | | | | 1 |
| Domestic | | | | | | | | 1 | | | | | 1 |
| Locks | | 1 | 1 | 1 | 2 | 1 | 1 | 1 | | 1 | 1 | 1 | 11 |
| Missing or Damaged Lock | | 1 | 1 | 1 | 2 | 1 | 1 | 1 | | 1 | 1 | 1 | 11 |
| Lost and Found | | | 1 | 1 | | | | 1 | | | 1 | | 4 |
| Airport/TSA | | | 1 | 1 | | | | 1 | | | 1 | | 4 |
| Mishandling of Passenger Property | 8 | 8 | 8 | 8 | 3 | 8 | 3 | 4 | 8 | 1 | 5 | 3 | 67 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | 1 | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 7 | 8 | 7 | 8 | 2 | 5 | 2 | 4 | 6 | 1 | 5 | 2 | 57 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | | | 1 | | | 1 | 3 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | 1 | 2 | | | 1 | | | | 5 |
| Patdown | | | | | 1 | 3 | | | 1 | 1 | 1 | | 7 |
| Flyer | | | | | 1 | 3 | | | 1 | | 1 | | 6 |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | 3 | 1 | 1 | 1 | | | 1 | 1 | | 1 | | 9 |
| Cancer (general) Not Breast Cancer | | | 1 | | | | | | | | | | 1 |
| Internal Medical Devices | | | | | 1 | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | | | | | | | | 1 |
| Metal Implants (joint) | | | | | | | | | 1 | | | | 1 |
| Prosthesis/Amputees and Casts | | 2 | | | | | | | | | | | 2 |
| Touch Aversion (pain/trauma) | | 1 | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | 1 | | 2 |
| Property - Special Handling | | | | | | | 3 | 2 | 4 | 1 | 1 | 5 | 16 |
| Damaged Items - Checked | | | | | | | 1 | | | | 1 | 1 | 3 |
| Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | 2 | 2 | 3 | 1 | | 4 | 12 |
| Request for Assistance | | | | | | | | | | | | 1 | 1 |
| Wounded Warrior (MSIJSOC) | | | | | | | | | | | | 1 | 1 |
| Screening | 1 | 1 | 1 | 2 | 2 | | | 2 | 1 | 1 | 1 | 2 | 14 |
| Gate Pass | | | | | | | | | 1 | | | | 1 |
| Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | 1 | 1 | 2 | 2 | | | 2 | | | 1 | | 10 |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | | | | | | | 1 | 2 |
| 2018 | 15 | 14 | 7 | 17 | 8 | 13 | 16 | 16 | 17 | 14 | 12 | 10 | 159 |
| Civil Rights | | | | 2 | | | 1 | | 1 | | 1 | 1 | 6 |
| Hair Patdowns | | | | | | | | | | | | | |
| National Origin | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | | | 1 | | 1 | | 1 | | 4 |
| Customer Service | 2 | 5 | 1 | 5 | | 2 | 1 | 3 | 3 | 6 | | | 28 |
| Others | | 1 | | | | | | | | 1 | | | 2 |
| TSO | 2 | 4 | 1 | 5 | | 2 | 1 | 3 | 3 | 5 | | | 26 |
| Locks | | | | 1 | | | 4 | 1 | | | | | 6 |
| Missing or Damaged Lock | | | | 1 | | | 4 | 1 | | | | | 6 |
| Lost and Found | | | | | | | 1 | 1 | | | | | 2 |
| Airport/TSA | | | | | | | 1 | 1 | | | | | 2 |
| Mishandling of Passenger Property | 5 | 1 | 3 | 4 | 3 | 4 | 3 | 2 | 5 | 3 | 4 | 2 | 39 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Damaged/Missing Items--Carry-on Luggage | 1 | | | 1 | | | | | 1 | 1 | 2 | | 6 |
| Damaged/Missing Items--Checked Baggage | 3 | 1 | 3 | 1 | 2 | 4 | 3 | 1 | 3 | 1 | 2 | 1 | 25 |
| Disarrayed Items--Carry-on or Checked | 1 | | | 2 | 1 | | | 1 | 1 | 1 | | 1 | 8 |
| Patdown | 1 | 1 | | 1 | 2 | 1 | | 4 | 2 | 1 | 2 | 2 | 17 |
| Flyer | 1 | 1 | | 1 | 2 | | | 4 | 2 | 1 | 2 | 1 | 15 |
| Non-Flyer | | | | | | 1 | | | | | | 1 | 2 |
| Persons w/ Disabilities (PWD) | 2 | 2 | | 1 | 2 | | | | | 2 | 3 | 1 | 13 |
| Diabetes | | | | | | | | | | | 1 | | 1 |
| General | | | | 1 | | | | | | | 1 | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 1 | | | 1 |
| Prosthesis/Amputees and Casts | 1 | 2 | | | 1 | | | | | | | | 4 |
| Respiratory and Inhaler Equipment | | | | | | | | | | | | 1 | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | | | 1 | | | | | 1 | 1 | | 4 |
| Property - Special Handling | 3 | 4 | 2 | 2 | 1 | 5 | 4 | 3 | 2 | | 1 | 4 | 31 |
| Damaged Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Damaged Items - Checked | 1 | 2 | | | | 1 | | 2 | 2 | | 1 | | 9 |
| Missing Items - Carry-On | | | | | | 1 | 2 | | | | | 1 | 4 |
| Missing Items - Checked | 2 | 2 | 2 | 2 | 1 | 3 | 2 | 1 | | | | 2 | 17 |
| Screening | 2 | 1 | 1 | 1 | | 1 | 2 | 2 | 4 | 2 | 1 | | 17 |
| Inconsistency | | | | | | 1 | | | 1 | 1 | | | 3 |
| Procedures/Process | 2 | 1 | 1 | 1 | | | 2 | 2 | 3 | 1 | 1 | | 14 |
| 2019 | 9 | 8 | 14 | 8 | 4 | 14 | 6 | | | | | | 63 |
| Civil Rights | | | | 1 | | | 1 | | | | | | 2 |
| Racial Profiling or Discrimination | | | | 1 | | | 1 | | | | | | 2 |
| Customer Service | | 1 | | 1 | | 3 | | | | | | | 5 |
| TSO | | 1 | | 1 | | 3 | | | | | | | 5 |
| Locks | 1 | | 2 | | | | 1 | | | | | | 4 |
| Missing or Damaged Lock | 1 | | 2 | | | | 1 | | | | | | 4 |
| Mishandling of Passenger Property | 3 | | 6 | | 2 | 3 | | | | | | | 14 |
| Damaged/Missing Items--Checked Baggage | 2 | | 3 | | 2 | 2 | | | | | | | 9 |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | 2 | | | 1 | | | | | | | 4 |
| Patdown | | 1 | | 2 | | | | | | | | | 3 |
| Flyer | | 1 | | 2 | | | | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | 2 | | | | 1 | | | | | | | 3 |
| Hearing Impairment | | 1 | | | | | | | | | | | 1 |
| Metal Implants (joint) | | 1 | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 4 | 2 | 5 | 2 | 1 | 6 | 3 | | | | | | 23 |
| Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Damaged Items - Checked | 1 | 1 | 1 | | | 1 | | | | | | | 4 |
| Missing Items - Carry-On | 1 | | 1 | | | 1 | 1 | | | | | | 4 |
| Missing Items - Checked | 2 | 1 | 3 | 2 | 1 | 3 | 2 | | | | | | 14 |
| Screening | 1 | 2 | 1 | 1 | 1 | 1 | 1 | | | | | | 8 |
| Inconsistency | | | 1 | | | | | | | | | | 1 |
| Lengthy Lines | | 1 | | | | | 1 | | | | | | 2 |
| Procedures/Process | 1 | 1 | | 1 | 1 | 1 | | | | | | | 5 |
| TSA Contact Information | | | | 1 | | | | | | | | | 1 |
| General | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|-----|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| ORH | 3 | 3 | 4 | 5 | 5 | 5 | 5 | | 1 | 1 | 2 | 4 | 38 |
| 2016 | | | | 2 | | 4 | 4 | | | | 1 | 1 | 12 |
| Locks | | | | | | 2 | 1 | | | | | | 3 |
| Missing or Damaged Lock | | | | | | 2 | 1 | | | | | | 3 |
| Mishandling of Passenger Property | | | | 2 | | 2 | 2 | | | | 1 | 1 | 8 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | | 1 | 2 | | | | | 1 | 6 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Metal Implants (joint) | | | | | | | 1 | | | | | | 1 |
| 2017 | | 2 | 1 | 2 | 1 | | | | | | 1 | 2 | 9 |
| Mishandling of Passenger Property | | 2 | 1 | 2 | 1 | | | | | | 1 | | 7 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 2 | 1 | 1 | 1 | | | | | | 1 | | 6 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Missing Items - Checked | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2018 | 1 | | | | 2 | 1 | | | 1 | 1 | | 1 | 7 |
| Locks | | | | | 1 | | | | | 1 | | | 2 |
| Missing or Damaged Lock | | | | | 1 | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | 1 | | | | 1 | 1 | | | 1 | | | 1 | 5 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | 1 | 1 | | | 1 | | | 1 | 5 |
| 2019 | 2 | 1 | 3 | 1 | 2 | | 1 | | | | | | 10 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 2 | | 1 | | | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | 1 | | 1 | | | | | | | | 3 |
| Property - Special Handling | 1 | | 1 | 1 | 1 | | | | | | | | 4 |
| Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Missing Items - Checked | 1 | | 1 | | 1 | | | | | | | | 3 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|-----|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| OTH | 1 | 1 | 1 | 1 | 2 | 2 | 1 | 1 | | 1 | 3 | 2 | 16 |
| 2016 | | | | | | | | | | | 1 | 1 | 2 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Flyer | | | | | | | | | | | | 1 | 1 |
| 2017 | | | 1 | | 1 | 1 | | 1 | | 1 | 2 | 1 | 8 |
| Mishandling of Passenger Property | | | | | 1 | 1 | | | | 1 | 1 | 1 | 5 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 1 | | | | 1 | 1 | 1 | 5 |
| Property - Special Handling | | | | | | | | 1 | | | 1 | | 2 |
| Missing Items - Checked | | | | | | | | 1 | | | 1 | | 2 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 2018 | | | | 1 | | 1 | 1 | | | | | | 3 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| 2019 | 1 | 1 | | | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property | 1 | | | | 1 | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | 1 | | | | | | | | 2 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| OTZ | 3 | | | 1 | 1 | 1 | 3 | 2 | | 2 | | 3 | 16 |
| 2016 | | | | | | 1 | 1 | | | 2 | | 2 | 6 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | | 1 | 1 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | 1 | | | | | 1 | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | 1 | | | | | 1 | 3 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Inconsistency | | | | | | | | | | 1 | | | 1 |
| 2017 | 1 | | | 1 | | | 1 | | | | | 1 | 4 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | 1 | 2 |
| Screening | 1 | | | | | | 1 | | | | | | 2 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 |
| Security Breach | 1 | | | | | | | | | | | | 1 |
| 2018 | 1 | | | | 1 | | 1 | 2 | | | | | 5 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | | | 2 | | | | | 2 |
| Procedures/Process | | | | | | | | 2 | | | | | 2 |
| 2019 | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Security Breach | 1 | | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| OWB | 1 | 1 | 1 | 2 | | | | 1 | | | | 1 | 7 |
| 2017 | | | 1 | 1 | | | | 1 | | | | 1 | 4 |
| Customer Service | | | 1 | 1 | | | | 1 | | | | | 3 |
| TSO | | | 1 | 1 | | | | 1 | | | | | 3 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| 2018 | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| 2019 | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| PAE | | | | | | | 3 | | | | | | 3 |
| 2019 | | | | | | | 3 | | | | | | 3 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | 2 | | | | | | 2 |
| Crew Member or Airline Employee | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|----------|-----|----------|----------|-----|-----|-----|-----|----------|----------|----------|-----|----------|
| PAH | 1 | | 1 | 1 | | | | | 1 | 1 | 3 | | 8 |
| 2016 | | | | 1 | | | | | 1 | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | | 1 | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | 1 | | | | 2 |
| 2017 | | | | | | | | | | 1 | 2 | | 3 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| 2018 | | | 1 | | | | | | | | 1 | | 2 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| 2019 | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|----------|-----|-----|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| PBG | 1 | | | 5 | 2 | 2 | 3 | 1 | 2 | 1 | 1 | 3 | 21 |
| 2016 | | | | 1 | | | 1 | | 2 | 1 | | 2 | 7 |
| Customer Service | | | | 1 | | | | | | | | 1 | 2 |
| TSO | | | | 1 | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property | | | | | | | 1 | | 1 | | | 1 | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | 1 | | | 1 | 3 |
| Screening | | | | | | | | | 1 | 1 | | | 2 |
| Procedures/Process | | | | | | | | | 1 | 1 | | | 2 |
| 2017 | | | | 2 | | 1 | 2 | 1 | | | 1 | 1 | 8 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | | | | 1 | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | 1 | | | | 1 | 1 | 4 |
| Patdown | | | | | | 1 | 1 | | | | | | 2 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Missing Items - Checked | | | | | | | | 1 | | | | | 1 |
| 2018 | | | | 1 | 1 | 1 | | | | | | | 3 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | 1 | | 1 | | | | | | | 2 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Non-Flyer | | | | | | 1 | | | | | | | 1 |
| 2019 | 1 | | | 1 | 1 | | | | | | | | 3 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 1 | | | 1 | | | | | | | | | 2 |
| Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|------------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| PBI | 44 | 80 | 81 | 107 | 88 | 125 | 97 | 60 | 78 | 52 | 63 | 38 | 913 |
| 2016 | | | | 37 | 26 | 38 | 34 | 21 | 22 | 17 | 24 | 22 | 241 |
| Civil Rights | | | | | 2 | | | 1 | | 1 | | 1 | 5 |
| Racial Profiling or Discrimination | | | | | 1 | | | 1 | | | | 1 | 3 |
| Screening of Religious Cultural and Ceremonial Items | | | | | 1 | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | 5 | 1 | 5 | 7 | 2 | 2 | 1 | 3 | 2 | 28 |
| Others | | | | 3 | | 1 | 2 | 1 | | | 1 | | 8 |
| TSO | | | | 2 | 1 | 4 | 5 | 1 | 2 | 1 | 2 | 2 | 20 |
| Locks | | | | 1 | 1 | 3 | 2 | 2 | | 2 | 1 | 1 | 13 |
| General | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | 3 | 2 | 2 | | 2 | 1 | 1 | 12 |
| Lost and Found | | | | | | | 1 | | | | | | 1 |
| Airport/TSA | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | 25 | 19 | 25 | 20 | 10 | 16 | 12 | 16 | 16 | 159 |
| Damaged/Missing Items--Carry-on Luggage | | | | 3 | 3 | 2 | 3 | 4 | 3 | 2 | 1 | | 21 |
| Damaged/Missing Items--Checked Baggage | | | | 20 | 15 | 22 | 16 | 5 | 13 | 10 | 15 | 15 | 131 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | | 1 | 1 |
| Disarrayed Items--Carry-on or Checked | | | | 2 | 1 | 1 | 1 | 1 | | | | | 6 |
| Patdown | | | | 2 | 1 | | | | 3 | | 2 | | 8 |
| Flyer | | | | 2 | 1 | | | | 3 | | 1 | | 7 |
| Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | | 1 | 1 | | | | | 4 |
| Autism Spectrum | | | | | | | 1 | | | | | | 1 |
| Diabetes | | | | | 1 | | | 1 | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | | | | | | | | 1 |
| Screening | | | | 3 | 1 | 5 | 3 | 5 | 1 | 1 | 2 | 2 | 23 |
| Crew Member or Airline Employee | | | | 1 | | | | | | | | | 1 |
| Inconsistency | | | | | | 1 | 1 | | 1 | 1 | | 1 | 5 |
| Lengthy Lines | | | | | | 1 | | 1 | | | | | 2 |
| Procedures/Process | | | | 1 | 1 | 3 | 2 | 3 | | | 2 | 1 | 13 |
| Security Breach | | | | 1 | | | | 1 | | | | | 2 |
| 2017 | 16 | 32 | 31 | 27 | 20 | 30 | 21 | 18 | 26 | 10 | 16 | 8 | 255 |
| Animals | | | | | | | | | | | | 1 | 1 |
| Carry-On | | | | | | | | | | | | 1 | 1 |
| Civil Rights | 1 | 1 | 1 | | | 1 | 1 | 1 | | 1 | 1 | | 8 |
| Perceived Religion | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | 1 | 1 | | | | | 1 | | 1 | | | 5 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | 1 |
| Sexual Orientation - Not Transgender | | | | | | | 1 | | | | | | 1 |
| Customer Service | 2 | 3 | 4 | 3 | 2 | 1 | 2 | 3 | 4 | 1 | 3 | 3 | 31 |
| CSM | | | 1 | | | | | | | | | | 1 |
| Others | | | | | | | | | | | | 1 | 1 |
| TSO | 2 | 3 | 3 | 3 | 2 | 1 | 2 | 3 | 4 | 1 | 3 | 2 | 29 |
| Identification (ID) Requirements | | | | | | | | 1 | | | | | 1 |
| Domestic | | | | | | | | 1 | | | | | 1 |
| Locks | 4 | | 1 | 2 | 4 | | 1 | 1 | | | | | 13 |
| General | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | 4 | | 1 | 1 | 4 | | 1 | 1 | | | | | 12 |
| Mishandling of Passenger Property | 7 | 21 | 16 | 18 | 11 | 23 | 6 | 3 | 14 | 3 | 5 | | 127 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 2 | 5 | 1 | 3 | 6 | | | | 1 | 1 | | 20 |
| Damaged/Missing Items--Checked Baggage | 5 | 19 | 11 | 15 | 8 | 17 | 5 | 3 | 10 | 1 | 4 | | 98 |
| Disarrayed Items--Carry-on or Checked | 1 | | | 2 | | | 1 | | 4 | 1 | | | 9 |
| Patdown | 1 | 4 | 1 | | 1 | 3 | 2 | 1 | 2 | 2 | | | 17 |
| Flyer | | 4 | 1 | | 1 | 3 | 2 | | 2 | 2 | | | 15 |
| Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Non-Flyer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | | | 2 | | 1 | 1 | | | 6 |
| Diabetes | | | | | | | 1 | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | 1 | | | | | | 2 |
| Ostomy/Ostomates | | | | | | | | | 1 | | | | 1 |
| Touch Aversion (pain/trauma) | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 5 | 7 | 3 | 1 | 5 | 1 | 22 |
| Damaged Items - Carry-On | | | | | | | 1 | | 1 | | 1 | | 3 |
| Damaged Items - Checked | | | | | | | 2 | 3 | 1 | | 2 | | 8 |
| Missing Items - Carry-On | | | | | | | 2 | 1 | | | 1 | | 4 |
| Missing Items - Checked | | | | | | | | 3 | 1 | 1 | 1 | 1 | 7 |
| Screening | 1 | 2 | 7 | 4 | 2 | 2 | 2 | 1 | 2 | 1 | 2 | 3 | 29 |
| Inconsistency | | 1 | 1 | | | | | | 1 | | | | 3 |
| Procedures/Process | 1 | 1 | 5 | 4 | 2 | 1 | 2 | 1 | 1 | | 2 | 3 | 23 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | 1 | | | 1 |
| Security Breach | | | 1 | | | 1 | | | | | | | 2 |
| 2018 | 10 | 29 | 23 | 27 | 21 | 31 | 20 | 21 | 30 | 25 | 23 | 8 | 268 |
| Civil Rights | | | | | | 1 | 1 | 1 | | | 1 | | 4 |
| Age | | | | | | | | 1 | | | | | 1 |
| Hair Patdowns | | | | | | | | | | | 1 | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | 1 | | | | | | 2 |
| Customer Service | 4 | 7 | 6 | 5 | 5 | 5 | 4 | 2 | 4 | 3 | 1 | 1 | 47 |
| Others | | 1 | | | 1 | 1 | | | | 1 | | | 4 |
| TSO | 4 | 6 | 6 | 5 | 4 | 4 | 4 | 2 | 4 | 2 | 1 | 1 | 43 |
| Locks | 2 | 1 | 1 | 4 | 2 | | 1 | 1 | 2 | | | | 14 |
| Missing or Damaged Lock | 2 | 1 | 1 | 4 | 2 | | 1 | 1 | 2 | | | | 14 |
| Lost and Found | | | | | 1 | 1 | 2 | | | | | | 4 |
| Airport/TSA | | | | | 1 | 1 | 2 | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Mishandling of Passenger Property | 3 | 6 | 7 | 4 | 7 | 15 | 2 | 6 | 11 | 6 | 12 | 3 | 82 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 2 | 1 | | | 1 | | | 5 |
| Damaged/Missing Items--Checked Baggage | 3 | 5 | 6 | 4 | 5 | 10 | 1 | 6 | 7 | 5 | 11 | 3 | 66 |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | 1 | 1 | | | 3 | | | 4 | | 1 | | 10 |
| Patdown | | 3 | 1 | | 1 | 1 | | | | 2 | 2 | | 10 |
| Flyer | | 3 | | | 1 | 1 | | | | 2 | 1 | | 8 |
| General | | | 1 | | | | | | | | | | 1 |
| Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | 4 | 1 | | | | 2 | 1 | | | 10 |
| Diabetes | | | | | 1 | | | | 1 | | | | 2 |
| General | | 1 | | | | | | | | | | | 1 |
| Internal Medical Devices | | | | | | | | | 1 | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | 1 | | | | | | | | | | 1 |
| Metal Implants (joint) | | | | | | | | | | 1 | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | 2 | | | | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Food/Beverages | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 6 | 3 | 4 | 3 | 6 | 7 | 7 | 9 | 10 | 6 | 3 | 65 |
| Damaged Items - Carry-On | | 1 | | | | 2 | | 1 | | | | | 4 |
| Damaged Items - Checked | | | 1 | | | 3 | 1 | 2 | 5 | 3 | 4 | 3 | 22 |
| Missing Items - Carry-On | | 2 | | 2 | | 1 | 4 | 2 | 1 | 4 | 1 | | 17 |
| Missing Items - Checked | 1 | 3 | 2 | 2 | 3 | | 2 | 2 | 3 | 3 | 1 | | 22 |
| Request for Assistance | | | | | | | | | | 1 | | | 1 |
| Other | | | | | | | | | | 1 | | | 1 |
| Screening | | 5 | 3 | 6 | 1 | 2 | 3 | 4 | 2 | 2 | 1 | 1 | 30 |
| Inconsistency | | 1 | | 2 | | | | | | | | | 3 |
| Lengthy Lines | | | 1 | | | | | | 1 | | | 1 | 3 |
| Procedures/Process | | 4 | 1 | 4 | 1 | 2 | 3 | 4 | 1 | 2 | 1 | | 23 |
| Security Breach | | | 1 | | | | | | | | | | 1 |
| 2019 | 18 | 19 | 27 | 16 | 21 | 26 | 22 | | | | | | 149 |
| Civil Rights | | 1 | 1 | 1 | | 2 | 1 | | | | | | 6 |
| Age | | | | | | 1 | | | | | | | 1 |
| Hair Patdowns | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | | | 1 | | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | 1 | | | | | | | 2 |
| Customer Service | 3 | 4 | 8 | 2 | 4 | 7 | 5 | | | | | | 33 |
| TSO | 3 | 4 | 8 | 2 | 4 | 7 | 5 | | | | | | 33 |
| Locks | | | | | | 4 | 1 | | | | | | 5 |
| Missing or Damaged Lock | | | | | | 4 | 1 | | | | | | 5 |
| Mishandling of Passenger Property | 6 | 5 | 4 | 5 | 8 | 3 | 4 | | | | | | 35 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | 1 | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 5 | 4 | 3 | 4 | 7 | 3 | 4 | | | | | | 30 |
| Disarrayed Items--Carry-on or Checked | | 1 | 1 | | 1 | | | | | | | | 3 |
| Patdown | | | 1 | 1 | | | 1 | | | | | | 3 |
| Flyer | | | 1 | 1 | | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 2 | | 2 | 1 | | 2 | 3 | | | | | | 10 |
| Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Diabetes | | | 1 | | | | 1 | | | | | | 2 |
| Medically Necessary Medication and Medical | 2 | | | | | | | | | | | | 2 |
| Touch Aversion (pain/trauma) | | | | | | | 1 | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 1 | 1 | | 1 | 1 | | | | | | 4 |
| Property - Special Handling | 6 | 6 | 5 | 6 | 4 | 6 | 6 | | | | | | 39 |
| Damaged Items - Carry-On | | 1 | | | | 1 | 1 | | | | | | 3 |
| Damaged Items - Checked | 2 | 2 | 2 | 2 | | 1 | | | | | | | 9 |
| Missing Items - Carry-On | | 1 | 1 | 1 | 2 | | | | | | | | 5 |
| Missing Items - Checked | 4 | 2 | 2 | 3 | 2 | 4 | 5 | | | | | | 22 |
| Screening | 1 | 3 | 6 | | 5 | 2 | 1 | | | | | | 18 |
| Crew Member or Airline Employee | | | | | | 1 | | | | | | | 1 |
| Inconsistency | 1 | | 1 | | | 1 | | | | | | | 3 |
| Procedures/Process | | 3 | 4 | | 4 | | 1 | | | | | | 12 |
| Security Breach | | | 1 | | 1 | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| PDX | | 125 | 103 | 147 | 146 | 130 | 141 | 146 | 156 | 135 | 149 | 133 | 125 | 1,636 |
| 2016 | | | | | 36 | 36 | 33 | 37 | 49 | 42 | 53 | 51 | 59 | 396 |
| Advanced Imaging Technology (AIT) | | | | | | 1 | | | | 1 | | | | 2 |
| Flyer | | | | | | 1 | | | | 1 | | | | 2 |
| Civil Rights | | | | | 1 | 1 | 1 | 1 | | 1 | 3 | | | 8 |
| Headwear | | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | | 1 | | 1 | 1 | | 1 | 1 | | | 5 |
| Screening of Religious or Cultural Garments | | | | | | | | | | | 1 | | | 1 |
| Transgender Screening | | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | | 8 | 2 | 4 | 4 | 8 | 12 | 7 | 9 | 7 | 61 |
| CSM | | | | | | | | | | | | 1 | | 1 |
| Others | | | | | | 1 | | | | 2 | | | | 3 |
| TSO | | | | | 8 | 1 | 4 | 4 | 8 | 10 | 7 | 8 | 7 | 57 |
| Locks | | | | | 1 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | 2 | 22 |
| General | | | | | | 1 | | | | | 1 | | | 2 |
| Missing or Damaged Lock | | | | | 1 | 2 | 3 | 3 | 2 | 2 | 2 | 3 | 2 | 20 |
| Lost and Found | | | | | | | | | | | 2 | | 1 | 3 |
| Airport/TSA | | | | | | | | | | | 2 | | 1 | 3 |
| Mishandling of Passenger Property | | | | | 20 | 22 | 19 | 21 | 25 | 16 | 29 | 25 | 39 | 216 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 3 | | 4 | | | 2 | 5 | 3 | 18 |
| Damaged/Missing Items--Checked Baggage | | | | | 16 | 16 | 18 | 17 | 24 | 14 | 23 | 18 | 31 | 177 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | | | | | 1 | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | 3 | 2 | 1 | | 1 | 2 | 3 | 2 | 5 | 19 |
| Patdown | | | | | 1 | 4 | 2 | 2 | 3 | 4 | 2 | 4 | 6 | 28 |
| Flyer | | | | | 1 | 3 | 2 | 2 | 3 | 4 | 2 | 4 | 4 | 25 |
| Flyer as Observer | | | | | | | | | | | | | 2 | 2 |
| Non-Flyer | | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | 1 | 1 | | | 2 | 4 | 2 | 1 | 12 |
| Autism Spectrum | | | | | | | | | | | | 1 | | 1 |
| Diabetes | | | | | | | | | | | 1 | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 1 | | 1 |
| Metal Implants (joint) | | | | | | | 1 | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 1 | 1 | | | 2 |
| Ostomy/Ostomates | | | | | | | | | | | | | 1 | 1 |
| Service Animals | | | | | | | | | | 1 | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | 1 | 1 | | | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | 1 | | | 1 |
| Wounded Warrior | | | | | | | | | | | 1 | | | 1 |
| Prohibited & Permitted Items | | | | | | | | | | | | | 1 | 1 |
| Medication/Prescription/Medically Necessary Items | | | | | | | | | | | | | 1 | 1 |
| Request for Assistance | | | | | | | | | 1 | | 1 | | | 2 |
| Other | | | | | | | | | 1 | | 1 | | | 2 |
| Screening | | | | | 4 | 2 | 3 | 6 | 10 | 4 | 2 | 8 | 2 | 41 |
| Crew Member or Airline Employee | | | | | 1 | | | | | | | | | 1 |
| Inconsistency | | | | | | | | | | 1 | | | | 1 |
| Lengthy Lines | | | | | | | 2 | 1 | 6 | | | 1 | | 10 |
| Procedures/Process | | | | | 3 | 2 | 1 | 4 | 4 | 3 | 2 | 7 | 2 | 28 |
| Security Breach | | | | | | | | 1 | | | | | | 1 |
| 2017 | | 43 | 31 | 63 | 40 | 36 | 37 | 49 | 62 | 52 | 51 | 37 | 39 | 540 |
| Civil Rights | | | | 1 | | 1 | 1 | 1 | | 1 | 1 | | 1 | 7 |
| National Origin | | | | | | | | | | | | | 1 | 1 |
| Perceived Religion | | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | 1 | | | | 1 | | | 3 |
| Screening of Religious or Cultural Garments | | | | 1 | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | | | | | 1 |
| Customer Service | | 4 | 5 | 5 | 4 | 4 | 7 | 6 | 8 | 4 | 10 | 5 | 5 | 67 |
| Others | | | | 2 | | | | 1 | | 1 | | 1 | | 5 |
| TSO | | 4 | 5 | 3 | 4 | 4 | 7 | 5 | 8 | 3 | 10 | 4 | 5 | 62 |
| Locks | | 3 | 2 | 2 | 2 | 4 | 1 | 3 | 6 | 4 | 1 | 1 | 1 | 30 |
| Missing or Damaged Lock | | 3 | 2 | 2 | 2 | 4 | 1 | 3 | 6 | 4 | 1 | 1 | 1 | 30 |
| Lost and Found | | | | | 1 | | | 1 | | | | | 1 | 3 |
| Airport/TSA | | | | | 1 | | | 1 | | | | | 1 | 3 |
| Mishandling of Passenger Property | | 30 | 18 | 45 | 25 | 17 | 18 | 17 | 23 | 20 | 23 | 16 | 15 | 267 |
| Damaged/Missing Items--Carry-on Luggage | | 6 | 1 | 3 | 1 | 2 | 2 | | | | 3 | 1 | 3 | 22 |
| Damaged/Missing Items--Checked Baggage | | 19 | 17 | 37 | 23 | 13 | 16 | 15 | 17 | 14 | 18 | 12 | 9 | 210 |
| Disarrayed Items--Carry-on or Checked | | 5 | | 5 | 1 | 2 | | 2 | 6 | 6 | 2 | 3 | 3 | 35 |
| Patdown | | 2 | 3 | 1 | 6 | 3 | 3 | 2 | 2 | 4 | 2 | 4 | 3 | 35 |
| Children | | | | | | | 1 | | | | | | | 1 |
| Flyer | | 1 | 3 | 1 | 4 | 3 | 2 | 2 | 2 | 4 | 2 | 3 | 3 | 30 |
| Flyer as Observer | | | | | 1 | | | | | | | | | 1 |
| General | | 1 | | | 1 | | | | | | | | | 2 |
| Non-Flyer | | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | 2 | 2 | 4 | 4 | 4 | 3 | 2 | 1 | 2 | | 25 |
| Autism Spectrum | | | | | | | | | | 1 | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | 1 | | | | 1 |
| Diabetes | | | 1 | | | | 1 | 1 | | | | | | 3 |
| General | | | | | 1 | | | | | | | 1 | | 2 |
| Hearing Impairment | | | | | | 1 | | | | | | | | 1 |
| Internal Medical Devices | | | | 1 | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | 2 | | | | | 2 |
| Metal Implants (joint) | | | | | | | | 1 | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | 1 | 1 | 1 | | | | | | 4 |
| Ostomy/Ostomates | | | | | | 1 | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | 1 | | | | | | | | | 1 |
| Respiratory and Inhaler Equipment | | | | | | | | | | | 1 | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | 1 | 1 | 1 | 1 | | | 1 | | 5 |
| Prohibited & Permitted Items | | 1 | 1 | | | | | | | | | | 2 |
| Marijuana | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling | | | | | | | 10 | 16 | 11 | 9 | 6 | 11 | 63 |
| Damaged Items - Carry-On | | | | | | | 1 | 2 | 1 | 1 | | | 5 |
| Damaged Items - Checked | | | | | | | 2 | 3 | 4 | 4 | 2 | | 17 |
| Missing Items - Carry-On | | | | | | | 2 | 4 | 3 | | | 1 | 10 |
| Missing Items - Checked | | | | | | | 5 | 7 | 3 | 4 | 4 | 8 | 31 |
| Screening | 4 | 1 | 6 | | 3 | 3 | 5 | 4 | 6 | 4 | 3 | 2 | 41 |
| Inconsistency | | | 2 | | 1 | | | 1 | 2 | | 1 | | 7 |
| Lengthy Lines | 1 | | | | 1 | | | 1 | | | | 1 | 4 |
| Procedures/Process | 3 | 1 | 2 | | 1 | 3 | 4 | 2 | 4 | 4 | 2 | 1 | 27 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | 1 | | | | | | 2 |
| Security Breach | | | 1 | | | | | | | | | | 1 |
| 2018 | 44 | 31 | 55 | 39 | 36 | 34 | 32 | 45 | 41 | 45 | 45 | 27 | 474 |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | | 1 |
| Flyer | | | | | | | | 1 | | | | | 1 |
| Civil Rights | | 1 | | | 1 | 2 | 1 | 5 | 1 | 6 | 2 | 2 | 21 |
| Hair Patdowns | | | | | | | | 1 | | | | | 1 |
| National Origin | | 1 | | | | | | | | 1 | | | 2 |
| Racial Profiling or Discrimination | | | | | 1 | 1 | 1 | 3 | 1 | 5 | 1 | | 13 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | | | 1 | 2 | 4 |
| Transgender Screening | | | | | | | | 1 | | | | | 1 |
| Customer Service | 7 | 7 | 10 | 2 | 10 | 8 | 7 | 9 | 6 | 8 | 15 | 6 | 95 |
| Others | | | 2 | | | 1 | | 1 | 1 | 1 | | 1 | 7 |
| TSO | 7 | 7 | 8 | 2 | 10 | 7 | 7 | 8 | 5 | 7 | 15 | 5 | 88 |
| Locks | 3 | 1 | 1 | 2 | 2 | 3 | 3 | | 2 | | | 1 | 18 |
| General | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | 3 | 1 | 1 | 2 | 2 | 3 | 2 | | 2 | | | 1 | 17 |
| Lost and Found | | | 2 | | | | | | | | | | 2 |
| Airport/TSA | | | 2 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 15 | 8 | 21 | 12 | 9 | 5 | 17 | 12 | 18 | 8 | 14 | 6 | 145 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | 2 | 2 | | | | 2 | 1 | | | 1 | 9 |
| Damaged/Missing Items--Checked Baggage | 14 | 8 | 16 | 10 | 8 | 4 | 13 | 8 | 13 | 7 | 14 | 3 | 118 |
| Disarrayed Items--Carry-on or Checked | | | 3 | | 1 | 1 | 4 | 2 | 4 | 1 | | 2 | 18 |
| Patdown | 1 | | 2 | 1 | 3 | 1 | | 2 | 2 | 4 | 1 | 1 | 18 |
| Flyer | 1 | | | 1 | 3 | 1 | | 2 | 2 | 4 | 1 | 1 | 16 |
| Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 1 | 4 | 3 | 2 | 2 | | 3 | 4 | 3 | 2 | 4 | 31 |
| Autism Spectrum | | | 1 | | | | | | | | | | 1 |
| Breast Cancer | | | | | | | | 1 | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | 1 | | | | | | 1 | | 2 |
| Diabetes | | | | | | | | | 1 | | | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| Medically Necessary Medication and Medical | 1 | 1 | | 1 | | | | | 2 | 2 | | 2 | 9 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | 1 | 1 | | | | | | | 3 |
| Prosthesis/Amputees and Casts | | | 1 | 1 | | | | | | | | 1 | 3 |
| Respiratory and Inhaler Equipment | 2 | | | | | | | | | | | | 2 |
| Touch Aversion (pain/trauma) | | | | | | | | | 1 | | | 1 | 2 |
| Wheelchair/ Scooter/ Segway | | | 2 | | | 1 | | 2 | | 1 | | | 6 |
| Property - Special Handling | 10 | 8 | 7 | 11 | 3 | 5 | 2 | 7 | 5 | 15 | 9 | 5 | 87 |
| Damaged Items - Carry-On | 1 | 1 | | 1 | | 1 | | | 1 | 1 | 1 | 1 | 8 |
| Damaged Items - Checked | 4 | | | 3 | | 2 | | 1 | 2 | 6 | 1 | | 19 |
| Missing Items - Carry-On | 1 | 4 | 2 | 1 | 1 | | | 1 | | 1 | 3 | 2 | 16 |
| Missing Items - Checked | 4 | 3 | 5 | 6 | 2 | 2 | 2 | 5 | 2 | 7 | 4 | 2 | 44 |
| Request for Assistance | | | | | | 1 | 1 | | | | | | 2 |
| Other | | | | | | | 1 | | | | | | 1 |
| Wounded Warrior (MSISOC) | | | | | | 1 | | | | | | | 1 |
| Screening | 5 | 5 | 8 | 8 | 6 | 7 | 1 | 6 | 3 | 1 | 2 | 2 | 54 |
| Inconsistency | 1 | 2 | 2 | | 1 | | | 1 | | | 1 | | 8 |
| Lengthy Lines | | 2 | 1 | | 2 | | | | | | | | 5 |
| Procedures/Process | 4 | | 5 | 8 | 3 | 7 | 1 | 5 | 3 | 1 | | 2 | 39 |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | 1 | | 2 |
| 2019 | 38 | 41 | 29 | 31 | 22 | 37 | 28 | | | | | | 226 |
| Civil Rights | 3 | 1 | 2 | 3 | 1 | 1 | | | | | | | 11 |
| Racial Profiling or Discrimination | | 1 | 1 | 1 | 1 | | | | | | | | 4 |
| Sex/Gender/Gender Identity- Not Transgender | 3 | | 1 | 1 | | | | | | | | | 5 |
| Transgender Screening | | | | 1 | | 1 | | | | | | | 2 |
| Customer Service | 3 | 9 | 2 | 6 | 2 | 4 | 8 | | | | | | 34 |
| Others | | 1 | | | | | | | | | | | 1 |
| TSO | 3 | 8 | 2 | 6 | 2 | 4 | 8 | | | | | | 33 |
| Locks | 2 | | 3 | 2 | | | 1 | | | | | | 8 |
| General | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 1 | | 3 | 2 | | | 1 | | | | | | 7 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 14 | 10 | 12 | 6 | 6 | 4 | 3 | | | | | | 55 |
| Damaged/Missing Items--Carry-on Luggage | 2 | | | | 1 | | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 9 | 7 | 9 | 5 | 5 | 4 | 2 | | | | | | 41 |
| Disarrayed Items--Carry-on or Checked | 3 | 3 | 3 | 1 | | | 1 | | | | | | 11 |
| Patdown | 1 | 1 | | | 2 | | 1 | | | | | | 5 |
| Flyer | 1 | | | | 2 | | 1 | | | | | | 4 |
| Flyer as Observer | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Persons w/ Disabilities (PWD) | | 3 | | 3 | 6 | 3 | 1 | | | | | | 16 |
| Cancer (general) Not Breast Cancer | | | | 1 | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | 1 | | | | | | | | 1 |
| Diabetes | | 1 | | | | | | | | | | | 1 |
| General | | | | | 1 | 1 | | | | | | | 2 |
| Hearing Impairment | | | | | 1 | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | | 1 | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | 1 | | | | | | | | 2 |
| Metal Implants (joint) | | | | 1 | | | 1 | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | 1 | 1 | | | | | | | 3 |
| Wheelchair/ Scooter/ Segway | | 1 | | | | 1 | | | | | | | 2 |
| Property - Special Handling | 8 | 16 | 9 | 10 | 3 | 15 | 9 | | | | | | 70 |
| Damaged Items - Carry-On | 2 | 3 | | 1 | 2 | 2 | | | | | | | 10 |
| Damaged Items - Checked | 1 | 2 | 5 | 1 | | 3 | 1 | | | | | | 13 |
| Missing Items - Carry-On | 1 | 3 | | 3 | | 2 | 4 | | | | | | 13 |
| Missing Items - Checked | 4 | 8 | 4 | 5 | 1 | 8 | 4 | | | | | | 34 |
| Screening | 6 | 1 | 1 | 1 | 2 | 10 | 5 | | | | | | 26 |
| Inconsistency | | | | 1 | | 2 | | | | | | | 3 |
| Procedures/Process | 4 | 1 | 1 | | 2 | 5 | 5 | | | | | | 18 |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | 1 | | | | | | | 2 |
| Security Breach | 1 | | | | | 2 | | | | | | | 3 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|----------|-----|-----|-----|----------|-----|-----|-----|----------|-----|-----|----------|
| PGA | | 2 | | | | 1 | | | | 3 | | | 6 |
| 2016 | | | | | | | | | | 2 | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | 2 | | | 2 |
| Damaged/Missing Items Private Screening Contractor | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| 2017 | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| 2019 | | 2 | | | | 1 | | | | | | | 3 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| Age | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | 1 | | | | | | | 2 |
| Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|----------|----------|----------|------------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| PGD | | 10 | 10 | 10 | 19 | 23 | 24 | 18 | 10 | 5 | 5 | 6 | 6 | 146 |
| 2016 | | | | | 8 | 6 | 7 | 5 | 4 | 1 | 3 | 1 | 2 | 37 |
| Customer Service | | | | | 2 | 1 | | 2 | 3 | | 2 | | | 10 |
| TSO | | | | | 2 | 1 | | 2 | 3 | | 2 | | | 10 |
| Identification (ID) Requirements | | | | | | | 1 | | | | | | | 1 |
| Domestic | | | | | | | 1 | | | | | | | 1 |
| Locks | | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | | 1 |
| Lost and Found | | | | | 1 | | | | | | | | | 1 |
| Airport/TSA | | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | 4 | 3 | 3 | | | | | 2 | 13 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | 1 | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 3 | 2 | 3 | | | | | 2 | 11 |
| Patdown | | | | | | 1 | | | | | | | | 2 |
| Flyer | | | | | | 1 | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | 1 | | | | | 1 | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | 3 | | 1 | | 1 | 1 | 1 | | | 7 |
| Inconsistency | | | | | 1 | | | | | | | | | 1 |
| Lengthy Lines | | | | | 1 | | 1 | | | | | | | 2 |
| Procedures/Process | | | | | | | | | 1 | 1 | 1 | | | 3 |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | | | | 1 |
| 2017 | | | 1 | 1 | 8 | 4 | | 2 | 5 | 1 | 2 | 3 | | 27 |
| Civil Rights | | | | | | | | 1 | 2 | | | | | 3 |
| Perceived Religion | | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | 1 | 1 | | | | 1 | 1 | 2 | | | 6 |
| TSO | | | | 1 | 1 | | | | 1 | 1 | 2 | | | 6 |
| Mishandling of Passenger Property | | | | | 3 | 1 | | | | | | 1 | | 5 |
| Damaged/Missing Items Private Screening Contractor | | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 2 | | | | | | | 1 | | 3 |
| Patdown | | | 1 | | 1 | | | | 1 | | | 1 | | 4 |
| Flyer | | | | | 1 | | | | 1 | | | 1 | | 3 |
| Flyer as Observer | | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | 1 | | 1 | 1 | | | | | 4 |
| Internal Medical Devices | | | | | | | | 1 | 1 | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | 1 | | | | | | | | 2 |
| Property - Special Handling | | | | | | | | | | | | 1 | | 1 |
| Missing Items - Carry-On | | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | 2 | 2 | | | | | | | | 4 |
| Inconsistency | | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | 1 | 1 | | | | | | | | 2 |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | | | | 1 |
| 2018 | | 4 | 5 | 7 | 1 | 8 | 7 | 6 | 1 | 3 | | 2 | 4 | 48 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | | 1 |
| Flyer | | | | | | | | | | 1 | | | | 1 |
| Civil Rights | | | | | | | 1 | | | | | | 1 | 2 |
| Age | | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | | | 1 | 1 |
| Customer Service | | 1 | | 1 | 1 | 1 | 4 | 1 | 1 | | | | 1 | 11 |
| TSO | | 1 | | 1 | 1 | 1 | 4 | 1 | 1 | | | | 1 | 11 |
| Locks | | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | 1 | | 3 | | | | 1 | | | 1 | 8 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | | | 1 | | | | 1 | | | 1 | 5 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | | | | | | | 2 |
| Patdown | | | 1 | | | 1 | 1 | 2 | | 1 | | | 1 | 7 |
| Flyer | | | 1 | | | 1 | 1 | 2 | | | | | 1 | 6 |
| Flyer as Observer | | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | 1 | 1 | 1 | | | | | | 5 |
| Diabetes | | 1 | | | | | | | | | | | | 1 |
| Metal Implants (joint) | | | | 1 | | 1 | 1 | | | | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | 1 | 1 | | | | | | | | 1 | | 3 |
| Missing Items - Carry-On | | | 1 | 1 | | | | | | | | | | 2 |
| Missing Items - Checked | | | | | | | | | | | | 1 | | 1 |
| Screening | | 1 | 2 | 2 | | 2 | | 2 | | | | 1 | | 10 |
| Inconsistency | | | 1 | | | | | | | | | | | 1 |
| Lengthy Lines | | | | | | | | | | | | 1 | | 1 |
| Procedures/Process | | 1 | 1 | 2 | | 2 | | 2 | | | | | | 8 |
| 2019 | | 6 | 4 | 2 | 2 | 5 | 10 | 5 | | | | | | 34 |
| Civil Rights | | 1 | | | | 1 | | | | | | | | 2 |
| Constitutional Rights | | 1 | | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | 2 | 1 | | | 2 | 1 | | | | | | 6 |
| TSO | | | 2 | 1 | | | 2 | 1 | | | | | | 6 |
| Locks | | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | | 1 |
| Lost and Found | | | | | | | 2 | | | | | | | 2 |
| Airport/TSA | | | | | | | 2 | | | | | | | 2 |
| Mishandling of Passenger Property | | | 1 | | | 1 | 1 | 1 | | | | | | 4 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Damaged/Missing Items Private Screening Contractor | | 1 | | | 1 | 1 | | | | | | | 3 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Patdown | | 1 | | | 1 | | | | | | | | 2 |
| Flyer | | 1 | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 2 | | | 1 | 1 | 2 | | | | | | | 6 |
| Diabetes | 1 | | | 1 | | | | | | | | | 2 |
| Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter | 1 | | | | | | | 1 | | | | | 2 |
| Service Animals | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | 3 | | | | | | 4 |
| Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Damaged Items - Checked | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | | | | | | 2 | | | | | | 2 |
| Screening | 3 | | 1 | 1 | 1 | 1 | | | | | | | 7 |
| Procedures/Process | 3 | | 1 | | 1 | 1 | | | | | | | 6 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| PGV | 3 | 4 | 6 | 8 | 3 | 4 | 6 | 10 | 4 | 3 | 2 | 5 | 58 |
| 2016 | | | | 2 | 3 | 2 | 2 | 4 | 2 | 2 | | 2 | 19 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | | | | 1 |
| Locks | | | | | | | 1 | 1 | | | | | 2 |
| Missing or Damaged Lock | | | | | | | 1 | 1 | | | | | 2 |
| Mishandling of Passenger Property | | | | 2 | 2 | 2 | 1 | 2 | 2 | 2 | | 2 | 15 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 2 | 2 | 1 | 1 | 2 | 2 | | 2 | 13 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2017 | 1 | 4 | 3 | 5 | | | 2 | 2 | 1 | | 1 | | 19 |
| Civil Rights | | 2 | | | | | 1 | | | | | | 3 |
| Racial Profiling or Discrimination | | 2 | | | | | 1 | | | | | | 3 |
| Customer Service | | | 1 | 1 | | | | 1 | | | 1 | | 4 |
| CSM | | | 1 | | | | | | | | | | 1 |
| TSO | | | | 1 | | | | 1 | | | 1 | | 3 |
| Mishandling of Passenger Property | 1 | 2 | 2 | 2 | | | 1 | 1 | | | | | 9 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | 1 | | | | 1 | 1 | | | | | 6 |
| Disarrayed Items--Carry-on or Checked | | | 1 | 1 | | | | | | | | | 2 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Damaged Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2018 | 2 | | 3 | | | 1 | 1 | 4 | 1 | 1 | 1 | 3 | 17 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | 1 | | 3 | | | 1 | 1 | 2 | 1 | | 1 | | 10 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | 2 | | | 1 | 1 | | 1 | | 1 | | 7 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | 1 | | | | | 2 |
| Property - Special Handling | 1 | | | | | | | 1 | | 1 | | 1 | 4 |
| Damaged Items - Checked | 1 | | | | | | | | | | | | 1 |
| Missing Items - Checked | | | | | | | | 1 | | 1 | | 1 | 3 |
| Screening | | | | | | | | | | | | 2 | 2 |
| Procedures/Process | | | | | | | | | | | | 1 | 1 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | 1 | 1 |
| 2019 | | | | 1 | | 1 | 1 | | | | | | 3 |
| Property - Special Handling | | | | 1 | | 1 | 1 | | | | | | 3 |
| Damaged Items - Checked | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | | | 1 | | | 1 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|-----------|----------|----------|----------|----------|-----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| PHF | 4 | 11 | 5 | 1 | 8 | 8 | 10 | 4 | 4 | 7 | 5 | 4 | 71 |
| 2016 | | | | | 2 | 2 | 4 | 2 | 1 | 1 | 3 | 2 | 17 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | | 1 | | | | | 1 | | 2 | 4 |
| TSO | | | | | 1 | | | | | 1 | | 2 | 4 |
| Mishandling of Passenger Property | | | | | 1 | | 3 | 2 | 1 | | 3 | | 10 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 2 | 2 | | | 2 | | 7 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | 2 | | | | | | | 2 |
| Cancer (general) Not Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| 2017 | 2 | 1 | 3 | 1 | 3 | | 2 | 2 | 1 | 3 | 1 | 2 | 21 |
| Civil Rights | | | 1 | | | | | | | | | 1 | 2 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | 1 | 2 |
| Customer Service | | | 2 | | | | | | | 1 | | | 3 |
| Others | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | 1 | | | 1 | 2 | | | | | | 1 | | 5 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 2 | | | | | | 1 | | 3 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | 1 | | | 2 |
| Flyer | | 1 | | | | | | | | 1 | | | 2 |
| Property - Special Handling | | | | | | | 2 | 2 | | | | 1 | 5 |
| Damaged Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Damaged Items - Checked | | | | | | | | 1 | | | | | 1 |
| Missing Items - Checked | | | | | | | 2 | 1 | | | | | 3 |
| Screening | 1 | | | | 1 | | | | 1 | 1 | | | 4 |
| Inconsistency | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | 1 | | | | 1 | | | | | 1 | | | 3 |
| 2018 | 1 | 7 | 2 | | 2 | 5 | 3 | | 2 | 3 | 1 | | 26 |
| Customer Service | | 5 | 1 | | | 4 | | | 1 | | 1 | | 12 |
| TSO | | 5 | 1 | | | 4 | | | 1 | | 1 | | 12 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 1 | | 1 | | 2 | | | | | 1 | | | 5 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | 1 | | | | | 1 | | | 3 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Hearing Impairment | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | 1 | | | 2 |
| Damaged Items - Checked | | 1 | | | | | | | | 1 | | | 2 |
| Screening | | 1 | | | | 1 | 2 | | 1 | | | | 5 |
| Lengthy Lines | | 1 | | | | | 1 | | | | | | 2 |
| Procedures/Process | | | | | | 1 | 1 | | 1 | | | | 3 |
| 2019 | 1 | 3 | | | 1 | 1 | 1 | | | | | | 7 |
| Customer Service | | 1 | | | 1 | 1 | | | | | | | 3 |
| TSO | | 1 | | | 1 | 1 | | | | | | | 3 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling | | 1 | | | | | 1 | | | | | | 2 |
| Damaged Items - Checked | | 1 | | | | | 1 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| PHL | 237 | 235 | 219 | 280 | 209 | 252 | 251 | 241 | 248 | 260 | 253 | 244 | 2,929 | |
| 2016 | | | | 89 | 68 | 94 | 87 | 102 | 67 | 79 | 100 | 94 | 780 | |
| Civil Rights | | | | | 1 | 2 | 4 | 3 | | 2 | 5 | 6 | 23 | |
| Constitutional Rights | | | | | | | | | | | 1 | 1 | 2 | |
| General Complaint and Discrimination | | | | | 1 | | | | | | | | 1 | |
| Headwear | | | | | | 1 | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | 1 | 3 | 3 | | 2 | 2 | 4 | 15 | |
| Sexual Orientation - Not Transgender | | | | | | | | | | | 2 | 1 | 3 | |
| Transgender Screening | | | | | | | 1 | | | | | | 1 | |
| Customer Service | | | | 14 | 14 | 21 | 16 | 20 | 16 | 16 | 24 | 14 | 155 | |
| Others | | | | 3 | 5 | 3 | 3 | 5 | 1 | 2 | 1 | | 23 | |
| TSO | | | | 11 | 9 | 18 | 13 | 15 | 15 | 14 | 23 | 14 | 132 | |
| Locks | | | | 3 | 2 | 2 | 7 | 3 | 3 | 6 | 4 | 4 | 34 | |
| General | | | | | | 1 | 1 | | | 2 | | 1 | 5 | |
| Missing or Damaged Lock | | | | 3 | 2 | 1 | 6 | 3 | 3 | 4 | 4 | 3 | 29 | |
| Lost and Found | | | | 1 | 1 | | | 1 | | | 1 | 1 | 5 | |
| Airport/TSA | | | | 1 | 1 | | | 1 | | | 1 | 1 | 5 | |
| Mishandling of Passenger Property | | | | 59 | 37 | 53 | 43 | 54 | 35 | 43 | 57 | 54 | 435 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 9 | 6 | 7 | 2 | 4 | 2 | 11 | 8 | 2 | 51 | |
| Damaged/Missing Items--Checked Baggage | | | | 47 | 29 | 42 | 38 | 45 | 31 | 29 | 47 | 48 | 356 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | 1 | | 1 | 2 | | 5 | |
| Disarrayed Items--Carry-on or Checked | | | | 3 | 1 | 4 | 3 | 4 | 2 | 2 | | 4 | 23 | |
| Patdown | | | | 4 | 3 | | 3 | 5 | 3 | 3 | 3 | 4 | 28 | |
| Flyer | | | | 4 | 3 | | 3 | 5 | 3 | 3 | 3 | 4 | 28 | |
| Persons w/ Disabilities (PWD) | | | | 4 | 3 | 3 | 3 | 2 | 3 | 1 | 1 | 3 | 23 | |
| Autism Spectrum | | | | | | | | 1 | | | | | 1 | |
| Breast Cancer | | | | 1 | | | | | | | | | 1 | |
| Cancer (general) Not Breast Cancer | | | | | | 1 | | | | | | | 1 | |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 | |
| Diabetes | | | | | | | 1 | | | | | | 1 | |
| General | | | | 1 | | | | | 1 | | | | 2 | |
| Internal Medical Devices | | | | | 1 | | 1 | | | | | 1 | 3 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | 1 | | | 1 | 3 | |
| Metal Implants (joint) | | | | | | | | | 1 | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | 1 | | | | | 1 | 1 | 4 | |
| Ostomy/Ostomates | | | | | 1 | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | | 1 | 1 | | | 1 | | | 4 | |
| Request for Assistance | | | | | | | 2 | 1 | 1 | | | | 4 | |
| Other | | | | | | | 1 | 1 | | | | | 2 | |
| Wounded Warrior (MSIJSOC) | | | | | | | 1 | | 1 | | | | 2 | |
| Screening | | | | 4 | 6 | 13 | 9 | 13 | 6 | 8 | 5 | 8 | 72 | |
| Inconsistency | | | | 1 | | 1 | 1 | 2 | 1 | | 1 | | 7 | |
| Lengthy Lines | | | | 3 | 1 | 8 | 1 | 3 | 1 | | | | 17 | |
| Procedures/Process | | | | | 4 | 3 | 7 | 7 | 3 | 7 | 3 | 8 | 42 | |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | 1 | | 1 | | | 3 | |
| Security Breach | | | | | | 1 | | | 1 | | 1 | | 3 | |
| TSA Contact Information | | | | | 1 | | | | | | | | 1 | |
| General | | | | | 1 | | | | | | | | 1 | |
| 2017 | 86 | 77 | 79 | 71 | 48 | 67 | 61 | 67 | 82 | 83 | 73 | 67 | 861 | |
| Advanced Imaging Technology (AIT) | | | | | | | | | 1 | | | | 1 | |
| Flyer | | | | | | | | | 1 | | | | 1 | |
| Civil Rights | 2 | 5 | | 5 | 1 | 3 | | | 1 | 2 | 2 | 3 | 24 | |
| Constitutional Rights | | | | | 1 | | | | | | | | 1 | |
| Hair Patdowns | | | | | | | | | | 1 | | | 1 | |
| National Origin | | | | | | | | | | | | 1 | 1 | |
| Perceived Religion | | 1 | | | | | | | | | 1 | | 2 | |
| Racial Profiling or Discrimination | 2 | 1 | | 4 | | 1 | | | 1 | | 1 | | 10 | |
| Sex/Gender/Gender Identity- Not Transgender | | 2 | | 1 | | 2 | | | | | | | 5 | |
| Sexual Orientation - Not Transgender | | | | | | | | | | | | 1 | 1 | |
| Transgender Screening | | 1 | | | | | | | | 1 | | 1 | 3 | |
| Customer Service | 18 | 11 | 22 | 11 | 7 | 9 | 7 | 12 | 13 | 17 | 14 | 12 | 153 | |
| CSM | | 1 | | 1 | | | | | | | | | 2 | |
| Others | 1 | 1 | 1 | | | 1 | 1 | | | 2 | | | 7 | |
| TSO | 17 | 9 | 21 | 10 | 7 | 8 | 6 | 12 | 13 | 15 | 14 | 12 | 144 | |
| Identification (ID) Requirements | | | | | | | 1 | | 1 | | | | 2 | |
| Domestic | | | | | | | 1 | | 1 | | | | 2 | |
| Locks | 3 | 2 | 3 | 3 | 4 | 3 | 4 | 5 | 3 | 6 | 3 | 1 | 40 | |
| General | | | | | | | | | | | | 1 | 1 | |
| Missing or Damaged Lock | 3 | 2 | 3 | 3 | 4 | 3 | 4 | 5 | 3 | 6 | 3 | | 39 | |
| Lost and Found | 1 | 1 | 1 | 1 | | | 1 | | | | 1 | 2 | 8 | |
| Airport/TSA | 1 | 1 | 1 | 1 | | | 1 | | | | 1 | 2 | 8 | |
| Mishandling of Passenger Property | 53 | 37 | 44 | 41 | 24 | 33 | 22 | 23 | 35 | 29 | 27 | 17 | 385 | |
| Damaged/Missing Items--Carry-on Luggage | 8 | 8 | 7 | 7 | 3 | 2 | | 3 | 2 | | | 1 | 41 | |
| Damaged/Missing Items--Checked Baggage | 42 | 24 | 35 | 32 | 18 | 28 | 16 | 17 | 31 | 24 | 23 | 14 | 304 | |
| Damaged/Missing Items--Unspecified Luggage | 1 | | | 1 | | | | | 1 | 1 | | 1 | 5 | |
| Disarrayed Items--Carry-on or Checked | 2 | 5 | 2 | 1 | 3 | 3 | 6 | 3 | 1 | 4 | 4 | 1 | 35 | |
| Patdown | | 8 | 2 | 1 | 4 | 7 | 9 | 10 | 2 | 6 | 2 | 6 | 57 | |
| Children | | | 1 | | | | | | | | | | 1 | |
| Flyer | | 8 | 1 | 1 | 4 | 7 | 9 | 6 | 2 | 5 | 2 | 6 | 51 | |
| Flyer as Observer | | | | | | | | 3 | | | | | 3 | |
| General | | | | | | | | | | 1 | | | 1 | |
| Non-Flyer | | | | | | | | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 3 | 1 | 2 | 2 | 1 | 2 | 1 | 5 | 4 | 4 | 1 | 2 | 28 | |
| Autism Spectrum | | | | | | | | | | | | 1 | 1 | |
| Diabetes | | | | | | 1 | | | 1 | 1 | 1 | | 4 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Diapers/Garments/Dressings/Masks | | 1 | | | | | | | | | | | 1 |
| General | | | | | | | | | | | | 1 | 1 |
| Internal Medical Devices | | | | | | | | 2 | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | 1 | 1 | | | 3 |
| Metal Implants (joint) | 1 | | | | | | 1 | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | 1 | | | | 1 | | | | | 3 |
| Ostomy/Ostomates | | | | | | | | 1 | | 2 | | | 3 |
| Prosthesis/Amputees and Casts | 1 | | | | | | | | 1 | | | | 2 |
| Service Animals | | | | | | | | | 1 | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | 1 | 1 | 1 | 1 | | | | | | | 5 |
| Prohibited & Permitted Items | | | | | | | | | | 1 | 1 | 1 | 3 |
| Liquids/Gels/Aerosols | | | | | | | | | | 1 | | 1 | 2 |
| Sporting Goods | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | 13 | 8 | 12 | 12 | 17 | 7 | 69 |
| Damaged Items - Carry-On | | | | | | | 1 | | | | 3 | 1 | 5 |
| Damaged Items - Checked | | | | | | | 2 | 2 | 5 | 3 | 4 | 2 | 18 |
| Missing Items - Carry-On | | | | | | | 2 | 2 | 2 | 4 | 3 | | 13 |
| Missing Items - Checked | | | | | | | 8 | 4 | 5 | 5 | 7 | 4 | 33 |
| Request for Assistance | | | | 1 | 1 | | | | | | | 1 | 3 |
| Other | | | | 1 | | | | | | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | | 1 | | | | | | | 1 | 2 |
| Screening | 6 | 12 | 5 | 6 | 6 | 10 | 3 | 4 | 10 | 6 | 5 | 15 | 88 |
| Crew Member or Airline Employee | | | | 1 | | 1 | | | | | | | 2 |
| Inconsistency | 1 | 1 | | 2 | 2 | 2 | 1 | 2 | 2 | 1 | | 1 | 15 |
| Lengthy Lines | | 1 | 1 | | | | | | | | 1 | 3 | 6 |
| Procedures/Process | 5 | 9 | 2 | 2 | 3 | 7 | 2 | 1 | 8 | 4 | 3 | 11 | 57 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 |
| Security Breach | | 1 | 2 | 1 | 1 | | | 1 | | 1 | | | 7 |
| 2018 | 70 | 93 | 69 | 63 | 48 | 48 | 58 | 72 | 99 | 98 | 80 | 83 | 881 |
| Civil Rights | 1 | 4 | 2 | 2 | 2 | 1 | 3 | 4 | 2 | 3 | 2 | 3 | 29 |
| Constitutional Rights | | | | | | | | | | | | 1 | 1 |
| Hair Patdowns | | 1 | | 1 | | | | | | | | | 2 |
| National Origin | | | | | | | | | | 1 | | | 1 |
| Perceived Religion | | | | 1 | | | | | | | | 1 | 2 |
| Racial Profiling or Discrimination | | 3 | 2 | | 1 | | 1 | 2 | 2 | 2 | 2 | 1 | 16 |
| Screening of Religious or Cultural Garments | | | | | 1 | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | 1 | | | | | 2 |
| Transgender Screening | 1 | | | | | | 2 | 1 | | | | | 4 |
| Customer Service | 16 | 15 | 16 | 8 | 9 | 5 | 13 | 15 | 13 | 26 | 16 | 13 | 165 |
| CSM | | | | | 1 | | | | | | | | 1 |
| Others | | 1 | | | | | | | | 1 | 1 | 1 | 4 |
| TSO | 16 | 14 | 16 | 8 | 8 | 5 | 13 | 15 | 13 | 25 | 15 | 12 | 160 |
| Locks | 6 | 2 | 3 | | 2 | 2 | 4 | 3 | 4 | 5 | 1 | 5 | 37 |
| Missing or Damaged Lock | 6 | 2 | 3 | | 2 | 2 | 4 | 3 | 4 | 5 | 1 | 5 | 37 |
| Lost and Found | | 2 | 1 | 1 | | 1 | | 2 | 7 | 2 | 1 | 2 | 19 |
| Airport/TSA | | 2 | 1 | 1 | | 1 | | 2 | 7 | 2 | 1 | 2 | 19 |
| Mishandling of Passenger Property | 16 | 28 | 14 | 24 | 16 | 17 | 8 | 24 | 30 | 23 | 22 | 17 | 239 |
| Damaged/Missing Items--Carry-on Luggage | 2 | | | 1 | 1 | 1 | | | 3 | 2 | 2 | 2 | 14 |
| Damaged/Missing Items--Checked Baggage | 12 | 26 | 13 | 19 | 12 | 11 | 7 | 21 | 26 | 18 | 18 | 13 | 196 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | 1 | 1 | 1 | 3 |
| Disarrayed Items--Carry-on or Checked | 2 | 2 | 1 | 4 | 3 | 5 | 1 | 3 | 1 | 2 | 1 | 1 | 26 |
| Notice of Violation/Civil Penalties | | 1 | | | | | | | | | | | 1 |
| General | | 1 | | | | | | | | | | | 1 |
| Patdown | 4 | 4 | 6 | 3 | 1 | 2 | 4 | | 5 | 4 | 2 | 2 | 37 |
| Flyer | 4 | 4 | 6 | 3 | 1 | 2 | 3 | | 5 | 4 | 1 | 2 | 35 |
| Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Non-Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | 7 | 6 | 4 | 2 | 3 | 2 | 2 | 5 | 2 | 3 | 4 | 44 |
| Autism Spectrum | | 1 | | | | | | | | | 2 | | 3 |
| Cancer (general) Not Breast Cancer | | | 2 | | | | 1 | 1 | 1 | | | | 5 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Diabetes | | | | | | | | | 2 | | | 1 | 3 |
| Diapers/Garments/Dressings/Masks | | | | | | | | | 1 | | | | 1 |
| General | | | 1 | 1 | 1 | | | | | | | | 3 |
| Internal Medical Devices | 1 | 1 | | | | 1 | | | | | | | 3 |
| Medically Necessary Medication and Medical Supplies | | | 1 | 1 | | 1 | | | | | | | 3 |
| Metal Implants (joint) | | | | | | | | | | | | 1 | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | 1 | | | | | 1 | 1 | 1 | | | | 5 |
| Ostomy/Ostomates | 1 | | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | 1 | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | 2 | | | 1 | | | | | 1 | | 2 | 6 |
| Wheelchair/ Scooter/ Segway | 1 | 2 | 2 | | | 1 | | | | 1 | 1 | | 8 |
| Property - Special Handling | 16 | 12 | 14 | 13 | 6 | 9 | 12 | 12 | 21 | 25 | 22 | 26 | 188 |
| Damaged Items - Carry-On | 3 | 2 | | 2 | 1 | 1 | 2 | 3 | 5 | 2 | 4 | 6 | 31 |
| Damaged Items - Checked | 6 | 2 | 8 | 4 | 2 | 2 | | 3 | 8 | 5 | | 5 | 45 |
| Missing Items - Carry-On | 3 | 5 | 1 | 2 | | 1 | 5 | 4 | 5 | 6 | 5 | 2 | 39 |
| Missing Items - Checked | 4 | 3 | 5 | 5 | 3 | 5 | 5 | 2 | 3 | 12 | 13 | 13 | 73 |
| Request for Assistance | | 1 | | | 2 | | 1 | | 1 | | | | 5 |
| Other | | 1 | | | 2 | | 1 | | 1 | | | | 5 |
| Screening | 7 | 17 | 7 | 8 | 8 | 8 | 11 | 10 | 10 | 8 | 11 | 11 | 116 |
| Crew Member or Airline Employee | | | | 1 | | | | | | | | | 1 |
| Inconsistency | | 2 | 2 | 2 | 1 | | | | | | | | 7 |
| Lengthy Lines | 1 | 5 | 2 | 1 | 1 | 1 | 2 | | 1 | 3 | 2 | 1 | 20 |
| Procedures/Process | 6 | 10 | 3 | 4 | 6 | 7 | 7 | 10 | 7 | 5 | 9 | 7 | 81 |
| Security Breach | | | | | | | 2 | | 2 | | | 3 | 7 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| TSA Contact Information | | | | | | | | | 1 | | | | 1 |
| General | | | | | | | | | 1 | | | | 1 |
| 2019 | 81 | 65 | 71 | 57 | 45 | 43 | 45 | | | | | | 407 |
| Civil Rights | 6 | 1 | 4 | 6 | 4 | | 4 | | | | | | 25 |
| Constitutional Rights | 2 | | | | | | | | | | | | 2 |
| Perceived Religion | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | 2 | | 1 | 1 | 2 | | 2 | | | | | | 8 |
| Sex/Gender/Gender Identity- Not Transgender | 2 | 1 | 2 | 5 | 1 | | 1 | | | | | | 12 |
| Sexual Orientation - Not Transgender | | | | | | | 1 | | | | | | 1 |
| Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Customer Service | 17 | 9 | 20 | 9 | 7 | 10 | 7 | | | | | | 79 |
| Others | | 1 | | | | | 1 | | | | | | 2 |
| TSO | 17 | 8 | 20 | 9 | 7 | 10 | 6 | | | | | | 77 |
| Locks | 4 | 5 | 1 | 2 | 2 | 2 | 3 | | | | | | 19 |
| General | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | 4 | 5 | | 2 | 2 | 2 | 3 | | | | | | 18 |
| Lost and Found | 1 | | 1 | 1 | 2 | 3 | 1 | | | | | | 9 |
| Airport/TSA | 1 | | 1 | 1 | 2 | 3 | 1 | | | | | | 9 |
| Mishandling of Passenger Property | 18 | 11 | 12 | 19 | 8 | 9 | 9 | | | | | | 86 |
| Damaged/Missing Items--Carry-on Luggage | 2 | 1 | 1 | 5 | | 1 | | | | | | | 10 |
| Damaged/Missing Items--Checked Baggage | 15 | 8 | 11 | 12 | 6 | 7 | 7 | | | | | | 66 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | 2 | | 1 | 2 | 1 | 2 | | | | | | 9 |
| Patdown | 5 | 3 | 2 | 3 | 4 | | 2 | | | | | | 19 |
| Flyer | 5 | 3 | 2 | 3 | 4 | | 1 | | | | | | 18 |
| Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 3 | 4 | 3 | 3 | 5 | 4 | | | | | | 27 |
| Breast Cancer | 1 | | | | | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | 1 | | | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | 1 | 1 | | 1 | | | | | | 3 |
| Diabetes | | | 1 | | 1 | | | | | | | | 2 |
| General | | 2 | | | | | | | | | | | 2 |
| Hearing Impairment | | | | | | 1 | | | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | | | | | 1 | | | | | | | 2 |
| Metal Implants (joint) | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 2 | | 1 | 1 | | 2 | | | | | | | 6 |
| Prosthesis/Amputees and Casts | 1 | | | | | | | 1 | | | | | 2 |
| Respiratory and Inhaler Equipment | | | | | | | 1 | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | 1 | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 2 | | | 1 | 1 | | | | | | 4 |
| Property - Special Handling | 17 | 23 | 19 | 13 | 13 | 11 | 8 | | | | | | 104 |
| Damaged Items - Carry-On | 4 | 7 | 4 | 2 | 1 | 2 | 1 | | | | | | 21 |
| Damaged Items - Checked | 3 | 5 | 3 | 1 | 4 | 1 | 1 | | | | | | 18 |
| Missing Items - Carry-On | 5 | 4 | 4 | 5 | 5 | 2 | 1 | | | | | | 26 |
| Missing Items - Checked | 5 | 7 | 8 | 5 | 3 | 6 | 5 | | | | | | 39 |
| Request for Assistance | 1 | 1 | | | | | | | | | | | 2 |
| Other | | 1 | | | | | | | | | | | 1 |
| Wounded Warrior (MSIJSOC) | 1 | | | | | | | | | | | | 1 |
| Screening | 7 | 9 | 8 | 1 | 2 | 3 | 7 | | | | | | 37 |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | 7 | 8 | 7 | 1 | 1 | 2 | 7 | | | | | | 33 |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | | | 1 |
| Security Breach | | 1 | | | | 1 | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| PHX | 333 | 346 | 359 | 494 | 466 | 583 | 528 | 355 | 274 | 285 | 316 | 234 | 4,573 | |
| 2016 | | | | 157 | 172 | 200 | 186 | 142 | 73 | 83 | 131 | 81 | 1,225 | |
| Civil Rights | | | | 1 | 1 | 3 | 4 | 3 | 2 | 5 | 4 | | 23 | |
| Constitutional Rights | | | | | | | 1 | | 1 | | | | 2 | |
| General Complaint and Discrimination | | | | 1 | | | | | | | | | 1 | |
| Headwear | | | | | | | | | | | 1 | | 1 | |
| Perceived Religion | | | | | | | | | | 1 | | | 1 | |
| Racial Profiling or Discrimination | | | | | 1 | 3 | 2 | 3 | 1 | 4 | 2 | | 16 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | 1 | |
| Sexual Orientation - Not Transgender | | | | | | | 1 | | | | | | 1 | |
| Current Topic | | | | | | | | 5 | | | 1 | | 6 | |
| Current Topic | | | | | | | | 5 | | | 1 | | 6 | |
| Customer Service | | | | 54 | 52 | 49 | 41 | 39 | 16 | 19 | 29 | 14 | 313 | |
| CSM | | | | | 1 | | 1 | | | 1 | | | 3 | |
| Others | | | | 27 | 25 | 11 | 14 | 14 | 3 | 7 | 6 | 1 | 108 | |
| TSO | | | | 27 | 26 | 38 | 26 | 25 | 13 | 11 | 23 | 13 | 202 | |
| Identification (ID) Requirements | | | | | | | | 1 | | | 2 | | 3 | |
| Domestic | | | | | | | | 1 | | | 2 | | 3 | |
| Locks | | | | 5 | 4 | 8 | 4 | 6 | 1 | 3 | 4 | 3 | 38 | |
| Missing or Damaged Lock | | | | 5 | 4 | 8 | 4 | 6 | 1 | 3 | 4 | 3 | 38 | |
| Lost and Found | | | | 8 | 9 | 7 | 2 | 2 | | | 2 | 2 | 32 | |
| Airport/TSA | | | | 8 | 9 | 7 | 2 | 2 | | | 2 | 2 | 32 | |
| Mishandling of Passenger Property | | | | 54 | 56 | 94 | 94 | 52 | 40 | 33 | 63 | 46 | 532 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 3 | 10 | 16 | 11 | 10 | 8 | 1 | 17 | 6 | 82 | |
| Damaged/Missing Items--Checked Baggage | | | | 48 | 41 | 70 | 75 | 41 | 29 | 28 | 40 | 36 | 408 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | 1 | 1 | | | | | | 3 | |
| Disarrayed Items--Carry-on or Checked | | | | 3 | 4 | 7 | 7 | 1 | 3 | 4 | 6 | 4 | 39 | |
| Patdown | | | | 1 | 2 | 3 | 2 | 2 | 4 | 6 | 3 | 8 | 31 | |
| Flyer | | | | 1 | 2 | 3 | 2 | 1 | 4 | 6 | 3 | 7 | 29 | |
| Flyer as Observer | | | | | | | | | | | | 1 | 1 | |
| General | | | | | | | | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | 2 | 2 | 4 | 5 | 1 | 3 | 5 | 2 | 25 | |
| Autism Spectrum | | | | | | | | 2 | | | | | 2 | |
| Cognitive /Developmental /Mental Disability | | | | | | | | 1 | | | | | 1 | |
| Diabetes | | | | | | | | 1 | | | 1 | | 2 | |
| General | | | | | | | 1 | | | | | | 1 | |
| Hearing Impairment | | | | | | | | | | | 1 | | 1 | |
| Internal Medical Devices | | | | | | | 1 | | | | | | 1 | |
| Medical Devices - Attached to the Body | | | | | | | | | | 1 | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | 1 | 1 | 1 | 1 | | 5 | |
| Metal Implants (joint) | | | | | 1 | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | 2 | | | 1 | | | 4 | |
| Ostomy/Ostomates | | | | | | | | | | | 1 | | 1 | |
| Prosthesis/Amputees and Casts | | | | | 1 | | | | | | | | 1 | |
| Respiratory and Inhaler Equipment | | | | 1 | | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | 1 | 2 | 3 | |
| Prohibited & Permitted Items | | | | | | | | | | | 1 | | 1 | |
| Sporting Goods | | | | | | | | | | | 1 | | 1 | |
| Screening | | | | 33 | 46 | 34 | 35 | 27 | 9 | 14 | 17 | 6 | 221 | |
| Inconsistency | | | | 1 | 3 | 5 | 2 | 2 | 2 | 2 | 3 | 3 | 23 | |
| Lengthy Lines | | | | 18 | 34 | 22 | 24 | 11 | 1 | 1 | | | 111 | |
| Military | | | | | | | | | | | 1 | | 1 | |
| Procedures/Process | | | | 13 | 8 | 6 | 9 | 14 | 6 | 9 | 13 | 3 | 81 | |
| Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | | | | | 1 | |
| Security Breach | | | | 1 | | | | | | 2 | | | 3 | |
| Shoe Screening | | | | | 1 | | | | | | | | 1 | |
| 2017 | 98 | 119 | 136 | 147 | 113 | 129 | 94 | 97 | 110 | 100 | 114 | 97 | 1,354 | |
| Advanced Imaging Technology (AIT) | | | 1 | | | | | 1 | | | | | 2 | |
| Flyer | | | 1 | | | | | | | | | | 1 | |
| Flyer as Observer | | | | | | | | 1 | | | | | 1 | |
| Civil Rights | 4 | 1 | 4 | 3 | 5 | 1 | 2 | 3 | 2 | 1 | 5 | 6 | 37 | |
| Hair Patdowns | | | | | | | | | 1 | | | | 1 | |
| Headwear | | | | | | | | | | | | 1 | 1 | |
| National Origin | | | | 1 | | | | 1 | | 1 | 2 | | 5 | |
| Perceived Religion | | | | | 1 | | | | | | | | 1 | |
| Racial Profiling or Discrimination | 4 | 1 | 3 | 2 | 1 | 1 | 1 | 1 | 1 | | | 3 | 18 | |
| Screening of Religious Cultural and Ceremonial Items | | | 1 | | | | | | | | 1 | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | 3 | | 1 | 1 | | | 1 | | 6 | |
| Transgender Screening | | | | | | | | | | | 1 | 2 | 3 | |
| Customer Service | 16 | 27 | 31 | 25 | 34 | 34 | 17 | 17 | 20 | 29 | 31 | 25 | 306 | |
| CSM | | | 1 | 2 | | | | | | | | | 3 | |
| Others | 1 | 1 | 4 | 2 | 5 | 1 | 2 | | 1 | 4 | 1 | | 22 | |
| TSO | 15 | 26 | 26 | 21 | 29 | 33 | 15 | 17 | 19 | 25 | 30 | 25 | 281 | |
| Identification (ID) Requirements | | | | 1 | 1 | | | | | | | | 2 | |
| Domestic | | | | | 1 | | | | | | | | 1 | |
| ID Matching Ticket and Boarding Pass Issues | | | | 1 | | | | | | | | | 1 | |
| Locks | 8 | 4 | 4 | 3 | 3 | 3 | 3 | 2 | 4 | 4 | 6 | 7 | 51 | |
| General | | | 1 | 1 | | | | | | 1 | 2 | 1 | 6 | |
| Missing or Damaged Lock | 8 | 4 | 3 | 2 | 3 | 3 | 3 | 2 | 4 | 3 | 4 | 6 | 45 | |
| Lost and Found | 1 | 3 | 4 | 4 | 2 | 1 | 1 | 2 | 8 | 3 | 9 | 3 | 41 | |
| Airport/TSA | 1 | 3 | 4 | 4 | 2 | 1 | 1 | 2 | 8 | 3 | 9 | 3 | 41 | |
| Mishandling of Passenger Property | 53 | 56 | 55 | 77 | 48 | 57 | 40 | 31 | 25 | 23 | 22 | 21 | 508 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | 11 | 10 | 18 | 12 | 8 | 5 | 2 | 4 | 2 | 7 | | 80 | |
| Damaged/Missing Items--Checked Baggage | 47 | 41 | 37 | 53 | 32 | 43 | 28 | 25 | 13 | 19 | 9 | 20 | 367 | |
| Damaged/Missing Items--Unspecified Luggage | 1 | 1 | | | | | | | 1 | | | | 3 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|-----------|------------|-----------|-----------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Disarrayed Items--Carry-on or Checked | 4 | 3 | 8 | 6 | 4 | 6 | 7 | 4 | 7 | 2 | 6 | 1 | 58 |
| Notice of Violation/Civil Penalties | | | | | | 1 | | | | | | | 1 |
| General | | | | | | 1 | | | | | | | 1 |
| Patdown | 6 | 5 | 6 | 4 | 3 | 10 | 2 | 6 | 6 | 6 | 7 | 3 | 64 |
| Children | | | | | | 1 | | | | | | | 1 |
| Flyer | 6 | 4 | 2 | 3 | 3 | 9 | 2 | 5 | 6 | 6 | 6 | 3 | 55 |
| Flyer as Observer | | 1 | 3 | | | | | 1 | | | | | 5 |
| General | | | 1 | 1 | | | | | | | | | 2 |
| Non-Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 1 | 7 | 9 | 3 | 2 | 5 | 4 | 4 | 9 | 7 | 4 | 60 |
| Autism Spectrum | | | 1 | 1 | | | 1 | | | 1 | | | 4 |
| Breast Cancer | | | 1 | | | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | 1 | | 1 | | | | | | | | 2 |
| Cognitive /Developmental /Mental Disability | | | | | | 1 | | | 1 | 1 | | | 3 |
| Diabetes | | | 2 | 1 | | | | | | | | 1 | 4 |
| Diapers/Garments/Dressings/Masks | | | | | | | 1 | | | | | | 1 |
| General | 2 | 1 | | | | | | 1 | | | 3 | | 7 |
| Hearing Impairment | | | | 1 | 1 | | | | | | | | 2 |
| Internal Medical Devices | | | | | | 1 | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | | 1 | | | 1 | 1 | 1 | 5 |
| Metal Implants (joint) | | | | 1 | | | | 1 | 1 | 1 | | 1 | 5 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | | | 2 | | | 2 | 1 | 1 | 7 |
| Ostomy/Ostomates | 1 | | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | 2 | 2 | | | 4 |
| Service Animals | | | | | | | | | | 1 | 1 | | 2 |
| Touch Aversion (pain/trauma) | | | | | | | | 1 | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | 2 | 4 | 1 | | | 1 | | | 1 | | 10 |
| Prohibited & Permitted Items | | | 1 | | | | | | 1 | 1 | | | 3 |
| Alcohol and Tobacco | | | | | | | | | | 1 | | | 1 |
| Breast Milk/Baby Formula/Breast Pump | | | 1 | | | | | | | | | | 1 |
| Liquids/Gels/Aerosols | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | 12 | 17 | 30 | 12 | 19 | 17 | 107 |
| Damaged Items - Carry-On | | | | | | | | 2 | 4 | 3 | 3 | 1 | 13 |
| Damaged Items - Checked | | | | | | | 5 | 3 | 7 | 2 | 1 | 5 | 23 |
| Missing Items - Carry-On | | | | | | | 1 | 2 | 4 | 1 | 4 | 5 | 17 |
| Missing Items - Checked | | | | | | | 6 | 10 | 15 | 6 | 11 | 6 | 54 |
| Request for Assistance | | | | | | 1 | | 1 | | | | | 2 |
| Other | | | | | | 1 | | 1 | | | | | 2 |
| Screening | 5 | 22 | 23 | 21 | 14 | 19 | 12 | 13 | 10 | 12 | 8 | 11 | 170 |
| Inconsistency | | 2 | 6 | 1 | 1 | 1 | 1 | 3 | | 2 | 1 | 1 | 19 |
| Lengthy Lines | | 2 | 2 | 1 | 3 | 2 | | 2 | 4 | 2 | 1 | 1 | 20 |
| Procedures/Process | 5 | 17 | 15 | 19 | 9 | 14 | 10 | 8 | 6 | 6 | 5 | 9 | 123 |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | 1 | 1 | | | 2 | 1 | | 6 |
| Security Breach | | | | | | 1 | | | | | | | 1 |
| Traveling with Cash | | | | | 1 | | | | | | | | 1 |
| 2018 | 134 | 116 | 128 | 107 | 101 | 132 | 125 | 116 | 91 | 102 | 71 | 56 | 1,279 |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | | 1 |
| Flyer as Observer | | | | | | | | 1 | | | | | 1 |
| Civil Rights | 4 | 3 | 1 | 5 | 1 | 4 | 1 | 5 | 3 | 3 | 3 | 2 | 35 |
| Age | 2 | | | | | | | | 1 | | | | 3 |
| Constitutional Rights | | | | | | 1 | | | | | | | 1 |
| National Origin | | 1 | | 1 | 1 | 1 | | | 1 | | | | 5 |
| Perceived Religion | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | 2 | | 1 | 3 | | | | 4 | 1 | 3 | 3 | | 17 |
| Screening of Religious or Cultural Garments | | 1 | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | 1 | | 1 | 1 | | | | | 2 | 6 |
| Transgender Screening | | | | | | | | 1 | | | | | 1 |
| Customer Service | 29 | 26 | 28 | 19 | 21 | 30 | 24 | 25 | 18 | 26 | 9 | 7 | 262 |
| Others | | 3 | 2 | 3 | | 4 | | | | 1 | | | 13 |
| TSO | 29 | 23 | 26 | 16 | 21 | 26 | 24 | 25 | 18 | 25 | 9 | 7 | 249 |
| Identification (ID) Requirements | 1 | | | | | | | | | | | | 1 |
| Domestic | 1 | | | | | | | | | | | | 1 |
| Locks | 4 | 3 | 2 | 1 | 4 | 3 | 4 | 6 | 1 | 3 | 5 | 2 | 38 |
| Missing or Damaged Lock | 4 | 3 | 2 | 1 | 4 | 3 | 4 | 6 | 1 | 3 | 5 | 2 | 38 |
| Lost and Found | 11 | 11 | 9 | 13 | 2 | 8 | 9 | 6 | 3 | 2 | 1 | 2 | 77 |
| Airport/TSA | 11 | 11 | 9 | 13 | 2 | 8 | 9 | 6 | 3 | 2 | 1 | 2 | 77 |
| Mishandling of Passenger Property | 27 | 27 | 37 | 31 | 27 | 30 | 37 | 21 | 21 | 20 | 15 | 11 | 304 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 3 | 2 | 2 | 2 | 4 | 3 | 1 | 1 | 2 | 2 | 1 | 24 |
| Damaged/Missing Items--Checked Baggage | 19 | 15 | 29 | 23 | 22 | 21 | 28 | 16 | 20 | 16 | 9 | 8 | 226 |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | 1 | | | 2 |
| Disarrayed Items--Carry-on or Checked | 7 | 9 | 5 | 6 | 3 | 5 | 6 | 4 | | 1 | 4 | 2 | 52 |
| Patdown | 3 | 4 | 7 | 1 | 4 | 8 | 7 | 5 | 3 | 5 | 4 | 3 | 54 |
| Children | | | | | | 1 | | | | | | | 1 |
| Flyer | 3 | 3 | 6 | 1 | 3 | 7 | 7 | 4 | 3 | 3 | 4 | 3 | 47 |
| Flyer as Observer | | 1 | 1 | | 1 | | | 1 | | | | | 4 |
| General | | | | | | | | | | 1 | | | 1 |
| Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 5 | 1 | 3 | 5 | 2 | 9 | 7 | 11 | 8 | 3 | 6 | 3 | 63 |
| Autism Spectrum | | | | | | 1 | 1 | | 2 | 2 | | | 6 |
| Cancer (general) Not Breast Cancer | | | | | | | | 1 | | | 1 | | 2 |
| Cognitive /Developmental /Mental Disability | | | | | | 1 | | | | | 1 | | 2 |
| Diabetes | 1 | | | | 1 | 1 | | | | | | | 3 |
| Hearing Impairment | | | | 1 | | | | | | | | | 1 |
| Internal Medical Devices | | | | 1 | | | | 1 | | | | | 2 |
| Medical Devices - Attached to the Body | | | | | | | | 1 | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Medically Necessary Medication and Medical | 2 | | 2 | 2 | | | | 3 | 1 | 1 | | | 11 |
| Metal Implants (joint) | | | | | | 3 | 1 | 2 | 2 | | 1 | | 9 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | 1 | | | 1 | 1 | | 2 | 1 | | 1 | | 8 |
| Prosthesis/Amputees and Casts | | | | 1 | | 1 | 2 | | | | | | 4 |
| Service Animals | 1 | | | | | | 1 | | | | | | 2 |
| Touch Aversion (pain/trauma) | | | | | | 1 | 1 | | 1 | | 1 | 2 | 6 |
| Visual Impairment | | | | | | | 1 | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | 1 | 1 | | 1 | 1 | 5 |
| Prohibited & Permitted Items | | 1 | | | | | | 1 | | | | | 2 |
| Food/Beverages | | 1 | | | | | | 1 | | | | | 2 |
| Property - Special Handling | 34 | 20 | 21 | 21 | 25 | 26 | 23 | 20 | 19 | 25 | 16 | 15 | 265 |
| Damaged Items - Carry-On | 4 | | 1 | 3 | 3 | 6 | 2 | | 2 | 4 | 1 | 2 | 28 |
| Damaged Items - Checked | 10 | 4 | 7 | 1 | 7 | 8 | 8 | 3 | 8 | 7 | 4 | 3 | 70 |
| Missing Items - Carry-On | 8 | 7 | 3 | 5 | 2 | 7 | 5 | 8 | 4 | 5 | 3 | 5 | 62 |
| Missing Items - Checked | 12 | 9 | 10 | 12 | 13 | 5 | 8 | 9 | 5 | 9 | 8 | 5 | 105 |
| Request for Assistance | | | | | 1 | | 1 | | | | | | 2 |
| Other | | | | | 1 | | 1 | | | | | | 2 |
| Screening | 16 | 20 | 20 | 11 | 14 | 14 | 12 | 15 | 15 | 15 | 12 | 11 | 175 |
| Crew Member or Airline Employee | | | 1 | 1 | | | | | | | | | 2 |
| Inconsistency | 4 | | 3 | 1 | 2 | 1 | 3 | 1 | | 3 | | 2 | 20 |
| Lengthy Lines | 2 | 5 | 2 | 1 | | | | 1 | 2 | 1 | 2 | | 16 |
| Procedures/Process | 9 | 13 | 13 | 8 | 11 | 13 | 9 | 13 | 12 | 11 | 9 | 7 | 128 |
| Retrieving Abandoned/Confiscated Items | | 2 | 1 | | | | | | | | 1 | 2 | 6 |
| Security Breach | 1 | | | | 1 | | | | 1 | | | | 3 |
| 2019 | 101 | 111 | 95 | 83 | 80 | 122 | 123 | | | | | | 715 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 2 | 8 | 5 | 5 | 1 | 5 | 6 | | | | | | 32 |
| Age | | | 1 | 1 | | | 1 | | | | | | 3 |
| Hair Patdowns | | | | 1 | | | | | | | | | 1 |
| National Origin | | | | | | 2 | | | | | | | 2 |
| Perceived Religion | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | 6 | 2 | 2 | 1 | 1 | 3 | | | | | | 16 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | 1 | 2 | 1 | | 1 | 2 | | | | | | 8 |
| Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | 20 | 22 | 19 | 14 | 13 | 23 | 24 | | | | | | 135 |
| Others | 1 | 1 | | | | 1 | | | | | | | 3 |
| TSO | 19 | 21 | 19 | 14 | 13 | 22 | 24 | | | | | | 132 |
| Identification (ID) Requirements | | | 1 | | | | | | | | | | 1 |
| Domestic | | | 1 | | | | | | | | | | 1 |
| Locks | 2 | 5 | 2 | 1 | 5 | 5 | 7 | | | | | | 27 |
| General | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | 2 | 5 | 2 | 1 | 4 | 5 | 7 | | | | | | 26 |
| Lost and Found | 3 | 1 | | | 4 | 7 | 4 | | | | | | 19 |
| Airport/TSA | 3 | 1 | | | 4 | 7 | 4 | | | | | | 19 |
| Mishandling of Passenger Property | 25 | 26 | 25 | 21 | 19 | 29 | 26 | | | | | | 171 |
| Damaged/Missing Items--Carry-on Luggage | 3 | 1 | | 1 | 2 | | 1 | | | | | | 8 |
| Damaged/Missing Items--Checked Baggage | 19 | 22 | 19 | 20 | 11 | 24 | 19 | | | | | | 134 |
| Disarrayed Items--Carry-on or Checked | 3 | 3 | 6 | | 6 | 5 | 6 | | | | | | 29 |
| Patdown | 3 | 2 | 3 | | 1 | 7 | 6 | | | | | | 22 |
| Flyer | 3 | 2 | 3 | | 1 | 6 | 6 | | | | | | 21 |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 9 | 5 | 4 | 8 | 10 | 4 | 7 | | | | | | 47 |
| Cancer (general) Not Breast Cancer | | | | 1 | 1 | | 1 | | | | | | 3 |
| Cognitive /Developmental /Mental Disability | | | | 1 | 1 | | | | | | | | 2 |
| Diabetes | 2 | | | 1 | 1 | | 1 | | | | | | 5 |
| General | | 1 | | 1 | | | | | | | | | 2 |
| Hearing Impairment | | | | | 1 | | | | | | | | 1 |
| Medically Necessary Medication and Medical | 2 | | | | 2 | | 1 | | | | | | 5 |
| Metal Implants (joint) | | 1 | | | | 1 | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 3 | | 2 | 1 | 2 | | | | | | 8 |
| Ostomy/Ostomates | | | | 2 | | | | | | | | | 2 |
| Prosthesis/Amputees and Casts | 1 | 1 | | | | 1 | 1 | | | | | | 4 |
| Respiratory and Inhaler Equipment | | | | 1 | | | | | | | | | 1 |
| Service Animals | | 2 | | | | | | | | | | | 2 |
| Touch Aversion (pain/trauma) | 1 | | | | 1 | | 1 | | | | | | 3 |
| Wheelchair/ Scooter/ Segway | 3 | | 1 | 1 | 1 | 1 | | | | | | | 7 |
| Property - Special Handling | 25 | 30 | 26 | 18 | 14 | 24 | 27 | | | | | | 164 |
| Damaged Items - Carry-On | 2 | 6 | 4 | 3 | 1 | 1 | 4 | | | | | | 21 |
| Damaged Items - Checked | 6 | 8 | 5 | 2 | 5 | 4 | 2 | | | | | | 32 |
| Missing Items - Carry-On | 7 | 8 | 3 | 4 | 4 | 11 | 7 | | | | | | 44 |
| Missing Items - Checked | 10 | 8 | 14 | 9 | 4 | 8 | 14 | | | | | | 67 |
| Request for Assistance | | 1 | | | | 1 | | | | | | | 2 |
| Other | | 1 | | | | | | | | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | | | 1 | | | | | | | 1 |
| Screening | 11 | 11 | 10 | 16 | 13 | 17 | 16 | | | | | | 94 |
| Crew Member or Airline Employee | | | | 1 | | | | | | | | | 1 |
| Inconsistency | 2 | 1 | 2 | 2 | 1 | 2 | 1 | | | | | | 11 |
| Lengthy Lines | 1 | 1 | 2 | 1 | | | | | | | | | 5 |
| Procedures/Process | 6 | 9 | 5 | 9 | 11 | 14 | 14 | | | | | | 68 |
| Retrieving Abandoned/Confiscated Items | | | 1 | 2 | 1 | | | | | | | | 4 |
| Security Breach | 2 | | | 1 | | 1 | 1 | | | | | | 5 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| PIA | | 8 | 16 | 6 | 10 | 10 | 9 | 9 | 9 | 7 | 5 | 6 | 6 | 101 |
| 2016 | | | | | | 4 | | 2 | 4 | | 2 | 3 | 1 | 16 |
| Civil Rights | | | | | | | | 1 | 1 | | | | | 2 |
| Racial Profiling or Discrimination | | | | | | | | 1 | 1 | | | | | 2 |
| Customer Service | | | | | | | | 1 | 2 | | | 1 | | 4 |
| Others | | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | 1 | | | 1 | | 3 |
| Locks | | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 2 | | | | | 2 | 2 | | 6 |
| Damaged/Missing Items--Checked Baggage | | | | | | 2 | | | | | 2 | 2 | | 6 |
| Patdown | | | | | | | | | 1 | | | | | 1 |
| Flyer | | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 | 2 |
| Lengthy Lines | | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | | | | | | | | | 1 | 1 |
| 2017 | | 3 | 5 | 1 | 3 | 4 | 2 | 3 | 4 | 3 | 2 | 2 | 4 | 36 |
| Civil Rights | | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | 1 | 1 | | 1 | | | | 1 | | | 2 | 6 |
| Others | | | 1 | | | | | | | 1 | | | 1 | 3 |
| TSO | | | | 1 | | 1 | | | | | | | 1 | 3 |
| Locks | | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | 2 | 3 | | 3 | 2 | 1 | 1 | 2 | 1 | | 2 | | 17 |
| Damaged/Missing Items--Checked Baggage | | 2 | 3 | | 2 | 2 | | 1 | 2 | 1 | | 2 | | 15 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | 1 | | | | | | | 2 |
| Patdown | | 1 | | | | 1 | | | | | 1 | | 1 | 4 |
| Flyer | | 1 | | | | 1 | | | | | 1 | | 1 | 4 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | | 1 |
| Diabetes | | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | 1 | 1 | | 1 | 4 |
| Damaged Items - Checked | | | | | | | | | 1 | 1 | | | | 2 |
| Missing Items - Carry-On | | | | | | | | | | | 1 | | 1 | 2 |
| Screening | | | 1 | | | | 1 | | | | | | | 2 |
| Inconsistency | | | | | | | 1 | | | | | | | 1 |
| Security Breach | | | 1 | | | | | | | | | | | 1 |
| 2018 | | 1 | 6 | 5 | 5 | 1 | 4 | 2 | 1 | 4 | 1 | 1 | 1 | 32 |
| Advanced Imaging Technology (AIT) | | | | | 1 | | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | 1 | | 2 | | | | 1 | 1 | 1 | | 1 | 7 |
| Others | | | 1 | | 1 | | | | | | 1 | | | 3 |
| TSO | | | | | 1 | | | | 1 | 1 | | | 1 | 4 |
| Mishandling of Passenger Property | | | 3 | 2 | 1 | 1 | 1 | 1 | | 2 | | | | 11 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 3 | 2 | 1 | 1 | 1 | | | 1 | | | | 9 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | | 1 |
| Patdown | | 1 | 2 | | 1 | | | | | | | | | 4 |
| Flyer | | | 2 | | 1 | | | | | | | | | 3 |
| Flyer as Observer | | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | 1 | | 2 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | 1 | | | | | | | | | | 1 |
| Screening | | | | 2 | | | 3 | 1 | | 1 | | | | 7 |
| Procedures/Process | | | | 2 | | | 3 | 1 | | 1 | | | | 7 |
| 2019 | | 4 | 5 | | 2 | 1 | 3 | 2 | | | | | | 17 |
| Civil Rights | | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | 2 | 2 | | | 1 | 2 | | | | | | | 7 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 2 | 1 | | | 1 | 1 | | | | | | | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | | 1 |
| Patdown | | | 1 | | | | | 1 | | | | | | 2 |
| Flyer as Observer | | | 1 | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | | 1 |
| Breast Cancer | | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | 1 | | 1 | | | | | | | 3 |
| Missing Items - Checked | | | 1 | | 1 | | 1 | | | | | | | 3 |
| Screening | | 1 | | | 1 | | | | | | | | | 2 |
| Inconsistency | | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|-----|-----|----------|-----|----------|----------|-----|----------|-----|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| PIB | 3 | 3 | | | 2 | | 1 | 2 | | 5 | | 2 | 18 |
| 2016 | | | | | | | | | | 2 | | 2 | 4 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | 1 | 2 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2017 | 1 | 2 | | | 1 | | | 1 | | 2 | | | 7 |
| Customer Service | | | | | 1 | | | | | 1 | | | 2 |
| TSO | | | | | 1 | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | 1 | 2 | | | | | | 1 | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | | 1 | | | | | 3 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2018 | 2 | 1 | | | | | 1 | 1 | | 1 | | | 6 |
| Mishandling of Passenger Property | 1 | | | | | | | 1 | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | 1 | | | | | | 2 |
| Procedures/Process | 1 | | | | | | 1 | | | | | | 2 |
| 2019 | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | 1 | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| PIE | 22 | 25 | 27 | 24 | 30 | 36 | 31 | 19 | 23 | 23 | 20 | 10 | 290 | |
| 2016 | | | | 2 | 5 | 7 | 7 | 5 | 3 | 5 | 5 | 2 | 41 | |
| Customer Service | | | | | 1 | 2 | 2 | 1 | 1 | 1 | 2 | 1 | 11 | |
| Others | | | | | | | | | | | 1 | | 1 | |
| TSO | | | | | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 10 | |
| Locks | | | | | | | | 1 | | | 1 | | 2 | |
| Missing or Damaged Lock | | | | | | | | 1 | | | 1 | | 2 | |
| Mishandling of Passenger Property | | | | 2 | 1 | 5 | 3 | 2 | 1 | 1 | 1 | 1 | 17 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | 1 | | 1 | | | | 1 | 4 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | 4 | 3 | 1 | 1 | | 1 | | 12 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 | |
| Patdown | | | | | 1 | | | | | | 1 | | 2 | |
| Flyer | | | | | 1 | | | | | | 1 | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | 2 | | | 3 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | 2 | | | 3 | |
| Screening | | | | | 1 | | 2 | 1 | 1 | 1 | | | 6 | |
| Gate Pass | | | | | | | | | 1 | | | | 1 | |
| Inconsistency | | | | | 1 | | | | | 1 | | | 2 | |
| Lengthy Lines | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | | | | | | | 1 | 1 | | | | | 2 | |
| 2017 | 5 | 4 | 9 | 5 | 9 | 7 | 7 | 8 | 10 | 8 | 4 | 4 | 80 | |
| Customer Service | 1 | 1 | 1 | 3 | 3 | 2 | 2 | 2 | 1 | 1 | | 1 | 18 | |
| TSO | 1 | 1 | 1 | 3 | 3 | 2 | 2 | 2 | 1 | 1 | | 1 | 18 | |
| Identification (ID) Requirements | | | 1 | | | | | | | | | | 1 | |
| Domestic | | | 1 | | | | | | | | | | 1 | |
| Locks | | | | | 1 | | | | | | | 1 | 2 | |
| Missing or Damaged Lock | | | | | 1 | | | | | | | 1 | 2 | |
| Mishandling of Passenger Property | 3 | 1 | 5 | 2 | 3 | 4 | | 1 | 3 | 2 | 1 | | 25 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | 2 | 2 | 1 | | | | | | | | 6 | |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | 3 | | 2 | 4 | | 1 | 3 | 2 | 1 | | 19 | |
| Patdown | | | | | | | 1 | 1 | 3 | 1 | 1 | 2 | 9 | |
| Flyer | | | | | | | 1 | 1 | 3 | 1 | 1 | 2 | 9 | |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | 1 | 1 | 1 | | 1 | | 6 | |
| Cancer (general) Not Breast Cancer | | | | | | | 1 | | | | | | 1 | |
| Cognitive /Developmental /Mental Disability | | | | | | | | | 1 | | | | 1 | |
| Internal Medical Devices | | | | | | | | | | | 1 | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | | | | 1 | |
| Ostomy/Ostomates | | | | | | | | 1 | | | | | 1 | |
| Touch Aversion (pain/trauma) | 1 | | | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | 2 | 2 | 2 | 1 | | 7 | |
| Damaged Items - Checked | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Carry-On | | | | | | | | | | 2 | | | 2 | |
| Missing Items - Checked | | | | | | | | 1 | 2 | | 1 | | 4 | |
| Screening | | 1 | 2 | | 2 | 1 | 3 | 1 | | 2 | | | 12 | |
| Inconsistency | | | 1 | | | | 1 | | | | | | 2 | |
| Lengthy Lines | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | | | 1 | | 2 | 1 | 1 | 1 | | 2 | | | 8 | |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 | |
| 2018 | 11 | 13 | 8 | 12 | 5 | 12 | 12 | 6 | 10 | 10 | 11 | 4 | 114 | |
| Civil Rights | | 1 | | | | | 1 | 1 | | | | 2 | 5 | |
| Racial Profiling or Discrimination | | 1 | | | | | 1 | | | | | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | 2 | 2 | |
| Transgender Screening | | | | | | | | 1 | | | | | 1 | |
| Customer Service | 6 | 1 | 3 | 2 | | 4 | 4 | 1 | 2 | 2 | 2 | 1 | 28 | |
| Others | | | | | | | | | 1 | | 1 | | 2 | |
| TSO | 6 | 1 | 3 | 2 | | 4 | 4 | 1 | 1 | 2 | 1 | 1 | 26 | |
| Locks | | 1 | | | | 2 | | | | 1 | 1 | | 5 | |
| Missing or Damaged Lock | | 1 | | | | 2 | | | | 1 | 1 | | 5 | |
| Lost and Found | | | | | | | | | | | 1 | | 1 | |
| Airport/TSA | | | | | | | | | | | 1 | | 1 | |
| Mishandling of Passenger Property | 2 | 2 | | 4 | 1 | 3 | 2 | | 1 | 2 | 2 | | 19 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | 2 | | 1 | | | | | | | | | 4 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | 3 | 1 | 3 | 1 | | 1 | 1 | 2 | | 13 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | 1 | | | 2 | |
| Patdown | | 1 | | 1 | 3 | 1 | 1 | | 2 | 1 | | | 10 | |
| Flyer | | 1 | | 1 | 3 | 1 | 1 | | 2 | 1 | | | 10 | |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | | | | 1 | | 1 | 1 | | 5 | |
| Diabetes | | | | | | | | | | 1 | | | 1 | |
| General | | | 1 | | | | | | | | | | 1 | |
| Metal Implants (joint) | | 1 | | | | | | | | | | | 1 | |
| Service Animals | | | | | | | | | | | 1 | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 1 | |
| Property - Special Handling | | | 3 | 4 | | | 2 | 2 | 3 | 3 | 2 | 1 | 20 | |
| Damaged Items - Carry-On | | | | | | | | | 1 | 1 | | | 2 | |
| Damaged Items - Checked | | | | 1 | | | | 2 | | | | 1 | 4 | |
| Missing Items - Carry-On | | | 1 | 2 | | | 1 | | 2 | 2 | 2 | | 10 | |
| Missing Items - Checked | | | 2 | 1 | | | 1 | | | | | | 4 | |
| Screening | 3 | 6 | 1 | 1 | 1 | 2 | 2 | 1 | 2 | | 2 | | 21 | |
| Inconsistency | | 1 | | | | | 1 | | 1 | | | | 3 | |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 | |
| Procedures/Process | 2 | 2 | 1 | 1 | 1 | 2 | | 1 | 1 | | 2 | | 13 | |
| Retrieving Abandoned/Confiscated Items | | 2 | | | | | 1 | | | | | | 3 | |
| Traveling with Cash | | 1 | | | | | | | | | | | 1 | |
| 2019 | 6 | 8 | 10 | 5 | 11 | 10 | 5 | | | | | | 55 | |
| Civil Rights | 1 | 1 | | | 1 | 1 | 1 | | | | | | 5 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Racial Profiling or Discrimination | | 1 | | | 1 | 1 | | | | | | | 3 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | 1 | | | | | | 2 |
| Customer Service | 1 | | 4 | | 3 | 5 | 1 | | | | | | 14 |
| Others | | | 1 | | | 1 | | | | | | | 2 |
| TSO | 1 | | 3 | | 3 | 4 | 1 | | | | | | 12 |
| Mishandling of Passenger Property | | 2 | 2 | 1 | 2 | 1 | | | | | | | 8 |
| Damaged/Missing Items--Checked Baggage | | 2 | 2 | 1 | 2 | 1 | | | | | | | 8 |
| Patdown | | 2 | 1 | | 1 | | | | | | | | 4 |
| Flyer | | 2 | 1 | | 1 | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | 2 | | | | | | | | 4 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | 2 | | | | | | | | 3 |
| Wheelchair/ Scooter/ Segway | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | 1 | 2 | | 1 | | | | | | | 6 |
| Damaged Items - Carry-On | | 1 | | | | 1 | | | | | | | 2 |
| Missing Items - Checked | 1 | | 1 | 2 | | | | | | | | | 4 |
| Screening | 2 | 1 | 2 | 2 | 2 | 2 | 3 | | | | | | 14 |
| Procedures/Process | 2 | 1 | 2 | 2 | 2 | 2 | 3 | | | | | | 14 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| PIH | | | | | 1 | 1 | 1 | | | | | | 3 |
| 2017 | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| 2019 | | | | | | 1 | 1 | | | | | | 2 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|----------|----------|-----|-----|-----|-----|-----|-----|-----|-----|-----|----------|----------|
| PIR | 1 | 1 | | | | | | | | | | 2 | 4 |
| 2017 | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| 2018 | | 1 | | | | | | | | | | 2 | 3 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Flyer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Respiratory and Inhaler Equipment | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| PIT | 78 | 64 | 83 | 86 | 60 | 80 | 66 | 71 | 69 | 74 | 72 | 77 | 880 |
| 2016 | | | | 25 | 18 | 14 | 15 | 27 | 24 | 27 | 26 | 32 | 208 |
| Civil Rights | | | | 2 | | | | 1 | 1 | 3 | 2 | 1 | 10 |
| Constitutional Rights | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | | | | 1 | | 1 | 1 | 1 | 5 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | 1 | | 2 |
| Transgender Screening | | | | 1 | | | | | | 1 | | | 2 |
| Customer Service | | | | 1 | 2 | 2 | 1 | 5 | 3 | 4 | 5 | 4 | 27 |
| CSM | | | | | | | | | | 1 | | | 1 |
| Others | | | | | | | | | 1 | | | | 1 |
| TSO | | | | 1 | 2 | 2 | 1 | 5 | 2 | 3 | 5 | 4 | 25 |
| Locks | | | | | 1 | 1 | | 1 | 2 | | 3 | 2 | 10 |
| Missing or Damaged Lock | | | | | 1 | 1 | | 1 | 2 | | 3 | 2 | 10 |
| Mishandling of Passenger Property | | | | 18 | 13 | 7 | 11 | 12 | 11 | 18 | 14 | 23 | 127 |
| Damaged/Missing Items--Carry-on Luggage | | | | 4 | 1 | 1 | 1 | 1 | | 1 | 2 | 2 | 13 |
| Damaged/Missing Items--Checked Baggage | | | | 12 | 12 | 5 | 10 | 10 | 9 | 16 | 11 | 17 | 102 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | 1 | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | 2 | | 1 | | 1 | 2 | | 1 | 4 | 11 |
| Patdown | | | | 3 | | | 3 | 4 | 2 | 1 | 1 | | 14 |
| Flyer | | | | 3 | | | 2 | 4 | 2 | 1 | 1 | | 13 |
| Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 2 | 1 | | | 1 | 4 |
| Service Animals | | | | | | | | | 1 | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | 2 | | | | 1 | 3 |
| Screening | | | | 1 | 2 | 4 | | 2 | 4 | 1 | 1 | 1 | 16 |
| Inconsistency | | | | | 1 | 1 | | | | | | 1 | 3 |
| Lengthy Lines | | | | 1 | | | | 1 | | | | | 2 |
| Procedures/Process | | | | | 1 | 3 | | 1 | | 1 | 1 | | 10 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | | 1 |
| 2017 | 25 | 23 | 21 | 18 | 14 | 22 | 13 | 17 | 19 | 33 | 22 | 27 | 254 |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Civil Rights | | | 2 | 1 | | 1 | | | 2 | | | | 6 |
| Constitutional Rights | | | | | | 1 | | | | | | | 1 |
| National Origin | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | | | 2 | 1 | | | | | | | | | 3 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | 1 |
| Customer Service | 3 | 6 | 1 | 1 | 1 | 4 | 4 | 3 | 4 | 5 | 3 | 7 | 42 |
| CSM | | | | | | | | | 1 | | | | 1 |
| Others | | | | | | | | | | | | 1 | 1 |
| TSO | 3 | 6 | 1 | 1 | 1 | 4 | 4 | 3 | 3 | 5 | 3 | 6 | 40 |
| Locks | 1 | 2 | 1 | 1 | 1 | 2 | 1 | | 1 | 2 | 2 | | 14 |
| Missing or Damaged Lock | 1 | 2 | 1 | 1 | 1 | 2 | 1 | | 1 | 2 | 2 | | 14 |
| Lost and Found | | 1 | | | | | | | | | | | 1 |
| Airport/TSA | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 16 | 11 | 12 | 13 | 10 | 11 | 4 | 7 | 6 | 11 | 8 | 12 | 121 |
| Damaged/Missing Items--Carry-on Luggage | | 2 | 2 | | 1 | | | | | 2 | | | 7 |
| Damaged/Missing Items--Checked Baggage | 15 | 9 | 8 | 12 | 9 | 11 | 4 | 7 | 4 | 8 | 6 | 10 | 103 |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | 1 | 1 | | | | | 2 | 1 | 2 | 2 | 10 |
| Patdown | | 1 | 3 | | 2 | 2 | 1 | 2 | 2 | 3 | 2 | 2 | 20 |
| Flyer | | 1 | 3 | | 2 | 2 | | 2 | 1 | 3 | 2 | 1 | 17 |
| Flyer as Observer | | | | | | | 1 | | 1 | | | 1 | 3 |
| Persons w/ Disabilities (PWD) | 3 | | | 1 | | | | | | 1 | 1 | | 6 |
| General | 1 | | | | | | | | | | | | 1 |
| Hearing Impairment | | | | 1 | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | | | 1 | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 |
| Alcohol and Tobacco | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | 2 | 3 | 4 | 7 | 4 | 5 | 25 |
| Damaged Items - Carry-On | | | | | | | | | | | 1 | 2 | 3 |
| Damaged Items - Checked | | | | | | | | 1 | 1 | 3 | 1 | 2 | 8 |
| Missing Items - Carry-On | | | | | | | | | 2 | | 1 | | 3 |
| Missing Items - Checked | | | | | | | 2 | 2 | 1 | 4 | 1 | 1 | 11 |
| Screening | 1 | 2 | 2 | 1 | | 2 | 1 | 2 | | 3 | 2 | 1 | 17 |
| Inconsistency | | 1 | 1 | 1 | | 1 | | | | | 1 | | 5 |
| Lengthy Lines | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | 1 | 1 | 1 | | | 1 | 1 | 1 | | 3 | 1 | | 10 |
| Security Breach | | | | | | | | 1 | | | | | 1 |
| 2018 | 33 | 26 | 33 | 26 | 15 | 23 | 18 | 27 | 26 | 14 | 24 | 18 | 283 |
| Civil Rights | 4 | 1 | 2 | | 1 | | 1 | | 1 | | 1 | 1 | 12 |
| Age | 1 | | | | | | | | | | | | 1 |
| Hair Patdowns | | | | | | | 1 | | | | | | 1 |
| National Origin | | | | | | | | | | | | 1 | 1 |
| Racial Profiling or Discrimination | 2 | 1 | 1 | | | | | | | | 1 | | 5 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | 1 | | 1 | | | | | | | | 3 |
| Transgender Screening | | | | | | | | | 1 | | | | 1 |
| Customer Service | 7 | 4 | 4 | 2 | 1 | 3 | 2 | 4 | 9 | 8 | 4 | 1 | 49 |
| Others | | | | | | 1 | | | 1 | | 1 | | 3 |
| TSO | 7 | 4 | 4 | 2 | 1 | 2 | 2 | 4 | 8 | 8 | 3 | 1 | 46 |
| Locks | | 2 | | 1 | 2 | 2 | 2 | 1 | | 1 | | 2 | 13 |
| Missing or Damaged Lock | | 2 | | 1 | 2 | 2 | 2 | 1 | | 1 | | 2 | 13 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Lost and Found | | | 1 | | | | | | | | | | 1 |
| Airport/TSA | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 11 | 11 | 10 | 8 | 6 | 5 | 5 | 11 | 6 | 2 | 10 | 5 | 90 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | 2 | | | 1 | 1 | | | | 1 | | 7 |
| Damaged/Missing Items--Checked Baggage | 9 | 6 | 8 | 7 | 4 | 4 | 3 | 9 | 4 | 1 | 8 | 4 | 67 |
| Disarrayed Items--Carry-on or Checked | 1 | 4 | | 1 | 2 | | 1 | 2 | 2 | 1 | 1 | 1 | 16 |
| Patdown | | | 3 | 3 | 1 | 1 | | 1 | 3 | | | | 12 |
| Flyer | | | 3 | 3 | 1 | 1 | | 1 | 2 | | | | 11 |
| Non-Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | | 2 | | 2 | 1 | | 1 | 1 | 9 |
| Cancer (general) Not Breast Cancer | | | | | | | | 1 | | | | | 1 |
| Diabetes | | | | | | | | | | | 1 | | 1 |
| General | | | | 1 | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 1 | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | 1 | | | | 2 |
| Respiratory and Inhaler Equipment | | | | | | 1 | | | | | | | 1 |
| Service Animals | | | 1 | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 5 | 4 | 4 | 3 | 4 | 4 | 4 | 6 | 3 | 2 | 6 | 6 | 51 |
| Damaged Items - Carry-On | | | | | | | | 1 | 1 | | | 1 | 3 |
| Damaged Items - Checked | | 2 | | 2 | | 1 | 1 | 1 | 1 | | 2 | 4 | 14 |
| Missing Items - Carry-On | | 1 | 1 | | | 1 | 1 | 1 | 1 | 1 | 1 | | 8 |
| Missing Items - Checked | 5 | 1 | 3 | 1 | 4 | 2 | 2 | 3 | | 1 | 3 | 1 | 26 |
| Screening | 6 | 4 | 8 | 8 | | 6 | 4 | 2 | 3 | 1 | 2 | 2 | 46 |
| International Screening | | 1 | | | | | | | | | | | 1 |
| Lengthy Lines | 2 | 3 | 4 | 5 | | 5 | 2 | | 2 | | | | 23 |
| Procedures/Process | 4 | | 4 | 3 | | 1 | 2 | 2 | | 1 | 2 | 2 | 21 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | | 1 |
| 2019 | 20 | 15 | 29 | 17 | 13 | 21 | 20 | | | | | | 135 |
| Civil Rights | 1 | 2 | 3 | | | 1 | 2 | | | | | | 9 |
| Hair Patdowns | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | 2 | 1 | | | 1 | 1 | | | | | | 6 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 |
| Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Customer Service | 1 | 3 | 8 | 2 | 3 | | 3 | | | | | | 20 |
| TSO | 1 | 3 | 8 | 2 | 3 | | 3 | | | | | | 20 |
| Locks | | 1 | 3 | 2 | | | 2 | | | | | | 8 |
| Missing or Damaged Lock | | 1 | 3 | 2 | | | 2 | | | | | | 8 |
| Lost and Found | | | | | | | 1 | | | | | | 1 |
| Airport/TSA | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 9 | 1 | 5 | 9 | 3 | 4 | 5 | | | | | | 36 |
| Damaged/Missing Items--Carry-on Luggage | 2 | | | | | 1 | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 6 | 1 | 4 | 9 | 1 | 3 | 4 | | | | | | 28 |
| Disarrayed Items--Carry-on or Checked | 1 | | 1 | | 2 | | 1 | | | | | | 5 |
| Patdown | 1 | 1 | 2 | | | 1 | | | | | | | 5 |
| Flyer | 1 | 1 | 2 | | | 1 | | | | | | | 5 |
| Persons w/ Disabilities (PWD) | | 2 | 1 | 1 | 2 | 2 | 2 | | | | | | 10 |
| Autism Spectrum | | 1 | | | | | | | | | | | 1 |
| Diapers/Garments/Dressings/Masks | | 1 | | | | | | | | | | | 1 |
| General | | | | 1 | 1 | | | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | 1 | | | | 1 | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | 1 | | | | | | 2 |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 |
| Wounded Warrior | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 4 | 3 | 5 | 3 | 4 | 7 | 3 | | | | | | 29 |
| Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Damaged Items - Checked | 2 | 1 | 1 | | 1 | | 2 | | | | | | 7 |
| Missing Items - Carry-On | 1 | 1 | 1 | | 2 | 2 | 1 | | | | | | 8 |
| Missing Items - Checked | 1 | 1 | 3 | 3 | 1 | 4 | | | | | | | 13 |
| Screening | 4 | 2 | 2 | | 1 | 6 | 2 | | | | | | 17 |
| Inconsistency | | 1 | | | | | | | | | | | 1 |
| Lengthy Lines | 1 | | | | | | 1 | | | | | | 2 |
| Procedures/Process | 3 | 1 | 1 | | 1 | 6 | 1 | | | | | | 13 |
| Security Breach | | | 1 | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| PKB | | | | | | | | | | | 1 | 1 | 2 |
| 2016 | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Metal Implants (joint) | | | | | | | | | | | | 1 | 1 |
| 2018 | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| PLN | 8 | 4 | 4 | 4 | 2 | 3 | 3 | 4 | 5 | 9 | 8 | 9 | 63 |
| 2016 | | | | 1 | 1 | 1 | | | 1 | 3 | 2 | 3 | 12 |
| Civil Rights | | | | | | | | | | | 1 | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | 1 | | | 1 | 3 | 1 | 3 | 11 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | 1 | 2 | 1 | | 5 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | | | 1 | | 3 | 6 |
| 2017 | 5 | 2 | | 1 | 1 | | 1 | 1 | 1 | 1 | 3 | 2 | 18 |
| Customer Service | 1 | | | | | | | | | 1 | | 1 | 3 |
| TSO | 1 | | | | | | | | | 1 | | 1 | 3 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 3 | 2 | | 1 | 1 | | 1 | 1 | 1 | | 2 | 1 | 13 |
| Damaged/Missing Items--Checked Baggage | 2 | 2 | | 1 | 1 | | 1 | 1 | | | 2 | | 10 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | 1 | | | 1 | 3 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2018 | 2 | 1 | 3 | 2 | | | 2 | 3 | 3 | 5 | 3 | 4 | 28 |
| Customer Service | | | 1 | | | | 1 | 1 | 1 | | | | 4 |
| TSO | | | 1 | | | | 1 | 1 | 1 | | | | 4 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | 1 | 1 | 1 | 2 | 1 | 2 | 9 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | 1 | | | 2 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | 1 | | 1 | 1 | 2 | 6 |
| Patdown | 1 | | | | | | | | | 2 | | | 3 |
| Flyer | 1 | | | | | | | | | 1 | | | 2 |
| Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | 1 | 1 | 3 |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | 1 | 2 |
| Screening | | 1 | 2 | 2 | | | | 1 | | | 1 | 1 | 8 |
| Inconsistency | | 1 | | | | | | | | | | | 1 |
| Lengthy Lines | | | 1 | 1 | | | | | | | | | 2 |
| Procedures/Process | | | 1 | 1 | | | | 1 | | | 1 | 1 | 5 |
| 2019 | 1 | 1 | 1 | | | 2 | | | | | | | 5 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | | | 1 | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | 1 | | | | | | | 2 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| PNS | 10 | 20 | 12 | 28 | 19 | 24 | 30 | 28 | 29 | 19 | 24 | 18 | 261 | |
| 2016 | | | | 7 | 7 | 4 | 9 | 13 | 10 | 3 | 9 | 6 | 68 | |
| Civil Rights | | | | | | | | 1 | | | | | 1 | |
| Constitutional Rights | | | | | | | | 1 | | | | | 1 | |
| Customer Service | | | | 2 | | | 2 | 3 | 3 | 1 | 2 | | 13 | |
| Others | | | | | | | | 1 | | | | | 1 | |
| TSO | | | | 2 | | | 2 | 2 | 3 | 1 | 2 | | 12 | |
| Locks | | | | | | 1 | | | 1 | 1 | | | 3 | |
| Missing or Damaged Lock | | | | | | 1 | | | 1 | 1 | | | 3 | |
| Lost and Found | | | | 1 | 1 | | | | | | | | 2 | |
| Airport/TSA | | | | 1 | 1 | | | | | | | | 2 | |
| Mishandling of Passenger Property | | | | 3 | 6 | 3 | 4 | 3 | 2 | 1 | 5 | 4 | 31 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | 1 | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | 3 | 5 | 3 | 4 | 1 | 2 | 1 | 5 | 4 | 28 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | 1 | | | | | 1 | |
| Patdown | | | | 1 | | | 1 | 2 | 1 | | | | 5 | |
| Flyer | | | | 1 | | | 1 | 2 | 1 | | | | 5 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | 1 | | | | 2 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 | |
| Screening | | | | | | | 1 | 4 | 2 | | 2 | 2 | 11 | |
| Crew Member or Airline Employee | | | | | | | | 1 | 1 | | | | 2 | |
| Lengthy Lines | | | | | | | | 2 | | | | | 2 | |
| Procedures/Process | | | | | | | 1 | 1 | 1 | | 2 | 2 | 7 | |
| 2017 | 3 | 6 | 3 | 5 | 7 | 6 | 11 | 9 | 10 | 7 | 9 | 6 | 82 | |
| Civil Rights | | 2 | | | 1 | | | | 1 | | | | 4 | |
| Constitutional Rights | | 1 | | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | 1 | | | 1 | | | | | | | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | 1 | |
| Customer Service | | 1 | 1 | | 1 | 1 | | 1 | 1 | | 2 | 2 | 10 | |
| Others | | | | | | | | | | | | 1 | 1 | |
| TSO | | 1 | 1 | | 1 | 1 | | 1 | 1 | | 2 | 1 | 9 | |
| Locks | | 1 | | | | 1 | | | 1 | 2 | | | 5 | |
| Missing or Damaged Lock | | 1 | | | | 1 | | | 1 | 2 | | | 5 | |
| Mishandling of Passenger Property | 2 | 2 | 2 | 1 | 5 | 2 | 6 | 2 | 3 | 4 | 2 | 1 | 32 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | 1 | 1 | | | | 1 | | | | 4 | |
| Damaged/Missing Items--Checked Baggage | 2 | | 2 | | 4 | 2 | 4 | 2 | 2 | 3 | 1 | 1 | 23 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | 2 | | | 1 | 1 | | 5 | |
| Patdown | | | | 1 | | | 2 | 3 | | 1 | | | 7 | |
| Flyer | | | | 1 | | | 2 | 3 | | 1 | | | 7 | |
| Persons w/ Disabilities (PWD) | | | | | | 2 | | | | | 1 | 2 | 5 | |
| Breast Cancer | | | | | | 1 | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 1 | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 1 | 1 | 2 | |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | | | | | | | 2 | 3 | 3 | | 3 | | 11 | |
| Damaged Items - Checked | | | | | | | | | 2 | | 1 | | 3 | |
| Missing Items - Carry-On | | | | | | | 2 | 1 | | | | | 3 | |
| Missing Items - Checked | | | | | | | | 2 | 1 | | 2 | | 5 | |
| Screening | 1 | | | 3 | | | 1 | | 1 | 1 | | 1 | 8 | |
| Inconsistency | 1 | | | 1 | | | 1 | | | 1 | | | 4 | |
| Procedures/Process | | | | 2 | | | | | 1 | | | 1 | 4 | |
| 2018 | | 5 | 4 | 12 | 4 | 5 | 7 | 6 | 9 | 9 | 6 | 6 | 73 | |
| Civil Rights | | | | | | | | | | | | 1 | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 | |
| Customer Service | | | | 1 | | 1 | | 2 | 1 | 1 | | | 6 | |
| TSO | | | | 1 | | 1 | | 2 | 1 | 1 | | | 6 | |
| Locks | | 2 | 1 | | 1 | | | | 1 | 1 | 1 | | 7 | |
| General | | | | | 1 | | | | | | | | 1 | |
| Missing or Damaged Lock | | 2 | 1 | | | | | | 1 | 1 | 1 | | 6 | |
| Mishandling of Passenger Property | | 1 | 1 | 4 | 2 | 3 | | 2 | 2 | 1 | | 1 | 17 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | 1 | | 1 | | | | 1 | 4 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | 3 | 1 | 2 | | 1 | 2 | 1 | | | 11 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | 1 | | | | | | | | 2 | |
| Patdown | | 1 | | 1 | | | 1 | | 1 | 2 | | | 6 | |
| Flyer | | 1 | | 1 | | | 1 | | | 2 | | | 5 | |
| Non-Flyer | | | | | | | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | 1 | | 1 | 3 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 1 | | 1 | 2 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling | | | 2 | 3 | 1 | 1 | 3 | 2 | 2 | 2 | 3 | | 19 | |
| Damaged Items - Carry-On | | | | | 1 | | 2 | | 1 | | | | 4 | |
| Damaged Items - Checked | | | | | | | | 2 | | | 1 | | 3 | |
| Missing Items - Carry-On | | | 1 | 1 | | 1 | 1 | | | 1 | 1 | | 6 | |
| Missing Items - Checked | | | 1 | 2 | | | | | 1 | 1 | 1 | | 6 | |
| Screening | | 1 | | 2 | | | 3 | | 2 | 1 | 2 | 3 | 14 | |
| Inconsistency | | | | 1 | | | | | 1 | 1 | | | 3 | |
| Lengthy Lines | | 1 | | | | | 2 | | 1 | | 1 | | 5 | |
| Procedures/Process | | | | 1 | | | | | | | 1 | 3 | 5 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | 1 | |
| 2019 | 7 | 9 | 5 | 4 | 1 | 9 | 3 | | | | | | 38 | |
| Civil Rights | | 1 | | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 | |
| Customer Service | 2 | 1 | 1 | | 1 | 2 | | | | | | | 7 | |
| TSO | 2 | 1 | 1 | | 1 | 2 | | | | | | | 7 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Identification (ID) Requirements | | | | | | | 1 | | | | | | 1 |
| Domestic | | | | | | | 1 | | | | | | 1 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 2 | 2 | 1 | | 1 | 1 | | | | | | 8 |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | 2 | 1 | | 1 | 1 | | | | | | 8 |
| Patdown | 1 | | | | | 1 | | | | | | | 2 |
| Flyer | 1 | | | | | 1 | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 2 | | | | | | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 3 | 1 | 2 | | 2 | 1 | | | | | | 11 |
| Damaged Items - Carry-On | 1 | | | | | 1 | | | | | | | 2 |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 |
| Missing Items - Carry-On | | 1 | | 2 | | 1 | | | | | | | 4 |
| Missing Items - Checked | 1 | 2 | 1 | | | | | | | | | | 4 |
| Screening | 1 | | | 1 | | 3 | | | | | | | 5 |
| Lengthy Lines | 1 | | | | | 2 | | | | | | | 3 |
| Procedures/Process | | | | 1 | | 1 | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| PPG | | 1 | 1 | | 2 | 2 | 1 | | | 1 | | | 8 |
| 2016 | | | | | 1 | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | | | | | 1 | | | | | 1 | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | 1 | | | 2 |
| 2017 | | 1 | | | 1 | | 1 | | | | | | 3 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Patdown | | 1 | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| 2018 | | | | | | 2 | | | | | | | 2 |
| Mishandling of Passenger Property | | | | | | 2 | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| 2019 | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|----------|-----|-----|-----|----------|-----|-----|-----|-----|-----|----------|
| PQI | | | 2 | | | | 1 | | | | | | 3 |
| 2018 | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| 2019 | | | 1 | | | | 1 | | | | | | 2 |
| Locks | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| PRC | 1 | | 3 | | | | 1 | | | | 1 | 1 | 7 | |
| 2016 | | | 1 | | | | | | | | 1 | | 2 | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 | |
| Patdown | | | | | | | | | | | 1 | | 1 | |
| Flyer | | | | | | | | | | | 1 | | 1 | |
| 2017 | | | 1 | | | | 1 | | | | | | 2 | |
| Civil Rights | | | 1 | | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 | |
| 2018 | | | | | | | | | | | | 1 | 1 | |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 | |
| 2019 | 1 | | 1 | | | | | | | | | | 2 | |
| Customer Service | 1 | | | | | | | | | | | | 1 | |
| TSO | 1 | | | | | | | | | | | | 1 | |
| Screening | | | 1 | | | | | | | | | | 1 | |
| Procedures/Process | | | 1 | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|----------|-----------|-----------|----------|----------|----------|-----------|----------|-----------|----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| PSC | 11 | 10 | 7 | 12 | 10 | 5 | 7 | 2 | 11 | 7 | 11 | 8 | 101 |
| 2016 | | | | 2 | 5 | 1 | 3 | 1 | 7 | 3 | 4 | 6 | 32 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | 1 | 2 | 1 | 1 | | | | 1 | 1 | 7 |
| Others | | | | 1 | 2 | | | | | | 1 | 1 | 5 |
| TSO | | | | | | 1 | 1 | | | | | | 2 |
| Locks | | | | | | | 1 | | | | | 1 | 2 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | 1 | 2 |
| Mishandling of Passenger Property | | | | 1 | 2 | | 1 | | 3 | 1 | 2 | 3 | 13 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 2 | | | | | | | 2 | 4 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | 1 | | 2 | 1 | 2 | 1 | 8 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | 1 | | | | 2 |
| Diabetes | | | | | | | | | 1 | | | | 1 |
| General | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | 1 | | | | 3 | | 1 | 1 | 6 |
| Procedures/Process | | | | | 1 | | | | 3 | | 1 | 1 | 6 |
| 2017 | 3 | 5 | 3 | 3 | 3 | 2 | 1 | | 1 | 2 | 3 | 2 | 28 |
| Customer Service | | | | | 1 | | | | | | 1 | | 2 |
| TSO | | | | | 1 | | | | | | 1 | | 2 |
| Identification (ID) Requirements | | | | 1 | | | | | | | | | 1 |
| Domestic | | | | 1 | | | | | | | | | 1 |
| Locks | | | | | | 1 | | | | | | 1 | 2 |
| General | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 3 | 1 | | | 1 | 1 | | | 1 | | | 9 |
| Damaged/Missing Items--Checked Baggage | 2 | 3 | 1 | | | 1 | 1 | | | 1 | | | 9 |
| Patdown | | | | 1 | 1 | | | | | | 1 | | 3 |
| Flyer | | | | 1 | 1 | | | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | 1 | 1 | 3 |
| Damaged Items - Carry-On | | | | | | | | | | | 1 | | 1 |
| Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | | | | | | 1 | 1 |
| Screening | 1 | 2 | 2 | | 1 | | | | | 1 | | | 7 |
| Procedures/Process | 1 | 2 | 2 | | 1 | | | | | 1 | | | 7 |
| 2018 | 4 | 3 | 2 | 4 | 2 | | 2 | 1 | 3 | 2 | 4 | | 27 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | 1 |
| Customer Service | | 1 | 1 | 1 | | | | | 1 | | | | 4 |
| Others | | | | 1 | | | | | | | | | 1 |
| TSO | | 1 | 1 | | | | | | 1 | | | | 3 |
| Mishandling of Passenger Property | 2 | 2 | | | 1 | | | 1 | 1 | | 4 | | 11 |
| Damaged/Missing Items--Checked Baggage | | 2 | | | | | | 1 | 1 | | 2 | | 6 |
| Disarrayed Items--Carry-on or Checked | 2 | | | | 1 | | | | | | 2 | | 5 |
| Patdown | | | 1 | | | | | | | | | | 1 |
| Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | 1 | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | 1 | | | | | | 2 |
| Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| Screening | 2 | | | 1 | 1 | | | | | 2 | | | 6 |
| Procedures/Process | 2 | | | 1 | 1 | | | | | 2 | | | 6 |
| 2019 | 4 | 2 | 2 | 3 | | 2 | 1 | | | | | | 14 |
| Customer Service | 1 | | 2 | | | | | | | | | | 3 |
| TSO | 1 | 2 | | | | | | | | | | | 3 |
| Locks | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |
| Patdown | 2 | | | | | | | | | | | | 2 |
| Flyer | 2 | | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | 2 | | | | | | | | | 2 |
| Metal Implants (joint) | | | | 1 | | | | | | | | | 1 |
| Service Animals | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | 1 | | | | | | | 2 |
| Missing Items - Checked | | 1 | | | | 1 | | | | | | | 2 |
| Screening | 1 | 1 | | | | | 1 | | | | | | 3 |
| Procedures/Process | 1 | 1 | | | | | 1 | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| PSE | 5 | 3 | 3 | 1 | 5 | 5 | 8 | 5 | 4 | 6 | 4 | 4 | 53 | |
| 2016 | | | | 1 | 1 | 3 | 1 | 2 | 3 | 3 | 1 | | 15 | |
| Civil Rights | | | | | | | | | 1 | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 | |
| Customer Service | | | | | | 2 | | 1 | | | | | 3 | |
| TSO | | | | | | 2 | | 1 | | | | | 3 | |
| Locks | | | | | | | | | | 1 | | | 1 | |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | | | | 1 | 1 | 1 | | 1 | 1 | 1 | | | 6 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | 1 | | 1 | 1 | 1 | | | 6 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | 1 | | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | | | | | 1 | |
| Visual Impairment | | | | | | | | | | 1 | | | 1 | |
| Screening | | | | | | | | | 1 | | 1 | | 2 | |
| International Screening | | | | | | | | | | | 1 | | 1 | |
| Procedures/Process | | | | | | | | | 1 | | | | 1 | |
| 2017 | 5 | 3 | 1 | | 2 | 2 | 3 | 1 | | | 1 | | 18 | |
| Customer Service | 1 | | | | | | | | | | | | 1 | |
| TSO | 1 | | | | | | | | | | | | 1 | |
| Locks | 1 | | | | | | | | | | | | 1 | |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 3 | 3 | 1 | | 2 | 2 | 1 | | | | | | 12 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 3 | 2 | 1 | | 2 | 2 | 1 | | | | | | 11 | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | | | | 1 | | 2 | |
| Missing Items - Checked | | | | | | | 1 | | | | 1 | | 2 | |
| Screening | | | | | | | 1 | | | | | | 1 | |
| Inconsistency | | | | | | | 1 | | | | | | 1 | |
| 2018 | | | 2 | | 2 | | 3 | 2 | 1 | 3 | 2 | 4 | 19 | |
| Customer Service | | | | | 1 | | | | | | 1 | 1 | 3 | |
| Others | | | | | | | | | | | 1 | | 1 | |
| TSO | | | | | 1 | | | | | | | 1 | 2 | |
| Locks | | | 1 | | | | | | | | | | 1 | |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | 3 | 4 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | 2 | 3 | |
| Patdown | | | | | | | | | 1 | | | | 1 | |
| Flyer | | | | | | | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | 1 | | | 2 | |
| Cancer (general) Not Breast Cancer | | | 1 | | | | | | | | | | 1 | |
| Diabetes | | | | | | | | | | 1 | | | 1 | |
| Prohibited & Permitted Items | | | | | | | 1 | | | | 1 | | 2 | |
| Alcohol and Tobacco | | | | | | | 1 | | | | | | 1 | |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | | | | 1 | | 1 | |
| Property - Special Handling | | | | | | | 2 | 1 | | 1 | | | 4 | |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | | | | | | | 2 | | | 1 | | | 3 | |
| Screening | | | | | 1 | | | | | 1 | | | 2 | |
| Procedures/Process | | | | | 1 | | | | | 1 | | | 2 | |
| 2019 | | | | | | | 1 | | | | | | 1 | |
| Civil Rights | | | | | | | 1 | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 | |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|----------|-----|-----|-----|-----|-----|-----|----------|----------|----------|----------|----------|-----------|
| PSG | 1 | | | | | | | 1 | 1 | 2 | 2 | 4 | 11 |
| 2016 | | | | | | | | | | 1 | 2 | | 3 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | 1 | | 2 |
| 2017 | | | | | | | | | 1 | 1 | | 3 | 5 |
| Mishandling of Passenger Property | | | | | | | | | 1 | 1 | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | 1 | | | 2 |
| Screening | | | | | | | | | | | | 3 | 3 |
| Procedures/Process | | | | | | | | | | | | 3 | 3 |
| 2018 | 1 | | | | | | | 1 | | | | 1 | 3 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Patdown | | | | | | | | 1 | | | | | 1 |
| Flyer as Observer | | | | | | | | 1 | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| PSM | | | 1 | 2 | 1 | 1 | | 3 | | 2 | 1 | 1 | 12 |
| 2016 | | | | 2 | | | | | | | | | 2 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |
| 2017 | | | | | | 1 | | 1 | | 2 | | | 4 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Damaged Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Inconsistency | | | | | | | | 1 | | | | | 1 |
| 2018 | | | | | | | | 2 | | | 1 | 1 | 4 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Damaged Items - Checked | | | | | | | | 1 | | | | | 1 |
| 2019 | | | 1 | | 1 | | | | | | | | 2 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Others | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| PSP | 24 | 28 | 22 | 38 | 52 | 58 | 41 | 30 | 10 | 6 | 13 | 9 | 331 | |
| 2016 | | | | 14 | 16 | 19 | 12 | 11 | 3 | 2 | 5 | 3 | 85 | |
| Civil Rights | | | | | | | | 1 | | 1 | | | 2 | |
| Racial Profiling or Discrimination | | | | | | | | 1 | | 1 | | | 2 | |
| Customer Service | | | | 2 | 4 | 1 | 3 | 1 | | | 1 | | 12 | |
| Others | | | | | 2 | | | | | | | | 2 | |
| TSO | | | | 2 | 2 | 1 | 3 | 1 | | | 1 | | 10 | |
| Locks | | | | 1 | 2 | 2 | | 1 | | | 1 | | 7 | |
| General | | | | | | 1 | | | | | | | 1 | |
| Missing or Damaged Lock | | | | 1 | 2 | 1 | | 1 | | | 1 | | 6 | |
| Lost and Found | | | | 1 | | | | 1 | | | | | 2 | |
| Airport/TSA | | | | 1 | | | | 1 | | | | | 2 | |
| Mishandling of Passenger Property | | | | 8 | 9 | 16 | 8 | 5 | 3 | 1 | 3 | 3 | 56 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | 1 | | | 1 | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | 7 | 7 | 13 | 6 | 2 | 3 | 1 | 3 | 2 | 44 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | 3 | 2 | 2 | | | | 1 | 9 | |
| Persons w/ Disabilities (PWD) | | | | 2 | | | | | | | | | 2 | |
| Metal Implants (joint) | | | | 1 | | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | | | | | | | 1 | |
| Screening | | | | | 1 | | 1 | 2 | | | | | 4 | |
| Inconsistency | | | | | | | | 1 | | | | | 1 | |
| Lengthy Lines | | | | | | | 1 | 1 | | | | | 2 | |
| Procedures/Process | | | | | 1 | | | | | | | | 1 | |
| 2017 | 11 | 12 | 9 | 5 | 19 | 14 | 14 | 14 | 5 | 2 | 4 | 2 | 111 | |
| Customer Service | 1 | | 1 | | 1 | 1 | 1 | 1 | 3 | 1 | | | 10 | |
| Others | | | | | 1 | | | | 1 | 1 | | | 3 | |
| TSO | 1 | | 1 | | | 1 | 1 | 1 | 2 | | | | 7 | |
| Locks | | 2 | | | 1 | 1 | 1 | 2 | | | | | 7 | |
| General | | 1 | | | | 1 | | | | | | | 2 | |
| Missing or Damaged Lock | | 1 | | | 1 | | 1 | 2 | | | | | 5 | |
| Lost and Found | | | 1 | | 1 | | | | | | | | 2 | |
| Airport/TSA | | | 1 | | 1 | | | | | | | | 2 | |
| Mishandling of Passenger Property | 7 | 6 | 7 | 5 | 16 | 9 | 6 | 5 | 1 | 1 | 2 | | 65 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | 1 | | | 1 | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | 4 | 5 | 5 | 4 | 13 | 8 | 6 | 3 | 1 | | 1 | | 50 | |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | 2 | 1 | 2 | 1 | | 1 | | 1 | 1 | | 12 | |
| Patdown | 1 | 3 | | | | 1 | | 2 | | | | | 7 | |
| Flyer | | 3 | | | | 1 | | 2 | | | | | 6 | |
| Non-Flyer | 1 | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | | | | | 2 | 1 | | | | | 1 | 5 | |
| Hearing Impairment | | | | | | 1 | | | | | | | 1 | |
| Metal Implants (joint) | | | | | | | | | | | | 1 | 1 | |
| Prosthesis/Amputees and Casts | 1 | | | | | 1 | | | | | | | 2 | |
| Wheelchair/ Scooter/ Segway | | | | | | | 1 | | | | | | 1 | |
| Property - Special Handling | | | | | | | 3 | 4 | 1 | | 1 | | 9 | |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Damaged Items - Checked | | | | | | | 2 | 1 | 1 | | | | 4 | |
| Missing Items - Checked | | | | | | | 1 | 2 | | | 1 | | 4 | |
| Screening | 1 | 1 | | | | | 2 | | | | 1 | 1 | 6 | |
| Inconsistency | | | | | | | | | | | | 1 | 1 | |
| Procedures/Process | | 1 | | | | | 2 | | | | 1 | | 4 | |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | | | | | | | | 1 | |
| 2018 | 8 | 9 | 7 | 11 | 6 | 16 | 12 | 5 | 2 | 2 | 4 | 4 | 86 | |
| Civil Rights | | | 1 | | | | | | | | | 1 | 2 | |
| Transgender Screening | | | 1 | | | | | | | | | 1 | 2 | |
| Customer Service | | 3 | | 2 | | 2 | 1 | 1 | | 1 | 2 | | 12 | |
| Others | | | | | | | | | | | 1 | | 1 | |
| TSO | | 3 | | 2 | | 2 | 1 | 1 | | 1 | 1 | | 11 | |
| Locks | 1 | 2 | | 1 | | 1 | 2 | 1 | 1 | | | | 9 | |
| General | | | | | | 1 | | | | | | | 1 | |
| Missing or Damaged Lock | 1 | 2 | | 1 | | | 2 | 1 | 1 | | | | 8 | |
| Lost and Found | | | 1 | | | | | | | | | | 1 | |
| Airport/TSA | | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 6 | 1 | 3 | 5 | 3 | 6 | 5 | 1 | | | 2 | | 32 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | 1 | | 2 | |
| Damaged/Missing Items--Checked Baggage | 5 | 1 | 3 | 4 | 2 | 4 | 4 | 1 | | | 1 | | 25 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 1 | 2 | | | | | | | 4 | |
| Patdown | | 2 | 1 | 1 | 1 | 1 | 1 | | | | | | 7 | |
| Children | | | | | 1 | | | | | | | | 1 | |
| Flyer | | 2 | 1 | | | 1 | 1 | | | | | | 5 | |
| Flyer as Observer | | | | 1 | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | | | 1 | 2 | 1 | 4 | 2 | 1 | | 1 | | 3 | 15 | |
| Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 | |
| Damaged Items - Checked | | | | 1 | 1 | | 1 | | | | | 3 | 6 | |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | | | 1 | 1 | | 3 | 1 | | | 1 | | | 7 | |
| Screening | 1 | 1 | | | 1 | 2 | 1 | 1 | | | | | 7 | |
| Procedures/Process | 1 | 1 | | | 1 | 2 | 1 | 1 | | | | | 7 | |
| 2019 | 5 | 7 | 6 | 8 | 11 | 9 | 3 | | | | | | 49 | |
| Customer Service | | 2 | 1 | | 3 | 2 | | | | | | | 8 | |
| TSO | | 2 | 1 | | 3 | 2 | | | | | | | 8 | |
| Locks | | | | 2 | 1 | 1 | | | | | | | 4 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| General | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 1 | 1 | 1 | | | | | | | 3 |
| Lost and Found | | | | | 1 | | | | | | | | 1 |
| Airport/TSA | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 1 | 2 | 2 | 2 | | | | | | 8 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | 1 | 1 | | | | | | 4 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | 1 | | | | | | | 3 |
| Patdown | 1 | 2 | 1 | | 1 | | | | | | | | 5 |
| Flyer | 1 | 2 | 1 | | 1 | | | | | | | | 5 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | | | | | | | | | 2 |
| Diapers/Garments/Dressings/Masks | | 1 | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 4 | 1 | 2 | 4 | 3 | 4 | | | | | | | 18 |
| Damaged Items - Carry-On | | | | | 2 | | | | | | | | 2 |
| Damaged Items - Checked | 2 | 1 | | 1 | 1 | 2 | | | | | | | 7 |
| Missing Items - Carry-On | 1 | | | 1 | | | | | | | | | 2 |
| Missing Items - Checked | 1 | | 2 | 2 | | 2 | | | | | | | 7 |
| Screening | | | 1 | 1 | | | 1 | | | | | | 3 |
| Procedures/Process | | | 1 | 1 | | | 1 | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| PUB | | | | 1 | 3 | | 1 | | 3 | 4 | 1 | 2 | 15 | |
| 2016 | | | | | | | 1 | | 1 | | | 2 | 4 | |
| Locks | | | | | | | | | 1 | | | 2 | 3 | |
| Missing or Damaged Lock | | | | | | | | | 1 | | | 2 | 3 | |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 | |
| 2017 | | | | 1 | 1 | | | | | 1 | | | 3 | |
| Mishandling of Passenger Property | | | | | 1 | | | | | 1 | | | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | 1 | | | 2 | |
| Screening | | | | 1 | | | | | | | | | 1 | |
| Inconsistency | | | | 1 | | | | | | | | | 1 | |
| 2018 | | | | | 2 | | | | 2 | 3 | 1 | | 8 | |
| Customer Service | | | | | 1 | | | | | | | | 1 | |
| TSO | | | | | 1 | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | 1 | | | | 1 | 1 | 1 | | 4 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | 1 | | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | 1 | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 | |
| Missing Items - Checked | | | | | | | | | | 1 | | | 1 | |
| Screening | | | | | | | | | 1 | | | | 1 | |
| Procedures/Process | | | | | | | | | 1 | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| PUW | 2 | 2 | | 1 | 6 | 3 | 2 | 6 | 4 | 3 | 1 | 2 | 32 |
| 2016 | | | | 1 | | 1 | 1 | | 1 | | 1 | 1 | 6 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | 1 | | | 1 | | 1 | 1 | 5 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | | | 1 | | 1 | 1 | 5 |
| 2017 | | 1 | | | 3 | | | 3 | 3 | 2 | | | 12 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Locks | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 |
| Lost and Found | | | | | 1 | | | | | | | | 1 |
| Airport/TSA | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | 1 | | | 1 | 2 | 2 | | | 7 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | 1 | | | 1 | 2 | 2 | | | 7 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | | | | | 1 |
| 2018 | | 1 | 1 | | 2 | | 1 | 3 | | 1 | | 1 | 10 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | | 1 | 3 | | | | 1 | 6 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | 2 | | | | 1 | 4 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | 1 | 1 | | | | | | | | | | 2 |
| Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |
| 2019 | | | 1 | | 1 | 2 | | | | | | | 4 |
| Mishandling of Passenger Property | | | 1 | | 1 | 2 | | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | 1 | 2 | | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|----------|-----|-----|-----|----------|----------|----------|-----|----------|----------|----------|----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| PVC | | 2 | | | | 1 | 1 | 1 | | 1 | 1 | 1 | 8 |
| 2016 | | | | | | 1 | | 1 | | | | 1 | 3 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 |
| 2017 | | 1 | | | | | 1 | | | | 1 | | 3 |
| Mishandling of Passenger Property | | 1 | | | | | 1 | | | | 1 | | 3 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | 1 | | | | 1 | | 3 |
| 2018 | | 1 | | | | | | | | 1 | | | 2 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| PVD | 41 | 39 | 51 | 65 | 38 | 43 | 39 | 39 | 41 | 39 | 52 | 48 | 535 |
| 2016 | | | | 18 | 8 | 17 | 7 | 15 | 10 | 8 | 18 | 12 | 113 |
| Civil Rights | | | | | | | | 1 | 1 | | | | 2 |
| Racial Profiling or Discrimination | | | | | | | | 1 | 1 | | | | 2 |
| Customer Service | | | | 2 | | 1 | 1 | 2 | 1 | | | 2 | 9 |
| TSO | | | | 2 | | 1 | 1 | 2 | 1 | | | 2 | 9 |
| Locks | | | | | | 1 | 1 | | 1 | 1 | 3 | 1 | 8 |
| Missing or Damaged Lock | | | | | | 1 | 1 | | 1 | 1 | 3 | 1 | 8 |
| Mishandling of Passenger Property | | | | 16 | 8 | 13 | 5 | 10 | 7 | 7 | 15 | 6 | 87 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 1 | | 2 | | | 1 | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | 16 | 5 | 10 | 5 | 8 | 7 | 6 | 14 | 6 | 77 |
| Disarrayed Items--Carry-on or Checked | | | | | 2 | 2 | | | | 1 | | | 5 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | 1 | | 2 | | | | 3 | 6 |
| Lengthy Lines | | | | | | 1 | | 2 | | | | | 3 |
| Procedures/Process | | | | | | | | | | | | 3 | 3 |
| 2017 | 14 | 15 | 19 | 23 | 12 | 10 | 17 | 14 | 18 | 12 | 14 | 22 | 190 |
| Civil Rights | | | | | | | 1 | | | | | | 1 |
| Transgender Screening | | | | | | | 1 | | | | | | 1 |
| Customer Service | | 1 | 2 | | 1 | | 1 | | 1 | | 1 | 2 | 9 |
| CSM | | | | | | | | | | | 1 | | 1 |
| TSO | | 1 | 2 | | 1 | | 1 | | 1 | | | 2 | 8 |
| Locks | 2 | 2 | 2 | | 2 | | 1 | 2 | | 1 | 1 | 2 | 15 |
| Missing or Damaged Lock | 2 | 2 | 2 | | 2 | | 1 | 2 | | 1 | 1 | 2 | 15 |
| Lost and Found | | | | | | | | | 1 | | | | 1 |
| Airport/TSA | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | 10 | 11 | 13 | 18 | 7 | 7 | 11 | 6 | 12 | 7 | 4 | 10 | 116 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | 1 | | 1 | | | | 1 | 1 | 5 |
| Damaged/Missing Items--Checked Baggage | 9 | 10 | 11 | 15 | 6 | 6 | 5 | 6 | 10 | 4 | 1 | 6 | 89 |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | 2 | 2 | | 1 | 5 | | 2 | 3 | 2 | 3 | 22 |
| Patdown | | | 1 | 1 | 1 | | 1 | 3 | | | | | 7 |
| Flyer | | | 1 | 1 | 1 | | 1 | 2 | | | | | 6 |
| Flyer as Observer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | 1 | | | | 2 | 4 |
| Breast Cancer | 1 | | | | | | | | | | | | 1 |
| General | | | | | | | | 1 | | | | | 1 |
| Hearing Impairment | | | | | | | | | | | | 1 | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | | 1 | 1 |
| Prohibited & Permitted Items | | | | | | | | | | | 1 | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | 1 | 2 | 3 | 3 | 5 | 6 | 20 |
| Damaged Items - Carry-On | | | | | | | | | 1 | | | 1 | 2 |
| Damaged Items - Checked | | | | | | | | 1 | | 1 | 1 | 1 | 4 |
| Missing Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Missing Items - Checked | | | | | | | 1 | 1 | 2 | 2 | 4 | 3 | 13 |
| Request for Assistance | | | | | | 1 | | | | | | | 1 |
| Other | | | | | | 1 | | | | | | | 1 |
| Screening | 1 | 1 | 1 | 4 | 1 | 2 | 1 | | 1 | 1 | 2 | | 15 |
| Inconsistency | | | 1 | | | | | | | 1 | | | 2 |
| Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| Procedures/Process | 1 | 1 | | 3 | 1 | 2 | 1 | | 1 | | 1 | | 11 |
| Security Breach | | | | 1 | | | | | | | | | 1 |
| 2018 | 10 | 14 | 21 | 14 | 11 | 6 | 6 | 10 | 13 | 19 | 20 | 14 | 158 |
| Civil Rights | | 1 | | 1 | | | | | | | 1 | | 3 |
| Age | | 1 | | 1 | | | | | | | 1 | | 3 |
| Customer Service | | | 1 | 1 | 1 | | | 1 | | 1 | 1 | 2 | 8 |
| TSO | | | 1 | 1 | 1 | | | 1 | | 1 | 1 | 2 | 8 |
| Locks | | 1 | 2 | 1 | 1 | 1 | 1 | 3 | 1 | 2 | | 1 | 14 |
| Missing or Damaged Lock | | 1 | 2 | 1 | 1 | 1 | 1 | 3 | 1 | 2 | | 1 | 14 |
| Mishandling of Passenger Property | 4 | 7 | 9 | 6 | 4 | 3 | 2 | 2 | 7 | 5 | 9 | 7 | 65 |
| Damaged/Missing Items--Checked Baggage | 4 | 7 | 7 | 6 | 3 | 1 | 2 | 2 | 6 | 3 | 8 | 6 | 55 |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | 1 | | 2 |
| Disarrayed Items--Carry-on or Checked | | | 2 | | | 2 | | | 1 | 2 | | 1 | 8 |
| Patdown | 1 | | 1 | | 1 | | | | 1 | 1 | 1 | | 6 |
| Flyer | 1 | | 1 | | 1 | | | | 1 | 1 | 1 | | 6 |
| Persons w/ Disabilities (PWD) | | | 2 | 4 | | | 1 | | 1 | 2 | 2 | | 12 |
| Autism Spectrum | | | | 1 | | | | | | | | | 1 |
| General | | | | | | | | | | 1 | | | 1 |
| Hearing Impairment | | | | | | | | | 1 | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | 1 | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 1 | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | 1 | | | | 1 | | 2 |
| Service Animals | | | | 1 | | | | | | | 1 | | 2 |
| Wheelchair/ Scooter/ Segway | | | 1 | 2 | | | | | | | | | 3 |
| Property - Special Handling | 4 | 4 | 4 | 1 | 3 | 1 | 1 | 4 | 3 | 5 | 6 | 4 | 40 |
| Damaged Items - Carry-On | | | | | 1 | | | | | 1 | 1 | | 3 |
| Damaged Items - Checked | 2 | 1 | | | 2 | 1 | | 2 | 2 | 3 | 1 | 2 | 16 |
| Missing Items - Carry-On | 1 | | | | | | | 1 | | | 1 | | 3 |
| Missing Items - Checked | 1 | 3 | 4 | 1 | | | 1 | 1 | 1 | 1 | 3 | 2 | 18 |
| Screening | 1 | 1 | 2 | | 1 | 1 | 1 | | | 3 | | | 10 |
| Inconsistency | | 1 | | | 1 | | | | | 1 | | | 3 |
| Lengthy Lines | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | 1 | | 2 | | | 1 | 1 | | | 1 | | | 6 |
| 2019 | 17 | 10 | 11 | 10 | 7 | 10 | 9 | | | | | | 74 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Civil Rights | | | | 1 | | 1 | | | | | | | 2 |
| National Origin | | | | 1 | | | | | | | | | 1 |
| Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | 4 | | | | 1 | 1 | 1 | | | | | | 7 |
| TSO | 4 | | | | 1 | 1 | 1 | | | | | | 7 |
| Locks | 3 | 3 | | 2 | 1 | 2 | 1 | | | | | | 12 |
| Missing or Damaged Lock | 3 | 3 | | 2 | 1 | 2 | 1 | | | | | | 12 |
| Mishandling of Passenger Property | 6 | 2 | 6 | 3 | 3 | 3 | 4 | | | | | | 27 |
| Damaged/Missing Items--Checked Baggage | 4 | | 6 | 2 | 2 | 2 | 4 | | | | | | 20 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 2 | 2 | | | 1 | 1 | | | | | | | 6 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 1 | | | | | | | | | | 3 |
| Cognitive /Developmental /Mental Disability | | 1 | 1 | | | | | | | | | | 2 |
| Service Animals | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 2 | 4 | 4 | 2 | 2 | 2 | | | | | | 18 |
| Damaged Items - Checked | 2 | 1 | | 1 | 1 | | 1 | | | | | | 6 |
| Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | 3 | 3 | 1 | 2 | 1 | | | | | | 11 |
| Screening | | 2 | | | | 1 | 1 | | | | | | 4 |
| Procedures/Process | | 2 | | | | | 1 | | | | | | 3 |
| Security Breach | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| PVU | 2 | 1 | 2 | 1 | | 2 | 1 | 1 | 2 | 1 | 1 | | 14 |
| 2016 | | | | 1 | | 1 | 1 | 1 | 1 | 1 | | | 6 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | 1 | 1 | | | | 4 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | 1 | | 1 | | | | 3 |
| Patdown | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | | | | | | | 1 | | | 1 |
| SIDA (Security Identification Display Area) | | | | | | 1 | | | | | | | 1 |
| General | | | | | | 1 | | | | | | | 1 |
| 2017 | 2 | 1 | 1 | | | 1 | | | | | 1 | | 6 |
| Mishandling of Passenger Property | 2 | 1 | 1 | | | 1 | | | | | | | 5 |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | | | 1 | | | | | | | 3 |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | | | | | | | | | | | 2 |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| Missing Items - Carry-On | | | | | | | | | | | 1 | | 1 |
| 2018 | | | 1 | | | | | | 1 | | | | 2 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| PWM | 20 | 16 | 16 | 16 | 8 | 19 | 15 | 12 | 16 | 22 | 24 | 15 | 199 | |
| 2016 | | | | 9 | 2 | 1 | 6 | 5 | 7 | 6 | 5 | 5 | 46 | |
| Civil Rights | | | | 1 | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 | |
| Customer Service | | | | | | | | | 2 | | | | 2 | |
| TSO | | | | | | | | | 2 | | | | 2 | |
| Locks | | | | 1 | | | | 1 | 1 | 1 | 1 | | 5 | |
| Missing or Damaged Lock | | | | 1 | | | | 1 | 1 | 1 | 1 | | 5 | |
| Mishandling of Passenger Property | | | | 7 | 1 | 1 | 4 | 2 | 4 | 3 | 4 | 4 | 30 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | 1 | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | 7 | | 1 | 3 | 2 | 4 | 1 | 4 | 3 | 25 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | 2 | | | 3 | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | 1 | 2 | |
| Cognitive /Developmental /Mental Disability | | | | | | | | 1 | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 1 | 1 | |
| Request for Assistance | | | | | | | | | | 1 | | | 1 | |
| Wounded Warrior (MSIJSOC) | | | | | | | | | | 1 | | | 1 | |
| Screening | | | | | 1 | | 2 | 1 | | 1 | | | 5 | |
| Lengthy Lines | | | | | 1 | | | | | 1 | | | 2 | |
| Procedures/Process | | | | | | | 2 | 1 | | | | | 3 | |
| 2017 | 8 | 4 | 5 | 4 | 1 | 8 | 4 | 3 | 3 | 4 | 9 | 5 | 58 | |
| Civil Rights | | | | 1 | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 | |
| Customer Service | 2 | | 1 | | | 2 | | | 2 | 1 | | | 8 | |
| TSO | 2 | | 1 | | | 2 | | | 2 | 1 | | | 8 | |
| Locks | 1 | | | 1 | 1 | | | | | 1 | 2 | 1 | 7 | |
| General | | | | 1 | | | | | | | | 1 | 2 | |
| Missing or Damaged Lock | 1 | | | | 1 | | | | | 1 | 2 | | 5 | |
| Mishandling of Passenger Property | 5 | 3 | 2 | 1 | | 5 | 3 | 2 | 1 | 2 | 5 | 2 | 31 | |
| Damaged/Missing Items--Checked Baggage | 5 | 3 | 1 | 1 | | 5 | 2 | 1 | 1 | 2 | 5 | 1 | 27 | |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | 1 | 1 | | | | 1 | 4 | |
| Patdown | | 1 | | | | | | 1 | | | | | 2 | |
| Flyer | | 1 | | | | | | 1 | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | 1 | 1 | |
| Internal Medical Devices | | | | | | | | | | | | 1 | 1 | |
| Property - Special Handling | | | | | | | 1 | | | | 1 | 1 | 3 | |
| Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 | |
| Damaged Items - Checked | | | | | | | | | | | 1 | 1 | 2 | |
| Screening | | | 2 | 1 | | 1 | | | | | 1 | | 5 | |
| Crew Member or Airline Employee | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | | | 2 | 1 | | | | | | | 1 | | 4 | |
| 2018 | 5 | 7 | 4 | 2 | 3 | 8 | 1 | 4 | 6 | 12 | 10 | 5 | 67 | |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | | 1 | 1 | |
| Flyer | | | | | | | | | | | | 1 | 1 | |
| Civil Rights | | | | | | | | | | | 1 | | 1 | |
| Transgender Screening | | | | | | | | | | | 1 | | 1 | |
| Customer Service | 1 | 2 | 1 | | | | 1 | 1 | 1 | | 1 | | 8 | |
| TSO | 1 | 2 | 1 | | | | 1 | 1 | 1 | | 1 | | 8 | |
| Locks | | | | | | 2 | | | | 3 | 1 | | 6 | |
| Missing or Damaged Lock | | | | | | 2 | | | | 3 | 1 | | 6 | |
| Mishandling of Passenger Property | 2 | 2 | | 1 | 1 | 4 | | 2 | 1 | 3 | 5 | 3 | 24 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | 1 | 1 | 2 | | 2 | 1 | 2 | 5 | 3 | 19 | |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | | | | 2 | | | | 1 | | | 5 | |
| Patdown | | | 1 | | | | | | | 1 | 1 | 1 | 4 | |
| Flyer | | | | | | | | | | 1 | 1 | 1 | 3 | |
| Non-Flyer | | | 1 | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | 1 | | | | 2 | |
| Internal Medical Devices | 1 | | | | | | | | | | | | 1 | |
| Metal Implants (joint) | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | | | | 1 | 2 | 1 | | | 2 | 4 | 1 | | 11 | |
| Damaged Items - Carry-On | | | | | | | | | 1 | | | | 1 | |
| Damaged Items - Checked | | | | | 1 | | | | 1 | 2 | 1 | | 5 | |
| Missing Items - Checked | | | | 1 | 1 | 1 | | | | 2 | | | 5 | |
| Request for Assistance | | | | | | | | | | 1 | | | 1 | |
| Wounded Warrior (MSIJSOC) | | | | | | | | | | 1 | | | 1 | |
| Screening | 1 | 3 | 2 | | | 1 | | 1 | 1 | | | | 9 | |
| Inconsistency | | | 1 | | | | | 1 | | | | | 2 | |
| Procedures/Process | 1 | 3 | 1 | | | 1 | | | 1 | | | | 7 | |
| 2019 | 7 | 5 | 7 | 1 | 2 | 2 | 4 | | | | | | 28 | |
| Civil Rights | | | 1 | | | | 1 | | | | | | 2 | |
| Constitutional Rights | | | | | | | 1 | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 | |
| Customer Service | | | 2 | | | | | | | | | | 2 | |
| TSO | | | 2 | | | | | | | | | | 2 | |
| Locks | 1 | | 1 | | | 1 | | | | | | | 3 | |
| Missing or Damaged Lock | 1 | | 1 | | | 1 | | | | | | | 3 | |
| Mishandling of Passenger Property | 3 | 1 | | | | 1 | | | | | | | 5 | |
| Damaged/Missing Items--Checked Baggage | 3 | 1 | | | | 1 | | | | | | | 5 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | 1 | | | | | | 2 | |
| Service Animals | | 1 | | | | | | | | | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | 1 | | | | | | 1 | |
| Property - Special Handling | 1 | 2 | 2 | 1 | 2 | | | | | | | | 8 | |
| Damaged Items - Carry-On | | | | | 1 | | | | | | | | 1 | |
| Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 | |
| Missing Items - Checked | 1 | 2 | 1 | 1 | 1 | | | | | | | | 6 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Screening | 2 | 1 | 1 | | | | 2 | | | | | | 6 |
| Inconsistency | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | 2 | | 1 | | | | 1 | | | | | | 4 |
| Security Breach | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|----------|-----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| RAP | 12 | 2 | 8 | 5 | 5 | 5 | 7 | 6 | 7 | 10 | 5 | 11 | 83 |
| 2016 | | | | 1 | | 2 | 2 | 1 | 2 | 3 | 3 | 2 | 16 |
| Customer Service | | | | | | 1 | | | | 2 | 1 | | 4 |
| Others | | | | | | | | | | 2 | | | 2 |
| TSO | | | | | | 1 | | | | | 1 | | 2 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | 1 | 1 | 1 | 1 | 1 | 2 | | 8 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | 1 | | 1 | 1 | 2 | | 7 |
| Screening | | | | | | | 1 | | | | | 2 | 3 |
| Crew Member or Airline Employee | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | 1 | | | | | 1 | 2 |
| 2017 | 4 | 1 | 3 | | 2 | 1 | 2 | 2 | 4 | 3 | | 5 | 27 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 |
| Customer Service | | | | | 1 | 1 | | | 1 | 1 | | | 4 |
| TSO | | | | | 1 | 1 | | | 1 | 1 | | | 4 |
| Locks | 1 | | | | | | | 1 | 1 | | | 2 | 5 |
| Missing or Damaged Lock | 1 | | | | | | | 1 | 1 | | | 2 | 5 |
| Mishandling of Passenger Property | 2 | | 2 | | 1 | | 1 | 1 | | | | 1 | 8 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | 1 | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | | 2 | | 1 | | | | | | | 1 | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | 1 | 2 |
| Missing Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | 1 | 1 | | | | 1 | | | 2 | | 1 | 6 |
| Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 |
| Inconsistency | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | | | | | | 2 | | 1 | 3 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |
| 2018 | 4 | | 3 | 3 | 2 | | 2 | 3 | 1 | 4 | 2 | 4 | 28 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | 2 | | | | 1 | | | | | | 3 |
| Others | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | 1 | | | | | | 2 |
| Locks | 1 | | | | | | | | | 1 | | | 2 |
| Missing or Damaged Lock | 1 | | | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | 1 | | | 1 | | | | 2 | | 1 | | 2 | 7 |
| Damaged/Missing Items--Checked Baggage | 1 | | | 1 | | | | 1 | | | | 1 | 4 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | | 1 | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | 1 | | | 2 |
| Patdown | | | | | 1 | | | | | | 1 | | 2 |
| Flyer | | | | | 1 | | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Screening | 2 | | 1 | 2 | | | | 1 | 1 | 2 | 1 | 1 | 11 |
| Crew Member or Airline Employee | | | | 1 | | | | | | | | | 1 |
| Lengthy Lines | 1 | | | | | | | 1 | | | | | 2 |
| Procedures/Process | 1 | | 1 | 1 | | | | | 1 | 2 | | 1 | 7 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 |
| 2019 | 4 | 1 | 2 | 1 | 1 | 2 | 1 | | | | | | 12 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | | | | | | | | | | | 2 |
| TSO | 1 | 1 | | | | | | | | | | | 2 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | 1 | | | | | | | | 2 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | | | 1 | | 2 | | | | | | | 4 |
| Damaged Items - Checked | 1 | | | | | 1 | | | | | | | 2 |
| Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Crew Member or Airline Employee | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| RDD | 1 | 1 | 2 | 4 | | 1 | | | 3 | 3 | 3 | 4 | 22 |
| 2016 | | | | 1 | | 1 | | | 2 | | 2 | 2 | 8 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Perceived Religion | | | | | | | | | 1 | | | | 1 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | 1 | | | | | 2 | 2 | 6 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | | | | | 1 | 2 | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| 2017 | 1 | 1 | 2 | 2 | | | | | 1 | 3 | 1 | 1 | 12 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | | | 1 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 1 | 1 | 2 | 1 | | | | | 1 | 1 | | 1 | 8 |
| Damaged/Missing Items--Checked Baggage | 1 | | 2 | | | | | | 1 | 1 | | 1 | 6 |
| Disarrayed Items--Carry-on or Checked | | 1 | | 1 | | | | | | | | | 2 |
| Screening | | | | 1 | | | | | | 1 | | | 2 |
| Procedures/Process | | | | 1 | | | | | | 1 | | | 2 |
| 2018 | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Damaged Items - Carry-On | | | | | | | | | | | | 1 | 1 |
| 2019 | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| RDM | 5 | 4 | 6 | 3 | 8 | 6 | 6 | 2 | 5 | 5 | 8 | 3 | 61 | |
| 2016 | | | | 1 | 6 | | 1 | 1 | | 3 | 1 | 1 | 14 | |
| Civil Rights | | | | | 1 | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 | |
| Locks | | | | | | | | | | 1 | | | 1 | |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | | | | 1 | 1 | | 1 | 1 | | 2 | 1 | 1 | 8 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | 1 | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | | 1 | | | 1 | | 4 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | 1 | 2 | |
| Screening | | | | | 4 | | | | | | | | 4 | |
| Procedures/Process | | | | | 4 | | | | | | | | 4 | |
| 2017 | | | 2 | | 1 | 3 | | | 3 | 1 | 3 | | 13 | |
| Civil Rights | | | | | | 1 | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | | | | | 1 | |
| Customer Service | | | | | | | | | | | 1 | | 1 | |
| TSO | | | | | | | | | | | 1 | | 1 | |
| Locks | | | 1 | | | | | | | | | | 1 | |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | 1 | | | 2 | | | 2 | 1 | 1 | | 7 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | 2 | | | 2 | 1 | 1 | | 7 | |
| Patdown | | | | | 1 | | | | | | | | 1 | |
| Flyer | | | | | 1 | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 | |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Screening | | | | | | | | | 1 | | | | 1 | |
| Inconsistency | | | | | | | | | 1 | | | | 1 | |
| 2018 | 2 | 2 | 3 | 1 | | 1 | 1 | 1 | 2 | 1 | 4 | 2 | 20 | |
| Civil Rights | 1 | | 1 | | | | | | | | | | 2 | |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 | |
| Customer Service | | | | 1 | | | | | 1 | | 2 | 1 | 5 | |
| TSO | | | | 1 | | | | | 1 | | 2 | 1 | 5 | |
| Locks | 1 | | | | | | | | | | | | 1 | |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | 1 | | | | | | | | 1 | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | 1 | | 2 | |
| Patdown | | 1 | | | | | | | | | | | 1 | |
| Flyer | | 1 | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | 1 | 2 | |
| Metal Implants (joint) | | | | | | | | | | | | 1 | 1 | |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 | |
| Property - Special Handling | | | 1 | | | | | | 1 | 1 | | | 3 | |
| Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 | |
| Missing Items - Checked | | | 1 | | | | | | | 1 | | | 2 | |
| Screening | | 1 | | | | 1 | 1 | | | | 1 | | 4 | |
| Procedures/Process | | 1 | | | | 1 | 1 | | | | 1 | | 4 | |
| 2019 | 3 | 2 | 1 | 1 | 1 | 2 | 4 | | | | | | 14 | |
| Customer Service | | | 1 | | | | | | | | | | 1 | |
| TSO | | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | | | 1 | | 1 | 1 | | | | | | 4 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | 1 | | 1 | 1 | | | | | | 4 | |
| Notice of Violation/Civil Penalties | 1 | | | | | | | | | | | | 1 | |
| General | 1 | | | | | | | | | | | | 1 | |
| Patdown | | | | | | 1 | 2 | | | | | | 3 | |
| Flyer | | | | | | | 2 | | | | | | 2 | |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 | |
| Damaged Items - Checked | | 1 | | | | | | | | | | | 1 | |
| Missing Items - Checked | 1 | | | | | | | | | | | | 1 | |
| Screening | | 1 | | | 1 | | 1 | | | | | | 3 | |
| Procedures/Process | | 1 | | | 1 | | 1 | | | | | | 3 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| RDU | 96 | 101 | 106 | 118 | 82 | 113 | 104 | 73 | 77 | 90 | 100 | 72 | 1,132 | |
| 2016 | | | | 38 | 17 | 26 | 23 | 25 | 24 | 26 | 32 | 35 | 246 | |
| Civil Rights | | | | 4 | | 2 | | 4 | 2 | 1 | 1 | | 14 | |
| General Complaint and Discrimination | | | | 1 | | | | | | | | | 1 | |
| National Origin | | | | | | | | 1 | | | | | 1 | |
| Perceived Religion | | | | | | | | | 1 | | | | 1 | |
| Racial Profiling or Discrimination | | | | 2 | | 2 | | 3 | | 1 | 1 | | 9 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | 1 | |
| Transgender Screening | | | | 1 | | | | | | | | | 1 | |
| Customer Service | | | | 3 | 4 | 1 | 3 | 3 | 2 | 3 | 1 | 5 | 25 | |
| Others | | | | 1 | 1 | | | 1 | | | | | 3 | |
| TSO | | | | 2 | 3 | 1 | 3 | 2 | 2 | 3 | 1 | 5 | 22 | |
| Identification (ID) Requirements | | | | | | | | | | | 1 | | 1 | |
| ID Matching Ticket and Boarding Pass Issues | | | | | | | | | | | 1 | | 1 | |
| Locks | | | | 2 | 1 | 3 | 2 | 2 | 1 | 3 | 2 | 1 | 17 | |
| Missing or Damaged Lock | | | | 2 | 1 | 3 | 2 | 2 | 1 | 3 | 2 | 1 | 17 | |
| Mishandling of Passenger Property | | | | 24 | 11 | 12 | 10 | 10 | 16 | 12 | 20 | 18 | 133 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 3 | 1 | 3 | 1 | 2 | 2 | | 13 | |
| Damaged/Missing Items--Checked Baggage | | | | 20 | 10 | 9 | 9 | 6 | 13 | 10 | 16 | 14 | 107 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | 1 | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | 4 | | | | 1 | 1 | | 2 | 4 | 12 | |
| Patdown | | | | 3 | | 2 | 4 | 3 | | 2 | 4 | 3 | 21 | |
| Flyer | | | | 1 | | 2 | 3 | 3 | | 2 | 4 | 3 | 18 | |
| General | | | | | | | 1 | | | | | | 1 | |
| Non-Flyer | | | | 2 | | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | 1 | 1 | | 2 | 5 | |
| Breast Cancer | | | | | | | | | 1 | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 1 | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | | 1 | 1 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | 1 | | | 2 | |
| Screening | | | | 1 | 1 | 6 | 4 | 3 | 2 | 4 | 3 | 6 | 30 | |
| Inconsistency | | | | 1 | | 2 | | 1 | | | | | 4 | |
| Lengthy Lines | | | | | | | 1 | | | 1 | | 1 | 3 | |
| Procedures/Process | | | | | 1 | 4 | 3 | 2 | 2 | 3 | 3 | 5 | 23 | |
| 2017 | 29 | 35 | 38 | 30 | 19 | 27 | 27 | 25 | 23 | 33 | 39 | 19 | 344 | |
| Civil Rights | | 1 | 3 | | 2 | | | 1 | | 3 | 1 | | 11 | |
| Hair Patdowns | | | | | 1 | | | | | 1 | | | 2 | |
| Racial Profiling or Discrimination | | 1 | 2 | | 1 | | | | | 2 | 1 | | 7 | |
| Screening of Religious or Cultural Garments | | | | | | | | 1 | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 | |
| Customer Service | 5 | 2 | 4 | 3 | 3 | 5 | 5 | 1 | 3 | 8 | 3 | 2 | 44 | |
| CSM | | | 1 | | | 1 | | | | | | | 2 | |
| TSO | 5 | 2 | 3 | 3 | 3 | 4 | 5 | 1 | 3 | 8 | 3 | 2 | 42 | |
| Locks | 4 | 1 | 1 | 4 | 1 | 1 | 3 | 1 | 1 | | 1 | | 18 | |
| Missing or Damaged Lock | 4 | 1 | 1 | 4 | 1 | 1 | 3 | 1 | 1 | | 1 | | 18 | |
| Mishandling of Passenger Property | 13 | 21 | 18 | 22 | 11 | 15 | 8 | 6 | 13 | 12 | 17 | 6 | 162 | |
| Damaged/Missing Items--Carry-on Luggage | 3 | 2 | 3 | 1 | 2 | 2 | 2 | | | 2 | | 1 | 18 | |
| Damaged/Missing Items--Checked Baggage | 10 | 16 | 14 | 20 | 8 | 12 | 3 | 5 | 12 | 10 | 15 | 4 | 129 | |
| Disarrayed Items--Carry-on or Checked | | 3 | 1 | 1 | 1 | 1 | 3 | 1 | 1 | | 2 | 1 | 15 | |
| Patdown | 2 | 3 | 7 | | 1 | 1 | 6 | 5 | 4 | 2 | 2 | 3 | 36 | |
| Children | | | | | | 1 | 1 | | | | | | 2 | |
| Flyer | 2 | 3 | 7 | | 1 | | 4 | 4 | 4 | 2 | 2 | 2 | 31 | |
| Flyer as Observer | | | | | | | | | | | | 1 | 1 | |
| Non-Flyer | | | | | | | 1 | 1 | | | | | 2 | |
| Persons w/ Disabilities (PWD) | 1 | 2 | 1 | | | 2 | | 1 | | 1 | 1 | | 9 | |
| General | | | 1 | | | | | | | 1 | | | 2 | |
| Internal Medical Devices | | 1 | | | | | | | | | | | 1 | |
| Medical Devices - Attached to the Body | | 1 | | | | | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | | | | | 1 | |
| Ostomy/Ostomates | 1 | | | | | | | | | | | | 1 | |
| Prosthesis/Amputees and Casts | | | | | | 2 | | | | | | | 2 | |
| Touch Aversion (pain/trauma) | | | | | | | | | | | 1 | | 1 | |
| Prohibited & Permitted Items | | | | | | | | | | | 1 | | 1 | |
| Breast Milk/Baby Formula/Breast Pump | | | | | | | | | | | 1 | | 1 | |
| Property - Special Handling | | | | | | | 4 | 7 | 2 | 5 | 8 | 2 | 28 | |
| Damaged Items - Carry-On | | | | | | | 1 | | | | 1 | | 2 | |
| Damaged Items - Checked | | | | | | | 3 | 2 | 1 | 4 | 3 | 1 | 14 | |
| Missing Items - Carry-On | | | | | | | | 1 | | 1 | | | 2 | |
| Missing Items - Checked | | | | | | | | 4 | 1 | | 4 | 1 | 10 | |
| Request for Assistance | | | | | | | | | | | 1 | | 1 | |
| Other | | | | | | | | | | | 1 | | 1 | |
| Screening | 4 | 5 | 4 | 1 | 1 | 3 | 1 | 3 | | 2 | 4 | 6 | 34 | |
| Inconsistency | | | | | | 2 | 1 | | | | | | 3 | |
| Lengthy Lines | | | | | | | | | | | | 1 | 1 | |
| Procedures/Process | 4 | 5 | 3 | 1 | 1 | 1 | | 2 | | 2 | 3 | 4 | 26 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | 1 | 2 | |
| Security Breach | | | | | | | | 1 | | | | | 1 | |
| Shoe Screening | | | 1 | | | | | | | | | | 1 | |
| 2018 | 34 | 38 | 29 | 28 | 23 | 33 | 28 | 23 | 30 | 31 | 29 | 18 | 344 | |
| Civil Rights | 2 | 1 | | 2 | 1 | 1 | 1 | 1 | 2 | 1 | 3 | 1 | 16 | |
| Constitutional Rights | | | | | | | | 1 | 1 | | | | 2 | |
| Hair Patdowns | | | | 2 | | | 1 | | | | | | 3 | |
| National Origin | | 1 | | | 1 | | | | | | | | 2 | |
| Perceived Religion | 1 | | | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | 2 | | 3 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | | | | 1 | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | 1 | | | | | | | 2 |
| Transgender Screening | | | | | | | | | | | 1 | 1 | 2 |
| Customer Service | 7 | 3 | 6 | 4 | 1 | 7 | 3 | 6 | 2 | 2 | 4 | 5 | 50 |
| Others | | | | | | | | | | 1 | 2 | | 3 |
| TSO | 7 | 3 | 6 | 4 | 1 | 7 | 3 | 6 | 2 | 1 | 2 | 5 | 47 |
| Locks | 1 | 2 | 1 | 1 | 4 | 1 | 3 | 1 | 3 | 2 | 2 | | 21 |
| General | | | | | 1 | | | | 1 | | | | 2 |
| Missing or Damaged Lock | 1 | 2 | 1 | 1 | 3 | 1 | 3 | 1 | 2 | 2 | 2 | | 19 |
| Mishandling of Passenger Property | 7 | 9 | 12 | 8 | 7 | 11 | 12 | 4 | 8 | 8 | 6 | 6 | 98 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | 1 | | 1 | 1 | 1 | | 1 | 6 |
| Damaged/Missing Items--Checked Baggage | 6 | 7 | 10 | 7 | 6 | 10 | 10 | 2 | 4 | 5 | 5 | 4 | 76 |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | 2 | 1 | 1 | | | 2 | 1 | 3 | 2 | 1 | 1 | 15 |
| Notice of Violation/Civil Penalties | | | | | | | | | | | | 1 | 1 |
| General | | | | | | | | | | | | 1 | 1 |
| Patdown | 3 | 4 | | 1 | 2 | 1 | | | 4 | 3 | 1 | 1 | 20 |
| Flyer | 3 | 3 | | 1 | 2 | 1 | | | 4 | 2 | 1 | 1 | 18 |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 6 | 3 | 1 | 2 | 3 | 4 | 4 | 3 | 3 | | | 30 |
| Autism Spectrum | | | | | | | | | 1 | | | | 1 |
| Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | 1 | | | | | | | | | | | 1 |
| General | | | | | | 1 | | 1 | | | | | 2 |
| Internal Medical Devices | | | | | | | | 1 | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | 2 | | 1 | | | | 4 |
| Metal Implants (joint) | 1 | 1 | 2 | 1 | | | | 1 | | 1 | | | 7 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 2 | 1 | | | | | | | 3 |
| Service Animals | | | | | | | 1 | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 |
| Visual Impairment | | | | | | | | | | 1 | | | 1 |
| Wheelchair/ Scooter/ Segway | | 3 | 1 | | | | 1 | 1 | 1 | | | | 7 |
| Property - Special Handling | 6 | 7 | 2 | 9 | 3 | 2 | 2 | 3 | 5 | 5 | 9 | 3 | 56 |
| Damaged Items - Carry-On | | 2 | | 1 | | | 1 | | 2 | | | 2 | 8 |
| Damaged Items - Checked | 1 | 2 | | 3 | | | | | 1 | 1 | 3 | 1 | 12 |
| Missing Items - Carry-On | 2 | 1 | | | 1 | 1 | | | | | | | 5 |
| Missing Items - Checked | 3 | 2 | 2 | 5 | 2 | 1 | 1 | 3 | 2 | 4 | 6 | | 31 |
| Request for Assistance | | | | | | | | | | 1 | | | 1 |
| Other | | | | | | | | | | 1 | | | 1 |
| Screening | 7 | 6 | 5 | 2 | 3 | 7 | 3 | 4 | 3 | 6 | 4 | 1 | 51 |
| Inconsistency | 1 | | | | | | | | 1 | | | | 2 |
| Lengthy Lines | 3 | | | 1 | 1 | 2 | | 1 | | | | | 8 |
| Procedures/Process | 3 | 5 | 5 | 1 | 2 | 4 | 3 | 3 | 2 | 6 | 3 | 1 | 38 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 |
| Security Breach | | 1 | | | | 1 | | | | | | | 2 |
| 2019 | 33 | 28 | 39 | 22 | 23 | 27 | 26 | | | | | | 198 |
| Civil Rights | 1 | 1 | 2 | 1 | 2 | | | | | | | | 7 |
| Age | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | 1 | | | | | | | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | 1 | 1 | | | | | | | | 3 |
| Transgender Screening | | | | | 1 | | | | | | | | 1 |
| Customer Service | 8 | 7 | 8 | 4 | 4 | 7 | 5 | | | | | | 43 |
| Others | 1 | | | | | | | | | | | | 1 |
| TSO | 7 | 7 | 8 | 4 | 4 | 7 | 5 | | | | | | 42 |
| Locks | 2 | 3 | 2 | 2 | 2 | 2 | | | | | | | 13 |
| Missing or Damaged Lock | 2 | 3 | 2 | 2 | 2 | 2 | | | | | | | 13 |
| Lost and Found | 1 | | | 1 | | | | | | | | | 2 |
| Airport/TSA | 1 | | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | 11 | 5 | 9 | 3 | 4 | 2 | 7 | | | | | | 41 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 10 | 5 | 7 | 2 | 3 | 2 | 4 | | | | | | 33 |
| Disarrayed Items--Carry-on or Checked | | | 2 | 1 | 1 | | 3 | | | | | | 7 |
| Patdown | 2 | 3 | 5 | 2 | 2 | | 3 | | | | | | 17 |
| Flyer | 2 | 3 | 4 | 2 | 2 | | 3 | | | | | | 16 |
| Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 1 | 2 | 3 | 5 | 3 | 2 | | | | | | 18 |
| Autism Spectrum | | | | | | | 1 | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Diabetes | | | | 1 | 1 | | | | | | | | 2 |
| General | | | | | | 1 | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | | | 1 | | | | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | | | | | | | | | | | | 1 |
| Metal Implants (joint) | | | 2 | | | | 1 | | | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | 1 | | 1 | 1 | | | | | | | | 4 |
| Wheelchair/ Scooter/ Segway | | | | | 2 | 2 | | | | | | | 4 |
| Property - Special Handling | 2 | 4 | 8 | 4 | 2 | 7 | 4 | | | | | | 31 |
| Damaged Items - Carry-On | | | 1 | | 1 | 1 | 2 | | | | | | 5 |
| Damaged Items - Checked | 1 | 1 | 2 | 1 | | 3 | | | | | | | 8 |
| Missing Items - Carry-On | | 1 | 3 | | 1 | | 1 | | | | | | 6 |
| Missing Items - Checked | 1 | 2 | 2 | 3 | | 3 | 1 | | | | | | 12 |
| Request for Assistance | | | | | | | 1 | | | | | | 1 |
| Other | | | | | | | 1 | | | | | | 1 |
| Screening | 4 | 4 | 3 | 2 | 2 | 6 | 4 | | | | | | 25 |
| Crew Member or Airline Employee | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Inconsistency | | | | | 1 | | | | | | | | 1 |
| Lengthy Lines | 1 | 1 | | 1 | | 1 | | | | | | | 4 |
| Procedures/Process | 3 | 3 | 3 | | | 5 | 4 | | | | | | 18 |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|-----|-----|-----|----------|----------|-----|-----|----------|----------|----------|----------|----------|-----------|
| RFD | | | | 1 | 2 | | | 1 | 2 | 1 | 2 | 3 | 12 |
| 2016 | | | | | | | | | 1 | 1 | 1 | 2 | 5 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | 1 | 2 | 4 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | | 1 | 2 |
| 2017 | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| 2018 | | | | | 1 | | | 1 | 1 | | | 1 | 4 |
| Human Capital | | | | | | | | | 1 | | | | 1 |
| Prospective Employment with TSA | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | 1 | | | 1 | | | | 1 | 3 |
| Procedures/Process | | | | | 1 | | | 1 | | | | | 2 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | | 1 | 1 |
| 2019 | | | | 1 | 1 | | | | | | | | 2 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Others | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Missing Items - Carry-On | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|-----|----------|----------|-----|----------|-----|-----|-----|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| RHI | 1 | | 3 | 2 | | 2 | | | | 1 | 1 | 1 | 11 |
| 2016 | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| 2017 | | | | | | | | | | 1 | | 1 | 2 |
| Screening | | | | | | | | | | 1 | | 1 | 2 |
| Procedures/Process | | | | | | | | | | 1 | | 1 | 2 |
| 2018 | 1 | | 3 | 2 | | 1 | | | | | 1 | | 8 |
| Customer Service | | | 1 | | | | | | | | 1 | | 2 |
| TSO | | | 1 | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property | 1 | | 1 | | | 1 | | | | | | | 3 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | | | | | | | 1 |
| Ostomy/Ostomates | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Missing Items - Checked | | | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| RIC | 40 | 47 | 62 | 42 | 44 | 64 | 50 | 53 | 42 | 59 | 50 | 31 | 584 |
| 2016 | | | | 6 | 8 | 10 | 13 | 20 | 12 | 16 | 15 | 9 | 109 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | 1 | 2 | 2 | 3 | 2 | 4 | 5 | 1 | 2 | 22 |
| CSM | | | | | | | | | 2 | | | | 2 |
| Others | | | | | | 1 | | 1 | | | 1 | | 3 |
| TSO | | | | 1 | 2 | 1 | 3 | 1 | 2 | 5 | | 2 | 17 |
| Locks | | | | | | | | | | 1 | 1 | | 2 |
| Missing or Damaged Lock | | | | | | | | | | 1 | 1 | | 2 |
| Mishandling of Passenger Property | | | | 4 | 4 | 4 | 6 | 8 | 1 | 6 | 10 | 6 | 49 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | 1 | | | 4 | | 1 | 3 | | 10 |
| Damaged/Missing Items--Checked Baggage | | | | 3 | 3 | 3 | 6 | 2 | 1 | 4 | 6 | 5 | 33 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | 2 | | 1 | 1 | 1 | 6 |
| Patdown | | | | | | | 2 | 2 | 4 | 1 | | | 9 |
| Flyer | | | | | | | 2 | 2 | 3 | | | | 7 |
| Flyer as Observer | | | | | | | | | 1 | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | 2 | 1 | 1 | 1 | | 5 |
| Metal Implants (joint) | | | | | | | | 1 | | | 1 | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | 1 | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | 1 | | | 1 |
| Screening | | | | 1 | 2 | 4 | 2 | 5 | 2 | 2 | 2 | 1 | 21 |
| Crew Member or Airline Employee | | | | | | | | | 1 | | | | 1 |
| Inconsistency | | | | 1 | 1 | | | 1 | | | | | 3 |
| Lengthy Lines | | | | | | 2 | | | 1 | | 1 | | 4 |
| Procedures/Process | | | | | 1 | 2 | 2 | 4 | | 2 | 1 | 1 | 13 |
| 2017 | 8 | 12 | 24 | 15 | 7 | 17 | 10 | 18 | 19 | 23 | 14 | 15 | 182 |
| Civil Rights | | 1 | | 2 | 1 | | 1 | 2 | 1 | | | 1 | 9 |
| Hair Patdowns | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | | | 1 | | 1 | 1 | 1 | | | 1 | 6 |
| Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | | | 1 |
| Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Customer Service | 2 | 5 | 7 | 4 | 3 | 5 | 1 | 2 | 3 | 4 | 3 | 2 | 41 |
| Others | | | | | | | | 1 | | | | | 1 |
| TSO | 2 | 5 | 7 | 4 | 3 | 5 | 1 | 1 | 3 | 4 | 3 | 2 | 40 |
| Locks | | 1 | 1 | | | 2 | | | 1 | 2 | | 1 | 8 |
| Missing or Damaged Lock | | 1 | 1 | | | 2 | | | 1 | 2 | | 1 | 8 |
| Mishandling of Passenger Property | 1 | 3 | 8 | 6 | 2 | 6 | 3 | 1 | 6 | 6 | 4 | 2 | 48 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | 1 | 1 | | 1 | | | 1 | 5 |
| Damaged/Missing Items--Checked Baggage | | 3 | 5 | 6 | 2 | 5 | 2 | 1 | 4 | 6 | 2 | 1 | 37 |
| Disarrayed Items--Carry-on or Checked | 1 | | 2 | | | | | | 1 | | 2 | | 6 |
| Patdown | | 2 | 4 | | | 3 | 2 | | 1 | 4 | 2 | | 18 |
| Flyer | | 2 | 4 | | | 3 | 2 | | 1 | 4 | 2 | | 18 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | | | | 1 | 3 | 3 | 1 | 2 | 12 |
| Diabetes | | | | | | | | | 1 | | | 1 | 2 |
| Diapers/Garments/Dressings/Masks | | | | | | | | | 1 | | | | 1 |
| General | | | | | | | | 1 | | | | | 1 |
| Internal Medical Devices | | | | | | | | | | 1 | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 |
| Metal Implants (joint) | | | | | | | | | | | 1 | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | 1 | | | | 1 |
| Service Animals | | | | | | | | | | 1 | | | 1 |
| Touch Aversion (pain/trauma) | | | 1 | | | | | | | | | 1 | 2 |
| Wheelchair/ Scooter/ Segway | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | | | | 1 | 1 | | | | 2 |
| Firearm/Ammunition | | | | | | | | 1 | | | | | 1 |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | 2 | 4 | | 2 | 3 | 5 | 16 |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | | 1 |
| Damaged Items - Checked | | | | | | | 1 | | | | 1 | 1 | 3 |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | 2 | | 2 | 2 | 4 | 11 |
| Screening | 4 | | 3 | 3 | 1 | 1 | 1 | 7 | 3 | 2 | 1 | 2 | 28 |
| Inconsistency | | | | 1 | | | | 1 | 1 | 1 | | 1 | 5 |
| Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | 3 | | 2 | 2 | 1 | 1 | 1 | 5 | 2 | 1 | 1 | 1 | 20 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |
| Security Breach | 1 | | | | | | | | | | | | 1 |
| 2018 | 16 | 13 | 20 | 15 | 18 | 15 | 11 | 15 | 11 | 20 | 21 | 7 | 182 |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | | 1 |
| Flyer | | | | | | | | 1 | | | | | 1 |
| Civil Rights | | | 2 | | | | 2 | | | 1 | 4 | | 9 |
| Hair Patdowns | | | 1 | | | | | | | | | | 1 |
| Headwear | | | | | | | | | | | 1 | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | 2 | | | | 2 | | 5 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | | | 1 |
| Sexual Orientation - Not Transgender | | | | | | | | | | | 1 | | 1 |
| Customer Service | 4 | 1 | 4 | 3 | 3 | 6 | 4 | 2 | 1 | 4 | 4 | 1 | 37 |
| Others | | | 2 | | | 1 | 1 | 1 | | 1 | | | 6 |
| TSO | 4 | 1 | 2 | 3 | 3 | 5 | 3 | 1 | 1 | 3 | 4 | 1 | 31 |
| Locks | 3 | | 2 | 1 | | | | | | | | 1 | 7 |
| Missing or Damaged Lock | 3 | | 2 | 1 | | | | | | | | 1 | 7 |
| Lost and Found | 1 | | | | | | | | | | | | 1 |
| Airport/TSA | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 5 | 3 | 2 | 4 | 3 | 2 | 3 | 4 | 6 | 7 | 4 | 1 | 44 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | 1 | | | 2 | | 1 | 5 |
| Damaged/Missing Items--Checked Baggage | 4 | 3 | 2 | 3 | 2 | 1 | 1 | 3 | 4 | 3 | 4 | | 30 |
| Disarrayed Items--Carry-on or Checked | 1 | | | 1 | | 1 | 1 | 1 | 2 | 2 | | | 9 |
| Patdown | | 2 | 3 | 1 | 4 | 1 | | 2 | 1 | 2 | 5 | | 21 |
| Flyer | | 2 | 3 | 1 | 4 | 1 | | 1 | 1 | 2 | 4 | | 19 |
| Non-Flyer | | | | | | | | 1 | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | 2 | 1 | 2 | 1 | 1 | 1 | | 1 | | | | 1 | 10 |
| Diapers/Garments/Dressings/Masks | | | 1 | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | | | | | | | | | | | | 1 |
| Metal Implants (joint) | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | 1 | | | | | | | 1 | 3 |
| Prosthesis/Amputees and Casts | | | | | | 1 | | 1 | | | | | 2 |
| Service Animals | | 1 | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | 4 | 3 | | 3 | | | 2 | 1 | 4 | 1 | 3 | 21 |
| Damaged Items - Carry-On | | | | | | | | | | 1 | | | 1 |
| Damaged Items - Checked | | 1 | 1 | | 2 | | | | | | 1 | 1 | 6 |
| Missing Items - Carry-On | | 1 | | | 1 | | | | | 1 | | 1 | 5 |
| Missing Items - Checked | | 2 | 2 | | | | | 1 | 1 | 2 | | 1 | 9 |
| Screening | 1 | 2 | 2 | 5 | 4 | 5 | 2 | 3 | 2 | 2 | 3 | | 31 |
| Inconsistency | 1 | | | 1 | | | | 1 | 1 | | | | 4 |
| Lengthy Lines | | | 1 | 1 | 2 | 1 | 1 | | | 1 | | | 7 |
| Procedures/Process | | 2 | 1 | 3 | 2 | 4 | 1 | 2 | 1 | 1 | 3 | | 20 |
| 2019 | 16 | 22 | 18 | 6 | 11 | 22 | 16 | | | | | | 111 |
| Civil Rights | 2 | 1 | 2 | | 2 | 1 | 2 | | | | | | 10 |
| Racial Profiling or Discrimination | | 1 | 2 | | 2 | 1 | 1 | | | | | | 7 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | 1 | | | | | | 2 |
| Sexual Orientation - Not Transgender | 1 | | | | | | | | | | | | 1 |
| Customer Service | 6 | 5 | 2 | 2 | 3 | 11 | 5 | | | | | | 34 |
| TSO | 6 | 5 | 2 | 2 | 3 | 11 | 5 | | | | | | 34 |
| Locks | 1 | | 2 | 1 | | | 1 | | | | | | 5 |
| Missing or Damaged Lock | 1 | | 2 | 1 | | | 1 | | | | | | 5 |
| Mishandling of Passenger Property | 1 | 5 | 3 | 1 | 2 | 3 | 1 | | | | | | 16 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | 1 | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | 4 | 2 | 1 | 1 | 3 | | | | | | | 12 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | 1 | | | | | | | | 2 |
| Patdown | 1 | 1 | 2 | | | 1 | 1 | | | | | | 6 |
| Flyer | 1 | 1 | 2 | | | 1 | 1 | | | | | | 6 |
| Persons w/ Disabilities (PWD) | | 3 | | 2 | | 1 | | | | | | | 6 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | 1 | | | | | | | 2 |
| Service Animals | | 1 | | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | 1 | | | | | | | | | 1 |
| Visual Impairment | | 1 | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 3 | 2 | | 1 | 1 | 3 | | | | | | 11 |
| Damaged Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Damaged Items - Checked | 1 | | | | | 1 | | | | | | | 2 |
| Missing Items - Carry-On | | | | | 1 | | 1 | | | | | | 2 |
| Missing Items - Checked | | 3 | 1 | | | | 2 | | | | | | 6 |
| Screening | 4 | 4 | 5 | | 3 | 4 | 3 | | | | | | 23 |
| Inconsistency | | | | | | | 1 | | | | | | 1 |
| Lengthy Lines | | 2 | | | | 1 | | | | | | | 3 |
| Procedures/Process | 4 | 2 | 5 | | 3 | 3 | 1 | | | | | | 18 |
| Security Breach | | | | | | | 1 | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| RIW | | | | | | | 1 | | 1 | 1 | | | 3 |
| 2017 | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Flyer | | | | | | | | | 1 | | | | 1 |
| 2018 | | | | | | | 1 | | | 1 | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| RKD | | | 1 | 1 | | | | | | | | | 2 |
| 2019 | | | 1 | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | 1 | 1 | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | 1 | 1 | | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| RKS | 2 | 4 | 3 | 3 | 5 | 1 | 3 | 3 | 3 | 3 | 1 | 2 | 33 | |
| 2016 | | | | | 3 | | | | 1 | | | | 4 | |
| Customer Service | | | | | 1 | | | | | | | | 1 | |
| TSO | | | | | 1 | | | | | | | | 1 | |
| Identification (ID) Requirements | | | | | 2 | | | | | | | | 2 | |
| Domestic | | | | | 2 | | | | | | | | 2 | |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | | | 1 | |
| 2017 | | 1 | 2 | | 1 | 1 | 2 | 2 | 1 | | | 1 | 11 | |
| Customer Service | | 1 | 1 | | | | | | | | | | 2 | |
| Others | | | 1 | | | | | | | | | | 1 | |
| TSO | | 1 | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | 1 | | 1 | 1 | 1 | 2 | 1 | | | 1 | 8 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | 1 | 1 | 1 | | | | | | 4 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 2 | 1 | | | 1 | 4 | |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 | |
| 2018 | | 2 | 1 | 2 | 1 | | 1 | 1 | 1 | 3 | 1 | 1 | 14 | |
| Customer Service | | | | | | | | | | 1 | | | 1 | |
| TSO | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | | 2 | 1 | 1 | 1 | | | | 1 | 2 | 1 | 1 | 10 | |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | | 1 | | | | 1 | | | 1 | 5 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | 1 | | | | | | 2 | 1 | | 5 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 | |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | | | | | | | | 1 | | | | | 1 | |
| Screening | | | | 1 | | | | | | | | | 1 | |
| Procedures/Process | | | | 1 | | | | | | | | | 1 | |
| 2019 | 2 | 1 | | 1 | | | | | | | | | 4 | |
| Locks | 1 | | | | | | | | | | | | 1 | |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | 1 | | 1 | | | | | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | 1 | | | | | | | | | 3 | |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| RNO | | 37 | 35 | 42 | 39 | 42 | 66 | 50 | 35 | 39 | 29 | 38 | 40 | 492 |
| 2016 | | | | | 9 | 11 | 27 | 16 | 18 | 18 | 6 | 12 | 11 | 128 |
| Civil Rights | | | | | 1 | 1 | 2 | 2 | 1 | 2 | | | | 9 |
| Racial Profiling or Discrimination | | | | | 1 | 1 | 1 | 2 | | 1 | | | | 6 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | 1 | | | | 2 |
| Transgender Screening | | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | | | 3 | 10 | 4 | 3 | | | 1 | 2 | 23 |
| CSM | | | | | | 1 | | | | | | | | 1 |
| Others | | | | | | | 4 | | | | | | | 4 |
| TSO | | | | | | 2 | 6 | 4 | 3 | | | 1 | 2 | 18 |
| Locks | | | | | | | | 1 | 1 | | | | 2 | 4 |
| Missing or Damaged Lock | | | | | | | | 1 | 1 | | | | 2 | 4 |
| Lost and Found | | | | | 1 | 1 | 1 | | | | | | | 3 |
| Airport/TSA | | | | | 1 | 1 | 1 | | | | | | | 3 |
| Mishandling of Passenger Property | | | | | 5 | 2 | 6 | 5 | 5 | 10 | 6 | 5 | 5 | 49 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | 1 | | 5 | | 1 | 1 | 9 |
| Damaged/Missing Items--Checked Baggage | | | | | 5 | 2 | 5 | 3 | 4 | 5 | 6 | 4 | 2 | 36 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | 1 | | | | | 2 | 4 |
| Patdown | | | | | 1 | 2 | | 1 | 1 | 2 | | 2 | 2 | 11 |
| Flyer | | | | | 1 | 2 | | 1 | 1 | | | 2 | 2 | 9 |
| Non-Flyer | | | | | | | | | | 2 | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | 2 | | 4 | 1 | | 1 | | 9 |
| Breast Cancer | | | | | | | | | 1 | | | | | 1 |
| Diabetes | | | | | | | 1 | | 1 | | | | | 2 |
| General | | | | | | | | | | | | 1 | | 1 |
| Hearing Impairment | | | | | | | | | 1 | | | | | 1 |
| Internal Medical Devices | | | | | | 1 | | | | | | | | 1 |
| Metal Implants (joint) | | | | | | | | | 1 | 1 | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | 1 | 1 | 6 | 3 | 3 | 3 | | 3 | | 20 |
| Inconsistency | | | | | 1 | | | | | | | 1 | | 2 |
| Lengthy Lines | | | | | | | 3 | | | 1 | | | | 4 |
| Procedures/Process | | | | | | 1 | 3 | 3 | 2 | 2 | | 2 | | 13 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | | | 1 |
| 2017 | | 14 | 8 | 12 | 12 | 10 | 16 | 11 | 8 | 7 | 12 | 10 | 16 | 136 |
| Civil Rights | | 3 | | | | | 1 | | 1 | | | | | 5 |
| Racial Profiling or Discrimination | | 3 | | | | | | | 1 | | | | | 4 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | 2 | 2 | 2 | 1 | 2 | 1 | | 2 | 2 | 1 | 2 | 17 |
| TSO | | | 2 | 2 | 2 | 1 | 2 | 1 | | 2 | 2 | 1 | 2 | 17 |
| Human Capital | | | | | | | | | | | | | 1 | 1 |
| Prospective Employment with TSA | | | | | | | | | | | | | 1 | 1 |
| Locks | | 1 | 1 | | 1 | 2 | 1 | | 1 | | | 1 | | 8 |
| General | | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | 1 | 1 | | 1 | 2 | 1 | | 1 | | | | | 7 |
| Lost and Found | | | | | | | | | | | | | 1 | 1 |
| Airport/TSA | | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | 8 | 4 | 5 | 7 | 2 | 8 | 1 | 4 | 2 | 6 | 6 | 4 | 57 |
| Damaged/Missing Items--Carry-on Luggage | | 2 | 2 | 1 | 1 | 1 | | | | 1 | | | | 8 |
| Damaged/Missing Items--Checked Baggage | | 6 | 2 | 4 | 5 | 1 | 6 | | 3 | 1 | 4 | 6 | 4 | 42 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | 2 | 1 | 1 | | 2 | | | 7 |
| Patdown | | | | 3 | 2 | 2 | 1 | 1 | | 1 | | 1 | 2 | 13 |
| Flyer | | | | 3 | 1 | 2 | 1 | 1 | | 1 | | 1 | 2 | 12 |
| General | | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | | 1 | 3 | 1 | 1 | | 2 | 1 | 2 | 13 |
| Cancer (general) Not Breast Cancer | | | | | | | | | | | 1 | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | 1 | | | | | | 1 |
| Diabetes | | | | | | 1 | 1 | | | | | | | 2 |
| Diapers/Garments/Dressings/Masks | | | | | | | | | | | | | 1 | 1 |
| General | | | | 1 | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical | | 1 | | | | | | | | | | 1 | | 2 |
| Metal Implants (joint) | | | | | | | | | | | 1 | | 1 | 2 |
| Ostomy/Ostomates | | | | | | | 1 | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | 5 | 1 | 2 | 1 | | 3 | 12 |
| Damaged Items - Checked | | | | | | | | 4 | | | | | | 4 |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | | 2 |
| Missing Items - Checked | | | | | | | | | 1 | 1 | 1 | | 3 | 6 |
| Screening | | 1 | 1 | 1 | | 2 | | 2 | | | 1 | | 1 | 9 |
| Inconsistency | | | 1 | | | | | 1 | | | | | 1 | 3 |
| Lengthy Lines | | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | 1 | | 1 | | 1 | | 1 | | | 1 | | | 5 |
| 2018 | | 14 | 16 | 13 | 9 | 10 | 13 | 9 | 9 | 14 | 11 | 16 | 13 | 147 |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | | 1 | | | | | 2 |
| Flyer | | 1 | | | | | | | 1 | | | | | 2 |
| Civil Rights | | 2 | 2 | 1 | 1 | | | 1 | | | | 1 | | 8 |
| Age | | | | | | | | | | | | 1 | | 1 |
| Hair Patdowns | | | 1 | | | | | | | | | | | 1 |
| National Origin | | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | | 1 | | | | | | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | | | | 1 |
| Transgender Screening | | | 1 | | 1 | | | | | | | | | 2 |
| Customer Service | | 1 | 1 | | 1 | | 1 | | | 1 | | 3 | 2 | 10 |
| Others | | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|-----------|-----------|----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| TSO | 1 | 1 | | 1 | | | | | 1 | | 3 | 2 | 9 |
| Locks | 1 | | 1 | 2 | 1 | 2 | | | 1 | 1 | 1 | 1 | 11 |
| General | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | 1 | | 1 | 2 | 1 | 1 | | | 1 | 1 | 1 | 1 | 10 |
| Lost and Found | | | 1 | | | | | | | | 1 | | 2 |
| Airport/TSA | | | 1 | | | | | | | | 1 | | 2 |
| Mishandling of Passenger Property | 3 | 2 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 1 | 3 | 5 | 32 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | 1 | 1 | 1 | | 4 |
| Damaged/Missing Items--Checked Baggage | 2 | | 3 | 1 | 2 | 2 | 2 | 2 | 2 | | 1 | 3 | 20 |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | | 1 | | | 1 | 1 | | | 1 | 2 | 8 |
| Patdown | 2 | 2 | 2 | | 1 | 2 | 1 | 1 | 2 | 2 | 2 | | 17 |
| Flyer | 2 | 1 | 2 | | 1 | 2 | 1 | | 2 | 2 | 2 | | 15 |
| General | | 1 | | | | | | | | | | | 1 |
| Non-Flyer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | 2 | | 1 | 1 | | 1 | 2 | 2 | 1 | 1 | 12 |
| General | | | | | | | | | 1 | | | | 1 |
| Medical Devices - Attached to the Body | | | | | | | | 1 | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | 2 | | | | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | 1 | 1 | | 1 | 3 |
| Visual Impairment | | | | | | | | | | | 1 | | 1 |
| Wheelchair/ Scooter/ Segway | | 1 | | | 1 | 1 | | | | 1 | | | 4 |
| Property - Special Handling | 2 | 3 | | 2 | 1 | 3 | 1 | 1 | 4 | 1 | 2 | 3 | 23 |
| Damaged Items - Carry-On | | 2 | | 2 | | | | | 1 | | | | 5 |
| Damaged Items - Checked | 2 | | | | 1 | | | 1 | 2 | | 1 | 1 | 8 |
| Missing Items - Checked | | 1 | | | | 3 | 1 | | 1 | 1 | 1 | 2 | 10 |
| Screening | 2 | 5 | 3 | 1 | 4 | 2 | 3 | 2 | 1 | 4 | 2 | 1 | 30 |
| Inconsistency | | | 1 | | | | 1 | | | | | | 2 |
| Lengthy Lines | | 1 | | | 1 | 1 | | 1 | | 1 | | | 5 |
| Procedures/Process | 2 | 3 | 2 | 1 | 3 | 1 | 2 | 1 | 1 | 3 | 2 | 1 | 22 |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 |
| 2019 | 9 | 11 | 17 | 9 | 11 | 10 | 14 | | | | | | 81 |
| Advanced Imaging Technology (AIT) | | | 1 | | | | | | | | | | 1 |
| Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Civil Rights | 1 | | 1 | | | 1 | | | | | | | 3 |
| Age | 1 | | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | 1 | | | | | | | 2 |
| Customer Service | 1 | 2 | 1 | | 1 | 2 | 4 | | | | | | 11 |
| TSO | 1 | 2 | 1 | | 1 | 2 | 4 | | | | | | 11 |
| Locks | | 1 | 1 | 1 | 2 | 2 | | | | | | | 7 |
| Missing or Damaged Lock | | 1 | 1 | 1 | 2 | 2 | | | | | | | 7 |
| Lost and Found | | | | | 1 | | | | | | | | 1 |
| Airport/TSA | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 1 | 5 | 2 | 4 | 2 | 3 | | | | | | 19 |
| Damaged/Missing Items--Checked Baggage | 2 | | 5 | 2 | 4 | 2 | 3 | | | | | | 18 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 |
| Patdown | 2 | 1 | 3 | 1 | 1 | 1 | 2 | | | | | | 11 |
| Flyer | 2 | 1 | 2 | 1 | 1 | 1 | 2 | | | | | | 10 |
| Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 1 | 1 | 2 | 2 | | | | | | | | 8 |
| Breast Cancer | | | 1 | | | | | | | | | | 1 |
| Diabetes | | | | | 1 | | | | | | | | 1 |
| Hearing Impairment | 1 | | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | | | | | | | | | 1 |
| Ostomy/Ostomates | | | | 1 | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 1 | | | 1 | | | | | | | | 2 |
| Property - Special Handling | 1 | 2 | 3 | 1 | | 1 | 2 | | | | | | 10 |
| Damaged Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Damaged Items - Checked | 1 | | | | | 1 | 1 | | | | | | 3 |
| Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | 2 | 1 | | | 1 | | | | | | 5 |
| Screening | | 3 | 1 | 2 | | 1 | 3 | | | | | | 10 |
| Lengthy Lines | | 2 | | | | | | | | | | | 2 |
| Procedures/Process | | 1 | 1 | 2 | | | 3 | | | | | | 7 |
| Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| ROA | 6 | 8 | 7 | 6 | 4 | 6 | 10 | 5 | 7 | 6 | 5 | 2 | 72 | |
| 2016 | | | | | | 1 | 4 | 1 | 1 | 2 | 2 | 1 | 12 | |
| Civil Rights | | | | | | | | | | 1 | | | 1 | |
| Perceived Religion | | | | | | | | | | 1 | | | 1 | |
| Customer Service | | | | | | | 1 | | | | 1 | | 2 | |
| TSO | | | | | | | 1 | | | | 1 | | 2 | |
| Locks | | | | | | | | | 1 | 1 | | | 2 | |
| Missing or Damaged Lock | | | | | | | | | 1 | 1 | | | 2 | |
| Mishandling of Passenger Property | | | | | | | | 1 | | | 1 | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | 1 | | 2 | |
| Patdown | | | | | | | 1 | | | | | | 1 | |
| Flyer | | | | | | | 1 | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | | | | | 1 | |
| Request for Assistance | | | | | | | 1 | | | | | | 1 | |
| Wounded Warrior (MSIJSOC) | | | | | | | 1 | | | | | | 1 | |
| Screening | | | | | | 1 | | | | | | 1 | 2 | |
| Procedures/Process | | | | | | 1 | | | | | | 1 | 2 | |
| 2017 | 1 | 4 | 3 | 2 | 3 | 2 | 1 | 3 | 3 | 3 | 2 | 1 | 28 | |
| Civil Rights | | | | | | | | | | | | 1 | 1 | |
| Hair Patdowns | | | | | | | | | | | | 1 | 1 | |
| Customer Service | | 1 | 1 | | 1 | 1 | | 1 | | 1 | | | 6 | |
| Others | | | | | | | | | | 1 | | | 1 | |
| TSO | | 1 | 1 | | 1 | 1 | | 1 | | | | | 5 | |
| Mishandling of Passenger Property | 1 | 1 | 1 | 1 | | | 1 | | 2 | | | | 7 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 1 | 1 | | | 1 | | 1 | | | | 6 | |
| Patdown | | | 1 | | 1 | | | | | | 1 | | 3 | |
| Flyer | | | 1 | | 1 | | | | | | | | 2 | |
| Flyer as Observer | | | | | | | | | | | 1 | | 1 | |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 | |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 | |
| Screening | | 2 | | 1 | 1 | 1 | | 2 | | 2 | 1 | | 10 | |
| Inconsistency | | | | | | | | | | 1 | | | 1 | |
| Procedures/Process | | 2 | | 1 | 1 | | | 2 | | 1 | 1 | | 8 | |
| Security Breach | | | | | | 1 | | | | | | | 1 | |
| 2018 | 2 | 3 | 1 | 2 | | 3 | 1 | 1 | 3 | 1 | 1 | | 18 | |
| Customer Service | | | | 1 | | 1 | | 1 | | | | | 3 | |
| Others | | | | | | 1 | | | | | | | 1 | |
| TSO | | | | 1 | | | | 1 | | | | | 2 | |
| Locks | | | | | | | | | 1 | | | | 1 | |
| Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 | |
| Mishandling of Passenger Property | 2 | 3 | 1 | | | 1 | | | | | | | 7 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | 3 | 1 | | | | | | | | | | 5 | |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 | |
| Property - Special Handling | | | | 1 | | 1 | | | | 1 | 1 | | 4 | |
| Damaged Items - Checked | | | | 1 | | | | | | | 1 | | 2 | |
| Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 | |
| Missing Items - Checked | | | | | | | | | | 1 | | | 1 | |
| Screening | | | | | | | 1 | | 2 | | | | 3 | |
| Procedures/Process | | | | | | | 1 | | 2 | | | | 3 | |
| 2019 | 3 | 1 | 3 | 2 | 1 | | 4 | | | | | | 14 | |
| Civil Rights | | | | | | | 1 | | | | | | 1 | |
| Constitutional Rights | | | | | | | 1 | | | | | | 1 | |
| Customer Service | 2 | | 1 | | | | 1 | | | | | | 4 | |
| TSO | 2 | | 1 | | | | 1 | | | | | | 4 | |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | 1 | | 1 | | | | | | | | | 2 | |
| Patdown | | | 1 | 1 | | | | | | | | | 2 | |
| Flyer | | | 1 | 1 | | | | | | | | | 2 | |
| Property - Special Handling | | | | | 1 | | 2 | | | | | | 3 | |
| Damaged Items - Carry-On | | | | | 1 | | | | | | | | 1 | |
| Missing Items - Checked | | | | | | | 2 | | | | | | 2 | |
| Screening | 1 | | 1 | | | | | | | | | | 2 | |
| Lengthy Lines | 1 | | 1 | | | | | | | | | | 2 | |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| ROC | | 8 | 13 | 10 | 15 | 15 | 17 | 13 | 13 | 12 | 17 | 19 | 10 | 162 |
| 2016 | | | | | 1 | 2 | 6 | 1 | 5 | 4 | 6 | 3 | 2 | 30 |
| Civil Rights | | | | | | | | | 1 | | 1 | | | 2 |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | 1 | | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 9 |
| Others | | | | | 1 | | 1 | | 1 | | | | | 3 |
| TSO | | | | | | | 1 | 1 | | 1 | 1 | 1 | 1 | 6 |
| Locks | | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | 2 | 1 | | 2 | 2 | 3 | 2 | 1 | 13 |
| Damaged/Missing Items Private Screening Contractor | | | | | | | | | 2 | | 1 | | | 3 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 2 | 1 | | | 1 | 2 | | 1 | 8 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | 1 | | 1 | 1 | | | | 3 |
| Flyer | | | | | | | 1 | | 1 | | | | | 2 |
| Non-Flyer | | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | | 1 |
| Ostomy/Ostomates | | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | | | | | | 1 |
| 2017 | | 4 | 3 | 2 | 4 | 6 | 2 | 7 | 4 | 7 | 5 | 3 | 7 | 54 |
| Civil Rights | | | | | 1 | | | 1 | | | | | 2 | 4 |
| National Origin | | | | | | | | | | | | | 1 | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | | | 1 | 1 |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | | 1 | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | 1 | | | | | | | | | 1 |
| Customer Service | | 1 | | 1 | | 1 | | 2 | 1 | 3 | 2 | 1 | 2 | 14 |
| Others | | | | 1 | | | | 2 | | | | | | 3 |
| TSO | | 1 | | | | 1 | | | 1 | 3 | 2 | 1 | 2 | 11 |
| Locks | | | | | | | | | | 1 | | | 1 | 2 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 | 2 |
| Mishandling of Passenger Property | | | 1 | 1 | | 3 | 1 | 1 | | 1 | | 1 | 1 | 10 |
| Damaged/Missing Items Private Screening Contractor | | | 1 | | | 2 | | | | | | | | 3 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | 1 | 1 | | 1 | | 1 | 1 | 6 |
| Patdown | | 1 | 1 | | 2 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | | 12 |
| Flyer | | 1 | 1 | | 2 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | | 12 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | 1 | 1 | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | 1 | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | 1 | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | | | | | 1 | | | 1 |
| Damaged Items - Checked | | | | | | | | | | | 1 | | | 1 |
| Request for Assistance | | | | | | | | | | | 1 | | | 1 |
| Other | | | | | | | | | | | 1 | | | 1 |
| Screening | | 2 | 1 | | | 1 | | 2 | | | | | 1 | 7 |
| Procedures/Process | | 2 | 1 | | | 1 | | 2 | | | | | 1 | 7 |
| 2018 | | 2 | 4 | 2 | 6 | 6 | 6 | 4 | 4 | 1 | 6 | 13 | 1 | 55 |
| Civil Rights | | | | | 1 | 1 | | | | | | 3 | | 5 |
| Constitutional Rights | | | | | | | | | | | | 1 | | 1 |
| Hair Patdowns | | | | | | | | | | | | 1 | | 1 |
| Racial Profiling or Discrimination | | | | | 1 | 1 | | | | | | 1 | | 3 |
| Customer Service | | 1 | 1 | | 3 | | 1 | 2 | | | 2 | 2 | | 12 |
| Others | | 1 | | | 1 | | | | | | | | | 2 |
| TSO | | | 1 | | 2 | | 1 | 2 | | | 2 | 2 | | 10 |
| Locks | | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | 1 | | 1 | | | | 2 | 4 | | 9 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | 1 | | 1 | | | | 2 | 2 | | 7 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | | 1 | | 1 |
| Patdown | | | | | | | 1 | 1 | 1 | | | | | 3 |
| Flyer | | | | | | | 1 | 1 | 1 | | | | | 3 |
| Persons w/ Disabilities (PWD) | | | 1 | | | 3 | | | | | 1 | 2 | | 7 |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | | | 1 | | | 2 |
| Metal Implants (joint) | | | | | | | | | | | | 1 | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | | | | | | | | 1 |
| Ostomy/Ostomates | | | | | | | | | | | | 1 | | 1 |
| Respiratory and Inhaler Equipment | | | | | | 1 | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | 1 | 1 | | | 2 | | 1 | | | 6 |
| Missing Items - Carry-On | | | | | | | | | 2 | | 1 | | | 3 |
| Missing Items - Checked | | | 1 | | 1 | 1 | | | | | | | | 3 |
| Screening | | | 1 | 2 | | 1 | 3 | | 1 | 1 | | 2 | 1 | 12 |
| Inconsistency | | | | | | | 1 | | | | | 1 | | 2 |
| Lengthy Lines | | | | | | 1 | 1 | | | | | | | 2 |
| Procedures/Process | | | 1 | 2 | | | 1 | | | 1 | | | | 5 |
| Security Breach | | | | | | | | | 1 | | | 1 | 1 | 3 |
| 2019 | | 2 | 6 | 6 | 4 | 1 | 3 | 1 | | | | | | 23 |
| Civil Rights | | | 1 | | | | | | | | | | | 1 |
| Hair Patdowns | | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | 2 | 2 | | | | 1 | | | | | | 5 |
| Others | | | 1 | 1 | | | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| TSO | | 1 | 1 | | | | 1 | | | | | | 3 |
| Locks | | 1 | | 1 | | | | | | | | | 2 |
| Missing or Damaged Lock | | 1 | | 1 | | | | | | | | | 2 |
| Mishandling of Passenger Property | 1 | 1 | 1 | 1 | | 1 | | | | | | | 5 |
| Damaged/Missing Items Private Screening Contractor | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | 1 | | | 1 | | | | | | | 3 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | 1 | 1 | 2 | | | | | | | 6 |
| Medically Necessary Medication and Medical Supplies | | | 1 | | | 1 | | | | | | | 2 |
| Metal Implants (joint) | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | | | | 1 |
| Ostomy/Ostomates | | | | | 1 | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Screening | | | 1 | 1 | | | | | | | | | 2 |
| Inconsistency | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|----------|-----|----------|-----|----------|----------|-----|-----|----------|----------|----------|----------|-----------|
| ROW | 1 | | 5 | | 1 | 3 | | | 1 | 2 | 4 | 6 | 23 |
| 2016 | | | | | | | | | 1 | 1 | | 3 | 5 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items Private Screening Contractor | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | | | | | 2 | 2 |
| Lengthy Lines | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2017 | | | 2 | | 1 | | | | | 1 | | 1 | 5 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | 2 | | 1 | | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | 2 | | 1 | | | | | | | | 3 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2018 | | | 3 | | | 2 | | | | | 4 | 2 | 11 |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Screening of Religious Cultural and Ceremonial Items | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | 1 | | | 1 | | | | | 1 | | 3 |
| Missing Items - Checked | | | 1 | | | 1 | | | | | 1 | | 3 |
| Screening | | | 1 | | | | | | | | 1 | 2 | 4 |
| Procedures/Process | | | 1 | | | | | | | | 1 | 2 | 4 |
| 2019 | 1 | | | | | 1 | | | | | | | 2 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|-----|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| RST | 8 | | 2 | 4 | 7 | 6 | 1 | 3 | 6 | 7 | 6 | 5 | 55 |
| 2016 | | | | | 1 | 1 | | | 1 | 1 | | 1 | 5 |
| Mishandling of Passenger Property | | | | | 1 | | | | 1 | | | 1 | 3 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | 1 | | | | 2 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | 1 | | | 1 |
| 2017 | 1 | | | 1 | 2 | 1 | | 1 | 1 | 4 | 3 | 1 | 15 |
| Customer Service | | | | | 2 | | | | 1 | | | | 3 |
| TSO | | | | | 2 | | | | 1 | | | | 3 |
| Locks | 1 | | | | | | | | | 1 | | | 2 |
| Missing or Damaged Lock | 1 | | | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | | 1 | | 1 | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | 1 | | 1 | | | 3 |
| Patdown | | | | | | 1 | | | | | 1 | | 2 |
| Flyer | | | | | | 1 | | | | | 1 | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | 1 | | 2 |
| Touch Aversion (pain/trauma) | | | | | | | | | | 1 | 1 | | 2 |
| Property - Special Handling | | | | | | | | | | | 1 | 1 | 2 |
| Missing Items - Checked | | | | | | | | | | | 1 | 1 | 2 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2018 | 4 | | 2 | 1 | 3 | 2 | 1 | 2 | 4 | 2 | 3 | 3 | 27 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | 1 | | | 1 | | 1 | | | 3 |
| TSO | | | | | 1 | | | 1 | | 1 | | | 3 |
| Mishandling of Passenger Property | 1 | | | | 2 | | | | | | 1 | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | 1 | | 2 |
| Damaged/Missing Items--Unspecified Luggag | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | | | 1 | | | | | 1 | 4 |
| Cognitive /Developmental /Mental Disability | | | 1 | | | | | | | | | | 1 |
| General | | | | | | | 1 | | | | | | 1 |
| Internal Medical Devices | | | | 1 | | | | | | | | 1 | 2 |
| Property - Special Handling | 2 | | 1 | | | 1 | | | 1 | | | 1 | 6 |
| Damaged Items - Checked | 1 | | 1 | | | | | | | | | 1 | 3 |
| Missing Items - Checked | 1 | | | | | 1 | | | 1 | | | | 3 |
| Screening | 1 | | | | | 1 | | 1 | 3 | | 2 | 1 | 9 |
| Lengthy Lines | | | | | | | | | 2 | | 1 | | 3 |
| Procedures/Process | 1 | | | | | 1 | | 1 | 1 | | 1 | 1 | 6 |
| 2019 | 3 | | | 2 | 1 | 2 | | | | | | | 8 |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| General | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| RSW | | 78 | 91 | 148 | 170 | 147 | 209 | 195 | 128 | 85 | 69 | 61 | 50 | 1,431 |
| 2016 | | | | | 49 | 40 | 72 | 66 | 57 | 32 | 22 | 22 | 24 | 384 |
| | Civil Rights | | | | 1 | | | | 1 | 3 | | 1 | | 6 |
| | National Origin | | | | | | | | 1 | | | | | 1 |
| | Racial Profiling or Discrimination | | | | 1 | | | | | 1 | | 1 | | 3 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 2 | | | | 2 |
| | Customer Service | | | | 16 | 8 | 14 | 14 | 11 | 6 | 5 | 7 | 1 | 82 |
| | Others | | | | 7 | 4 | 3 | 7 | 2 | 4 | 1 | 4 | 1 | 33 |
| | TSO | | | | 9 | 4 | 11 | 7 | 9 | 2 | 4 | 3 | | 49 |
| | Locks | | | | 1 | 2 | 4 | 2 | 2 | 2 | 1 | | 3 | 17 |
| | Missing or Damaged Lock | | | | 1 | 2 | 4 | 2 | 2 | 2 | 1 | | 3 | 17 |
| | Lost and Found | | | | | | 2 | 1 | | | | | | 3 |
| | Airport/TSA | | | | | | 2 | 1 | | | | | | 3 |
| | Mishandling of Passenger Property | | | | 20 | 25 | 39 | 28 | 35 | 15 | 10 | 12 | 12 | 196 |
| | Damaged/Missing Items Private Screening Contractor | | | | | | 1 | | | | | | | 1 |
| | Damaged/Missing Items--Carry-on Luggage | | | | 1 | 1 | 2 | 3 | 1 | 2 | | | 1 | 11 |
| | Damaged/Missing Items--Checked Baggage | | | | 16 | 21 | 29 | 22 | 29 | 12 | 9 | 9 | 11 | 158 |
| | Disarrayed Items--Carry-on or Checked | | | | 3 | 3 | 7 | 3 | 5 | 1 | 1 | 3 | | 26 |
| | Patdown | | | | 3 | 1 | | | 2 | 1 | 2 | 1 | | 10 |
| | Flyer | | | | 3 | 1 | | | 2 | 1 | 1 | | | 8 |
| | Non-Flyer | | | | | | | | | | 1 | 1 | | 2 |
| | Persons w/ Disabilities (PWD) | | | | 2 | 2 | 3 | 1 | | | 1 | 1 | 1 | 11 |
| | Diabetes | | | | 1 | | | | | | | 1 | | 2 |
| | Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | | | | | 1 |
| | Metal Implants (joint) | | | | | | 2 | | | | | | | 2 |
| | Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | 1 | | | | | | | | 2 |
| | Prosthesis/Amputees and Casts | | | | | | | 1 | | | | | | 1 |
| | Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 |
| | Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | 1 | 2 |
| | Prohibited & Permitted Items | | | | | | | 1 | | | | | | 1 |
| | General | | | | | | | 1 | | | | | | 1 |
| | Request for Assistance | | | | | | | 1 | | | | | | 1 |
| | Other | | | | | | | 1 | | | | | | 1 |
| | Screening | | | | 6 | 2 | 10 | 18 | 6 | 5 | 3 | | 7 | 57 |
| | Crew Member or Airline Employee | | | | | | | | | 1 | | | | 1 |
| | Inconsistency | | | | | | | 1 | | | | | | 1 |
| | Lengthy Lines | | | | 6 | | 9 | 12 | 1 | | | | | 28 |
| | Procedures/Process | | | | | 2 | 1 | 4 | 4 | 4 | 3 | | 7 | 25 |
| | Security Breach | | | | | | | 1 | 1 | | | | | 2 |
| 2017 | | 26 | 32 | 58 | 45 | 31 | 40 | 52 | 41 | 24 | 26 | 20 | 11 | 406 |
| | Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | 1 |
| | Flyer | | | | 1 | | | | | | | | | 1 |
| | Civil Rights | | | | | 1 | | | 1 | | | | | 2 |
| | Constitutional Rights | | | | | 1 | | | | | | | | 1 |
| | Transgender Screening | | | | | | | | 1 | | | | | 1 |
| | Customer Service | 10 | 4 | 6 | 8 | 2 | 5 | 8 | 3 | 5 | 6 | 2 | 2 | 61 |
| | Others | 4 | 2 | 4 | 3 | | | 1 | 1 | 1 | 3 | | 1 | 20 |
| | TSO | 6 | 2 | 2 | 5 | 2 | 5 | 7 | 2 | 4 | 3 | 2 | 1 | 41 |
| | Locks | 3 | 2 | | 1 | 2 | 2 | 2 | 1 | 1 | 2 | 1 | | 17 |
| | General | | | | | | 1 | | | | | | | 1 |
| | Missing or Damaged Lock | 3 | 2 | | 1 | 2 | 1 | 2 | 1 | 1 | 2 | 1 | | 16 |
| | Lost and Found | | | 1 | | | | | | | | | | 1 |
| | Airport/TSA | | | 1 | | | | | | | | | | 1 |
| | Mishandling of Passenger Property | 8 | 20 | 36 | 28 | 20 | 26 | 18 | 21 | 16 | 11 | 9 | 1 | 214 |
| | Damaged/Missing Items--Carry-on Luggage | | | 2 | 2 | 2 | 3 | | | | | | | 9 |
| | Damaged/Missing Items--Checked Baggage | 8 | 15 | 31 | 21 | 18 | 19 | 17 | 16 | 15 | 11 | 7 | 1 | 179 |
| | Disarrayed Items--Carry-on or Checked | | 5 | 3 | 5 | | 4 | 1 | 5 | 1 | | 2 | | 26 |
| | Patdown | 2 | 3 | 4 | 2 | | 2 | 3 | 1 | 1 | | 1 | 2 | 21 |
| | Flyer | 2 | 3 | 4 | 2 | | 2 | 2 | 1 | 1 | | 1 | 2 | 20 |
| | Flyer as Observer | | | | | | | 1 | | | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | 2 | 1 | 2 | 3 | 1 | 3 | | | 1 | 1 | 14 |
| | Cognitive /Developmental /Mental Disability | | | 1 | | | | | | | | | | 1 |
| | Diabetes | | | | 1 | | | | | | | | | 1 |
| | Diapers/Garments/Dressings/Masks | | | | | | | | 1 | | | | 1 | 2 |
| | Hearing Impairment | | | | | | 1 | | | | | | | 1 |
| | Internal Medical Devices | | | | | 1 | | | 2 | | | | | 3 |
| | Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | | | | | 1 |
| | Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| | Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | | | | | | | 1 |
| | Touch Aversion (pain/trauma) | | | | | | | 1 | | | | | | 1 |
| | Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | 1 | | 2 |
| | Prohibited & Permitted Items | | 1 | | | | | | | | | | | 1 |
| | Medication/Prescription/Medically Necessary Items | | 1 | | | | | | | | | | | 1 |
| | Property - Special Handling | | | | | | | 16 | 9 | 1 | 3 | 4 | 2 | 35 |
| | Damaged Items - Carry-On | | | | | | | | 1 | | | | | 1 |
| | Damaged Items - Checked | | | | | | | 5 | 1 | | 2 | 2 | | 10 |
| | Missing Items - Carry-On | | | | | | | | 1 | | 1 | | | 2 |
| | Missing Items - Checked | | | | | | | 11 | 6 | 1 | | 2 | 2 | 22 |
| | Request for Assistance | | | | 1 | | | | | | | | | 1 |
| | Other | | | | 1 | | | | | | | | | 1 |
| | Screening | 3 | 2 | 9 | 3 | 4 | 2 | 4 | 2 | | 4 | 2 | 3 | 38 |
| | Crew Member or Airline Employee | | | | 1 | 1 | | | | | | | | 2 |
| | Inconsistency | | 2 | | | | | 1 | 1 | | 1 | 1 | | 6 |
| | Lengthy Lines | | | | 1 | | | | | | | | | 1 |
| | Procedures/Process | 1 | | 8 | 1 | 2 | 2 | 3 | | | 1 | 1 | 3 | 22 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | Total |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | 1 | | 1 | | | 3 |
| Security Breach | 2 | | | | 1 | | | | | 1 | | | 4 |
| 2018 | 30 | 33 | 47 | 43 | 42 | 52 | 35 | 30 | 29 | 21 | 19 | 15 | 396 |
| Advanced Imaging Technology (AIT) | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Civil Rights | | | 2 | 1 | | | | | | 1 | | | 4 |
| Age | | | 1 | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | 1 | | | | | | | | | 2 |
| Sexual Orientation - Not Transgender | | | | | | | | | | 1 | | | 1 |
| Customer Service | 7 | 8 | 9 | 8 | 7 | 7 | 5 | 8 | 10 | 2 | 1 | 3 | 75 |
| Others | | 1 | 2 | | | | 2 | 3 | 3 | 1 | | 1 | 13 |
| TSO | 7 | 7 | 7 | 8 | 7 | 7 | 3 | 5 | 7 | 1 | 1 | 2 | 62 |
| Locks | 1 | | 1 | 2 | 1 | 3 | | 1 | | | | | 9 |
| General | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | | | 1 | 2 | 1 | 3 | | 1 | | | | | 8 |
| Lost and Found | | | | 1 | | 1 | | | | | | | 2 |
| Airport/TSA | | | | 1 | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | 12 | 11 | 14 | 16 | 12 | 22 | 10 | 10 | 6 | 4 | 7 | 7 | 131 |
| Damaged/Missing Items--Carry-on Luggage | | | | 2 | | | | 1 | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 11 | 9 | 13 | 10 | 11 | 17 | 9 | 9 | 6 | 3 | 2 | 6 | 106 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | 2 | 1 | 3 | 1 | 5 | 1 | | | 1 | 5 | 1 | 21 |
| Patdown | | 1 | | 2 | 2 | | 2 | | 4 | 4 | 1 | 2 | 18 |
| Children | | | | | | | | | | 1 | | | 1 |
| Flyer | | 1 | | 2 | | | | | 4 | 3 | 1 | 2 | 15 |
| Flyer as Observer | | | | | 1 | | | | | | | | 1 |
| Non-Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | | 4 | 2 | 2 | 2 | 1 | 2 | 1 | 1 | 17 |
| Autism Spectrum | | | | | 1 | 1 | | | | | | | 2 |
| Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Diabetes | | | | | | | | | 1 | | | | 1 |
| Medical Devices - Attached to the Body | | | | | | | | | | 1 | | | 1 |
| Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | 1 | | | | 1 | | 3 |
| Ostomy/Ostomates | | | | | | | | | | 1 | | | 1 |
| Prosthesis/Amputees and Casts | | | | | 2 | | | 1 | | | | | 3 |
| Respiratory and Inhaler Equipment | 1 | | | | | | | 1 | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | 1 | 2 |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 |
| Firearm/Ammunition | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | 5 | 5 | 13 | 4 | 11 | 6 | 9 | 4 | 6 | 5 | 5 | 1 | 74 |
| Damaged Items - Carry-On | 1 | | 1 | 1 | 1 | | | | | | | | 4 |
| Damaged Items - Checked | | 1 | 3 | 1 | 3 | 3 | | 1 | 2 | 3 | 2 | 1 | 20 |
| Missing Items - Carry-On | | 2 | 1 | | 1 | | 3 | 1 | 1 | 1 | 1 | | 11 |
| Missing Items - Checked | 4 | 2 | 8 | 2 | 6 | 3 | 6 | 2 | 3 | 1 | 2 | | 39 |
| Request for Assistance | | | | | | | | 1 | | | | | 1 |
| Other | | | | | | | | 1 | | | | | 1 |
| Screening | 4 | 8 | 7 | 9 | 5 | 10 | 7 | 4 | 2 | 2 | 4 | 1 | 63 |
| Children | | | | | | | | | | 1 | | | 1 |
| Inconsistency | | 1 | | | | | | | | 1 | | | 2 |
| Lengthy Lines | 1 | 5 | 1 | 3 | 2 | 5 | 2 | | | | 1 | | 20 |
| Procedures/Process | 3 | 2 | 6 | 4 | 3 | 5 | 5 | 4 | 2 | | 3 | 1 | 38 |
| Retrieving Abandoned/Confiscated Items | | | | 2 | | | | | | | | | 2 |
| 2019 | 22 | 26 | 43 | 33 | 34 | 45 | 42 | | | | | | 245 |
| Civil Rights | 1 | 1 | 2 | | | | 1 | | | | | | 5 |
| Racial Profiling or Discrimination | | 1 | 1 | | | | | | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | 1 | | | | 1 | | | | | | 3 |
| Customer Service | | 4 | 9 | 10 | 1 | 10 | 8 | | | | | | 42 |
| Others | | 1 | 1 | 1 | | 1 | | | | | | | 4 |
| TSO | | 3 | 8 | 9 | 1 | 9 | 8 | | | | | | 38 |
| Locks | | 2 | 1 | 1 | 2 | | 3 | | | | | | 9 |
| Missing or Damaged Lock | | 2 | 1 | 1 | 2 | | 3 | | | | | | 9 |
| Lost and Found | | | | 1 | 1 | | | | | | | | 2 |
| Airport/TSA | | | | 1 | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | 10 | 10 | 15 | 5 | 10 | 15 | 10 | | | | | | 75 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 2 | | | | 1 | | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | 7 | 7 | 15 | 4 | 9 | 13 | 10 | | | | | | 65 |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | | 1 | 1 | 1 | | | | | | | 6 |
| Patdown | 2 | 2 | 1 | | 3 | 1 | | | | | | | 9 |
| Flyer | 2 | 2 | 1 | | 3 | 1 | | | | | | | 9 |
| Persons w/ Disabilities (PWD) | 1 | | | 2 | 4 | 6 | 2 | | | | | | 15 |
| Autism Spectrum | | | | | | 1 | | | | | | | 1 |
| Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | 1 | 1 | | | | | | 2 |
| Diabetes | | | | | | 1 | 1 | | | | | | 2 |
| Metal Implants (joint) | 1 | | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | 2 | | | | | | | | 3 |
| Service Animals | | | | | | 1 | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | 1 | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | 2 | 1 | | | | | | | 3 |
| Property - Special Handling | 6 | 4 | 10 | 8 | 6 | 6 | 8 | | | | | | 48 |
| Damaged Items - Carry-On | 2 | 1 | | | | | 1 | | | | | | 4 |
| Damaged Items - Checked | 2 | 1 | 3 | 3 | 1 | 2 | 4 | | | | | | 16 |
| Missing Items - Carry-On | | | | 1 | 1 | | | | | | | | 2 |
| Missing Items - Checked | 2 | 2 | 7 | 4 | 4 | 4 | 3 | | | | | | 26 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Request for Assistance | | | | | | 1 | | | | | | | 1 |
| Other | | | | | | 1 | | | | | | | 1 |
| Screening | 2 | 3 | 5 | 6 | 7 | 6 | 10 | | | | | | 39 |
| Crew Member or Airline Employee | | | | | | 1 | | | | | | | 1 |
| Inconsistency | | | 1 | | 2 | | | | | | | | 3 |
| Lengthy Lines | | | | 2 | 2 | 1 | 5 | | | | | | 10 |
| Procedures/Process | 2 | 3 | 3 | 4 | 3 | 4 | 5 | | | | | | 24 |
| Security Breach | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| RUT | | 1 | | | | | 1 | 1 | | | | | 3 |
| 2017 | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | | 1 |
| 2018 | | 1 | | | | | 1 | | | | | | 2 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| TSO | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| SAF | 24 | 9 | 6 | 8 | 7 | 11 | 14 | 13 | 13 | 14 | 17 | 10 | 146 | |
| 2016 | | | | 1 | 3 | 3 | 5 | 4 | 3 | 2 | 2 | 5 | 28 | |
| Customer Service | | | | | | | 1 | 1 | 1 | 2 | | 1 | 6 | |
| TSO | | | | | | | 1 | 1 | 1 | 2 | | 1 | 6 | |
| Mishandling of Passenger Property | | | | 1 | 1 | 3 | 3 | 3 | 2 | | | 3 | 16 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | 3 | 3 | 3 | 2 | | | 3 | 16 | |
| Patdown | | | | | 1 | | | | | | | | 1 | |
| Flyer | | | | | 1 | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 1 | | 1 | |
| Screening | | | | | 1 | | 1 | | | | 1 | 1 | 4 | |
| Lengthy Lines | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | | | | | 1 | | | | | | 1 | 1 | 3 | |
| 2017 | 8 | 4 | 3 | 3 | 3 | 4 | 3 | 6 | 3 | 7 | 11 | 3 | 58 | |
| Customer Service | | 2 | | | 1 | | | 1 | | 2 | | | 6 | |
| Others | | | | | 1 | | | | | 1 | | | 2 | |
| TSO | | 2 | | | | | | 1 | | 1 | | | 4 | |
| Locks | | | | | 1 | 2 | 1 | 2 | 1 | 1 | | | 8 | |
| Missing or Damaged Lock | | | | | 1 | 2 | 1 | 2 | 1 | 1 | | | 8 | |
| Mishandling of Passenger Property | 7 | 1 | 2 | 3 | | 2 | | | 2 | 4 | 6 | 2 | 29 | |
| Damaged/Missing Items--Checked Baggage | 6 | | 2 | 3 | | 2 | | | 1 | 3 | 5 | 1 | 23 | |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | | | | | | | 1 | 1 | 1 | 1 | 6 | |
| Patdown | 1 | | | | 1 | | 1 | | | | 1 | | 4 | |
| Flyer | 1 | | | | 1 | | 1 | | | | 1 | | 4 | |
| Property - Special Handling | | | | | | | | 2 | | | 2 | | 4 | |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Damaged Items - Checked | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | | | | | | | | | | | | | 1 | |
| Screening | | 1 | 1 | | | | 1 | 1 | | | 2 | 1 | 7 | |
| Inconsistency | | 1 | | | | | | | | | | | 1 | |
| Lengthy Lines | | | | | | | 1 | 1 | | | | | 2 | |
| Procedures/Process | | | 1 | | | | | | | | 2 | 1 | 4 | |
| 2018 | 12 | 5 | 2 | 4 | 1 | 2 | 5 | 3 | 7 | 5 | 4 | 2 | 52 | |
| Civil Rights | 1 | | | | | | | | | | | | 1 | |
| Headwear | | | | | | | | | | | 1 | | 2 | |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | 1 | | 1 | |
| Customer Service | 2 | 1 | | | | | | | | 1 | | | 4 | |
| TSO | 2 | 1 | | | | | | | | 1 | | | 4 | |
| Locks | | | | | | | | 1 | 4 | 1 | | 1 | 7 | |
| Missing or Damaged Lock | | | | | | | | 1 | 4 | 1 | | 1 | 7 | |
| Mishandling of Passenger Property | 5 | 2 | 1 | 2 | | | 3 | 2 | 1 | 1 | | 1 | 18 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | 2 | | | 2 | 2 | 1 | 1 | | 1 | 10 | |
| Disarrayed Items--Carry-on or Checked | 4 | 2 | 1 | | | | | | | | | | 7 | |
| Patdown | | | | | | 1 | | | | | | | 1 | |
| Flyer | | | | | | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 | |
| Metal Implants (joint) | 1 | | | | | | | | | | | | 1 | |
| Property - Special Handling | 1 | | 1 | | | | 1 | | | 1 | 1 | | 5 | |
| Missing Items - Checked | 1 | | 1 | | | | 1 | | | 1 | 1 | | 5 | |
| Screening | 2 | 2 | | 2 | 1 | 1 | 1 | | 2 | 1 | 2 | | 14 | |
| Inconsistency | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | 2 | 2 | | 2 | 1 | 1 | | | 2 | 1 | 2 | | 13 | |
| 2019 | 4 | | 1 | | | 2 | 1 | | | | | | 8 | |
| Locks | | | 1 | | | | | | | | | | 1 | |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 2 | | | | | | 1 | | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | 1 | | | | | | 2 | |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 | |
| Screening | 2 | | | | | 2 | | | | | | | 4 | |
| Procedures/Process | 2 | | | | | 2 | | | | | | | 4 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| SAN | 212 | 157 | 192 | 226 | 193 | 273 | 266 | 205 | 205 | 201 | 198 | 170 | 2,498 | |
| 2016 | | | | 55 | 51 | 78 | 73 | 76 | 53 | 52 | 62 | 61 | 561 | |
| Advanced Imaging Technology (AIT) | | | | | | | 1 | 1 | | | | | 2 | |
| Flyer | | | | | | | 1 | 1 | | | | | 2 | |
| Civil Rights | | | | 1 | 2 | 2 | 1 | 2 | 2 | 2 | 2 | | 14 | |
| Constitutional Rights | | | | | | | | | | | 1 | | 1 | |
| National Origin | | | | | | 1 | | | | | | | 1 | |
| Perceived Religion | | | | | | | | | 1 | | | | 1 | |
| Racial Profiling or Discrimination | | | | 1 | 2 | 1 | 1 | 2 | 1 | | | | 8 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | | | 1 | |
| Transgender Screening | | | | | | | | | | 1 | 1 | | 2 | |
| Customer Service | | | | 12 | 10 | 19 | 12 | 18 | 13 | 11 | 15 | 14 | 124 | |
| Others | | | | 2 | 3 | 8 | 4 | 5 | 4 | 4 | 3 | 2 | 35 | |
| TSO | | | | 10 | 7 | 11 | 8 | 13 | 9 | 7 | 12 | 12 | 89 | |
| Identification (ID) Requirements | | | | 1 | | | 1 | 1 | | | | 1 | 4 | |
| Domestic | | | | 1 | | | | 1 | | | | 1 | 3 | |
| ID Matching Ticket and Boarding Pass Issues | | | | | | | 1 | | | | | | 1 | |
| Locks | | | | 4 | | 3 | 4 | 2 | 2 | 2 | 1 | 8 | 26 | |
| Missing or Damaged Lock | | | | 4 | | 3 | 4 | 2 | 2 | 2 | 1 | 8 | 26 | |
| Lost and Found | | | | | 1 | | 1 | 1 | | | | | 3 | |
| Airport/TSA | | | | | 1 | | 1 | 1 | | | | | 3 | |
| Mishandling of Passenger Property | | | | 31 | 31 | 45 | 39 | 28 | 28 | 31 | 33 | 26 | 292 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 2 | 6 | 4 | 3 | 1 | 5 | 5 | 2 | 28 | |
| Damaged/Missing Items--Checked Baggage | | | | 27 | 26 | 34 | 32 | 24 | 25 | 23 | 23 | 21 | 235 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | 1 | | | | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | 4 | 3 | 5 | 2 | 1 | 1 | 3 | 5 | 3 | 27 | |
| Patdown | | | | 2 | 1 | 2 | 2 | 1 | 2 | 1 | 3 | 5 | 19 | |
| Children | | | | | | 1 | | | | | | | 1 | |
| Flyer | | | | 2 | 1 | 1 | 2 | 1 | 2 | 1 | 3 | 5 | 18 | |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | 1 | 3 | 4 | 2 | 1 | 1 | 1 | 15 | |
| Diabetes | | | | | | 1 | | 1 | | | | | 2 | |
| General | | | | | | | | | | | | 1 | 1 | |
| Medical Devices - Attached to the Body | | | | | | | | | 1 | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | 1 | | | | 1 | |
| Metal Implants (joint) | | | | | | | | | | | 1 | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | 1 | | | | | | 2 | |
| Ostomy/Ostomates | | | | | | | | 1 | | | | | 1 | |
| Prosthesis/Amputees and Casts | | | | | | | 2 | | | | | | 2 | |
| Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | 2 | | | | | 2 | |
| Wounded Warrior | | | | | 1 | | | | | | | | 1 | |
| Request for Assistance | | | | | | | 2 | | | | | | 2 | |
| Other | | | | | | | 2 | | | | | | 2 | |
| Screening | | | | 3 | 5 | 6 | 7 | 18 | 4 | 4 | 7 | 6 | 60 | |
| Inconsistency | | | | | 1 | 1 | 1 | 1 | | 2 | 2 | 2 | 10 | |
| Lengthy Lines | | | | | | | 3 | 8 | | | 2 | | 13 | |
| Procedures/Process | | | | 3 | 3 | 5 | 3 | 7 | 4 | 2 | 3 | 4 | 34 | |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | 2 | | | | | 3 | |
| 2017 | 50 | 52 | 61 | 57 | 42 | 60 | 39 | 54 | 71 | 69 | 59 | 53 | 667 | |
| Civil Rights | | 1 | 1 | 4 | 1 | 5 | 2 | 1 | 5 | 1 | 1 | 1 | 23 | |
| Constitutional Rights | | | | | | | | | 1 | | | | 1 | |
| Hair Patdowns | | | | | | 1 | | 1 | | | | | 2 | |
| Headwear | | | | | 1 | | | | | | | | 1 | |
| National Origin | | | | 2 | | | | | 1 | | | | 3 | |
| Racial Profiling or Discrimination | | 1 | 1 | 1 | | 3 | 2 | | 3 | 1 | | 1 | 13 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | 1 | | | | | 1 | | 3 | |
| Customer Service | 11 | 12 | 9 | 7 | 10 | 13 | 13 | 17 | 12 | 19 | 11 | 15 | 149 | |
| Others | 1 | 2 | 1 | 1 | 1 | 2 | 2 | 5 | 1 | 2 | | 2 | 20 | |
| TSO | 10 | 10 | 8 | 6 | 9 | 11 | 11 | 12 | 11 | 17 | 11 | 13 | 129 | |
| Identification (ID) Requirements | | | | | | | | | | | | 1 | 1 | |
| Domestic | | | | | | | | | | | | 1 | 1 | |
| Locks | 2 | 2 | 2 | 6 | 1 | 6 | | 5 | 3 | 3 | 5 | 4 | 39 | |
| General | | | | 1 | | | | | | | 1 | 1 | 3 | |
| Missing or Damaged Lock | 2 | 2 | 2 | 5 | 1 | 6 | | 5 | 3 | 3 | 4 | 3 | 36 | |
| Lost and Found | | | | | | | 1 | | | | | | 1 | |
| Airport/TSA | | | | | | | 1 | | | | | | 1 | |
| Mishandling of Passenger Property | 22 | 26 | 37 | 31 | 24 | 17 | 10 | 16 | 25 | 21 | 20 | 13 | 262 | |
| Damaged/Missing Items--Carry-on Luggage | 4 | 2 | 7 | 1 | 1 | 2 | | 2 | | | 1 | 1 | 21 | |
| Damaged/Missing Items--Checked Baggage | 17 | 22 | 30 | 25 | 22 | 12 | 9 | 11 | 21 | 16 | 17 | 10 | 212 | |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | | | | | | | 1 | | 2 | |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | | 5 | 1 | 3 | 1 | 3 | 4 | 5 | 1 | 2 | 27 | |
| Patdown | 2 | 3 | 2 | 1 | 5 | 2 | 3 | 2 | 3 | 1 | 1 | 1 | 26 | |
| Children | | | | | | | | | 1 | | | | 1 | |
| Flyer | 2 | 2 | 2 | 1 | 4 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 21 | |
| Flyer as Observer | | 1 | | | | | 1 | | 1 | | | | 3 | |
| Non-Flyer | | | | | 1 | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 3 | 4 | 2 | 2 | | 6 | | 1 | 3 | 4 | 1 | 4 | 30 | |
| Cognitive /Developmental /Mental Disability | 1 | | | | | 1 | | | | | | | 2 | |
| Diabetes | | | 1 | 1 | | | | | | | | | 2 | |
| Diapers/Garments/Dressings/Masks | | | | | | | | | | 1 | | | 1 | |
| General | | 1 | | | | | | | | 1 | | 2 | 4 | |
| Internal Medical Devices | 1 | | | | | | | | | | | | 1 | |
| Medical Devices - Attached to the Body | | | | | | | | | 1 | | | | 1 | |
| Metal Implants (joint) | | | | | | | | 1 | | 1 | | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | 2 | | | | 1 | | | 4 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Ostomy/Ostomates | | | | 1 | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | 1 | 1 | | | | | | | | | | 2 |
| Service Animals | 1 | | | | | 1 | | | | | | | 2 |
| Touch Aversion (pain/trauma) | | | | | | | | | | | 1 | 1 | 2 |
| Visual Impairment | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 1 | | | | 1 | | | 1 | | | 1 | 4 |
| Wounded Warrior | | | | | | | | | 1 | | | | 1 |
| Prohibited & Permitted Items | | | | 1 | | | | | | 1 | | 1 | 3 |
| Firearm/Ammunition | | | | 1 | | | | | | | | | 1 |
| Food/Beverages | | | | | | | | | | 1 | | | 1 |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | | | | | | | 4 | 6 | 14 | 15 | 11 | 7 | 57 |
| Damaged Items - Carry-On | | | | | | | | 1 | | | 1 | | 2 |
| Damaged Items - Checked | | | | | | | 2 | 2 | 5 | 7 | 5 | 1 | 22 |
| Missing Items - Carry-On | | | | | | | | 1 | | 1 | 2 | 1 | 5 |
| Missing Items - Checked | | | | | | | 2 | 2 | 9 | 7 | 3 | 5 | 28 |
| Screening | 10 | 4 | 8 | 5 | 1 | 11 | 6 | 6 | 6 | 4 | 9 | 6 | 76 |
| Inconsistency | 2 | | | | | 1 | 1 | | 1 | 1 | 1 | | 7 |
| Lengthy Lines | 2 | | | 1 | | 1 | 2 | 1 | 2 | | 1 | 1 | 11 |
| Military | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | 6 | 4 | 7 | 3 | 1 | 8 | 3 | 4 | 3 | 3 | 7 | 5 | 54 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | 1 | | | | | | | 2 |
| Security Breach | | | | | | | | 1 | | | | | 1 |
| 2018 | 82 | 61 | 75 | 61 | 51 | 75 | 91 | 75 | 81 | 80 | 77 | 56 | 865 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | | 1 | 1 |
| Flyer | | | | | | | | | | | | 1 | 1 |
| Civil Rights | 2 | 1 | 1 | 1 | | 1 | 2 | 5 | 3 | 7 | 1 | 2 | 26 |
| Age | | | | | | | | | | 1 | | | 1 |
| National Origin | 1 | | | | | | | | 1 | | | | 2 |
| Perceived Religion | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | 1 | 1 | | 1 | | 1 | | 4 | 1 | 3 | | | 12 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | 2 | | 2 | 5 |
| Sexual Orientation - Not Transgender | | | | | | | | 1 | | | 1 | | 2 |
| Transgender Screening | | | | | | | 2 | | | 1 | | | 3 |
| Customer Service | 24 | 17 | 21 | 17 | 14 | 19 | 33 | 19 | 21 | 24 | 20 | 16 | 245 |
| Others | 5 | 1 | 6 | 1 | 4 | 5 | 5 | | | 3 | 2 | 1 | 33 |
| TSO | 19 | 16 | 15 | 16 | 10 | 14 | 28 | 19 | 21 | 21 | 18 | 15 | 212 |
| Identification (ID) Requirements | 1 | | | | | | | | | | | | 1 |
| Domestic | 1 | | | | | | | | | | | | 1 |
| Locks | 5 | 2 | 2 | 4 | 2 | 3 | 1 | 5 | 2 | 4 | 2 | 2 | 34 |
| General | | | | | | 1 | | | 1 | | 1 | | 3 |
| Missing or Damaged Lock | 5 | 2 | 2 | 4 | 2 | 2 | 1 | 5 | 1 | 4 | 1 | 2 | 31 |
| Lost and Found | | | | | | | | 1 | 1 | | 1 | | 3 |
| Airport/TSA | | | | | | | | 1 | 1 | | 1 | | 3 |
| Mishandling of Passenger Property | 18 | 15 | 18 | 12 | 12 | 20 | 17 | 12 | 15 | 15 | 16 | 11 | 181 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | 4 | 1 | 1 | | 2 | 1 | 3 | | 1 | 2 | 17 |
| Damaged/Missing Items--Checked Baggage | 15 | 12 | 12 | 10 | 9 | 16 | 12 | 9 | 10 | 14 | 10 | 8 | 137 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | | 1 | | | 1 | | 3 |
| Disarrayed Items--Carry-on or Checked | 2 | 2 | 2 | 1 | 2 | 3 | 3 | 1 | 2 | 1 | 4 | 1 | 24 |
| Patdown | 2 | 3 | 4 | 1 | 2 | 4 | 4 | 5 | 3 | 7 | 3 | 4 | 42 |
| Children | | | | | | | | | | | | 1 | 1 |
| Flyer | 2 | 3 | 4 | 1 | 2 | 4 | 4 | 5 | 3 | 6 | 2 | 3 | 39 |
| Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Non-Flyer | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | 2 | 6 | 3 | 2 | 4 | 5 | 7 | 6 | 6 | 3 | 6 | 3 | 53 |
| Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | 1 | | | | 1 | 2 |
| Diabetes | | 1 | | | 2 | | 3 | | 1 | | | 1 | 8 |
| General | | | | | | 1 | 1 | 1 | | | | 1 | 4 |
| Hearing Impairment | | | | | | | | 2 | 1 | | | | 3 |
| Internal Medical Devices | | | | | | | 2 | | | | | | 2 |
| Medical Devices - Attached to the Body | | | | | | 1 | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | 2 | 1 | | | | 1 | | 4 |
| Metal Implants (joint) | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | 2 | 2 | 3 | | 8 |
| Prosthesis/Amputees and Casts | | | 2 | | | | | | | | | | 2 |
| Respiratory and Inhaler Equipment | 1 | | | | 1 | | | | | | 2 | | 4 |
| Service Animals | | 1 | | | | 1 | | | | | | | 2 |
| Touch Aversion (pain/trauma) | 1 | 1 | | | | | | 1 | 1 | | | | 4 |
| Wheelchair/ Scooter/ Segway | | 2 | 1 | 1 | | | | 1 | 1 | 1 | | | 7 |
| Property - Special Handling | 12 | 6 | 15 | 13 | 6 | 11 | 14 | 10 | 15 | 10 | 21 | 11 | 144 |
| Damaged Items - Carry-On | 1 | | | 4 | | | 3 | 2 | 2 | 2 | 3 | 1 | 18 |
| Damaged Items - Checked | 1 | 1 | 1 | 2 | | 4 | 3 | 4 | 5 | 1 | 4 | 5 | 31 |
| Missing Items - Carry-On | 2 | | 2 | 1 | 4 | | 2 | | 2 | 4 | 3 | 1 | 21 |
| Missing Items - Checked | 8 | 5 | 12 | 6 | 2 | 7 | 6 | 4 | 6 | 3 | 11 | 4 | 74 |
| Screening | 16 | 11 | 11 | 11 | 11 | 12 | 13 | 12 | 15 | 10 | 7 | 6 | 135 |
| Crew Member or Airline Employee | | | 2 | | | | | | | | | | 2 |
| Inconsistency | 1 | 1 | 1 | 1 | 2 | 1 | | 1 | 1 | 1 | 2 | | 12 |
| Lengthy Lines | 4 | 4 | 2 | 1 | 2 | 1 | 2 | 1 | 2 | | 1 | | 20 |
| Procedures/Process | 11 | 6 | 6 | 9 | 7 | 10 | 11 | 9 | 12 | 9 | 3 | 5 | 98 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | 1 | 2 |
| Security Breach | | | | | | | | 1 | | | | | 1 |
| 2019 | 80 | 44 | 56 | 53 | 49 | 60 | 63 | | | | | | 405 |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Civil Rights | 5 | 6 | 4 | 1 | 1 | 4 | 3 | | | | | | 24 |
| Age | 1 | 2 | | | | | | | | | | | 3 |
| Constitutional Rights | | 1 | | | | | | | | | | | 1 |
| Hair Patdowns | 1 | | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 3 | 2 | 2 | | 1 | 1 | 2 | | | | | | 11 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | 2 | | | 3 | 1 | | | | | | 7 |
| Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Customer Service | 23 | 10 | 8 | 10 | 17 | 16 | 14 | | | | | | 98 |
| Others | 1 | 3 | | | 2 | 1 | 1 | | | | | | 8 |
| TSO | 22 | 7 | 8 | 10 | 15 | 15 | 13 | | | | | | 90 |
| Locks | 2 | | 4 | 1 | 3 | 1 | 2 | | | | | | 13 |
| Missing or Damaged Lock | 2 | | 4 | 1 | 3 | 1 | 2 | | | | | | 13 |
| Mishandling of Passenger Property | 16 | 7 | 12 | 14 | 11 | 14 | 14 | | | | | | 88 |
| Damaged/Missing Items--Carry-on Luggage | 2 | 1 | | | 1 | 1 | | | | | | | 5 |
| Damaged/Missing Items--Checked Baggage | 12 | 5 | 8 | 12 | 8 | 12 | 10 | | | | | | 67 |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | 1 | 1 | | 2 | | | | | | 5 |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | 3 | 1 | 1 | 1 | 2 | | | | | | 11 |
| Patdown | 5 | 3 | 2 | 5 | 2 | 4 | 3 | | | | | | 24 |
| Flyer | 4 | 3 | 2 | 5 | 1 | 4 | 3 | | | | | | 22 |
| Flyer as Observer | 1 | | | | | | | | | | | | 1 |
| Non-Flyer | | | | | 1 | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | 2 | 5 | 3 | 2 | 3 | 4 | | | | | | 23 |
| Autism Spectrum | | | | | | | 1 | | | | | | 1 |
| Breast Cancer | | | 2 | | | | | | | | | | 2 |
| Cancer (general) Not Breast Cancer | | 1 | | | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 |
| Diabetes | | | | | | | 1 | | | | | | 1 |
| General | 1 | | | | | 1 | | | | | | | 2 |
| Hearing Impairment | | | 1 | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | | 1 | | | | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter | 1 | 1 | | 3 | | 1 | | | | | | | 6 |
| Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Service Animals | 1 | | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | 2 | 1 | 1 | | | | | | 4 |
| Property - Special Handling | 16 | 7 | 16 | 13 | 10 | 14 | 19 | | | | | | 95 |
| Damaged Items - Carry-On | | 2 | 3 | 4 | 3 | 4 | 3 | | | | | | 19 |
| Damaged Items - Checked | 5 | 2 | 5 | 2 | 4 | 5 | 6 | | | | | | 29 |
| Missing Items - Carry-On | 4 | 1 | 3 | 1 | 2 | 1 | 4 | | | | | | 16 |
| Missing Items - Checked | 7 | 2 | 5 | 6 | 1 | 4 | 6 | | | | | | 31 |
| Screening | 9 | 8 | 5 | 6 | 3 | 4 | 4 | | | | | | 39 |
| Inconsistency | | 2 | | | 1 | | | | | | | | 3 |
| Lengthy Lines | | 1 | 1 | | | | | | | | | | 2 |
| Procedures/Process | 8 | 5 | 4 | 5 | 2 | 3 | 4 | | | | | | 31 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |
| Security Breach | 1 | | | | | 1 | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| SAT | 60 | 82 | 79 | 101 | 70 | 90 | 91 | 73 | 74 | 78 | 69 | 55 | 922 | |
| 2016 | | | | 25 | 21 | 21 | 25 | 27 | 19 | 32 | 28 | 22 | 220 | |
| Civil Rights | | | | | | | 1 | | | | | 1 | 2 | |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | 1 | 2 | |
| Customer Service | | | | 5 | 2 | 4 | 1 | 11 | 7 | 4 | 5 | 5 | 44 | |
| Others | | | | | | 1 | | 1 | 1 | | | 1 | 4 | |
| TSO | | | | 5 | 2 | 3 | 1 | 10 | 6 | 4 | 5 | 4 | 40 | |
| Identification (ID) Requirements | | | | | | | | 1 | | | | 1 | 2 | |
| Domestic | | | | | | | | 1 | | | | 1 | 2 | |
| Locks | | | | 1 | 3 | 1 | 2 | 1 | 1 | 3 | 3 | 1 | 16 | |
| General | | | | | | | | | | | 1 | | 1 | |
| Missing or Damaged Lock | | | | 1 | 3 | 1 | 2 | 1 | 1 | 3 | 2 | 1 | 15 | |
| Lost and Found | | | | | 1 | | | | | 1 | | | 2 | |
| Airport/TSA | | | | | 1 | | | | | 1 | | | 2 | |
| Mishandling of Passenger Property | | | | 12 | 10 | 12 | 15 | 13 | 6 | 21 | 16 | 12 | 117 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 3 | 2 | 1 | 1 | 1 | 1 | 3 | 3 | 2 | 17 | |
| Damaged/Missing Items--Checked Baggage | | | | 9 | 8 | 11 | 12 | 10 | 5 | 18 | 12 | 10 | 95 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | 2 | | | 1 | | 4 | |
| Patdown | | | | 2 | 1 | 1 | 2 | | 1 | 1 | 1 | 1 | 10 | |
| Children | | | | | | | | | | 1 | | | 1 | |
| Flyer | | | | 1 | 1 | 1 | 2 | | 1 | | 1 | 1 | 8 | |
| Non-Flyer | | | | 1 | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | 2 | | 1 | | 1 | | 1 | 1 | 7 | |
| General | | | | 1 | | | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | 1 | | | | 1 | |
| Metal Implants (joint) | | | | | 1 | | | | | | 1 | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | | 1 | 1 | |
| Respiratory and Inhaler Equipment | | | | | 1 | | 1 | | | | | | 2 | |
| Screening | | | | 3 | 2 | 3 | 3 | 1 | 3 | 2 | 2 | | 19 | |
| Crew Member or Airline Employee | | | | | | | | | | 1 | | | 1 | |
| Inconsistency | | | | 1 | 2 | | | | | | 1 | | 4 | |
| Procedures/Process | | | | 2 | | 3 | 1 | 1 | 2 | 1 | 1 | | 11 | |
| Security Breach | | | | | | | 2 | | 1 | | | | 3 | |
| TSA Contact Information | | | | 1 | | | | | | | | | 1 | |
| General | | | | 1 | | | | | | | | | 1 | |
| 2017 | 21 | 26 | 31 | 29 | 11 | 31 | 17 | 17 | 28 | 18 | 22 | 15 | 266 | |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | 1 | |
| Non-Flyer | | 1 | | | | | | | | | | | 1 | |
| Civil Rights | | 1 | | 1 | | 3 | 1 | 1 | | | | | 7 | |
| Hair Patdowns | | | | | | 1 | | | | | | | 1 | |
| Perceived Religion | | | | | | 1 | | | | | | | 1 | |
| Racial Profiling or Discrimination | | 1 | | 1 | | 1 | 1 | 1 | | | | | 5 | |
| Customer Service | 4 | 3 | 5 | 4 | 2 | 1 | 3 | 4 | 6 | 3 | 2 | 1 | 38 | |
| CSM | | | | | | | | | 1 | | | | 1 | |
| Others | 1 | | 2 | | | | | | | | | | 3 | |
| TSO | 3 | 3 | 3 | 4 | 2 | 1 | 3 | 4 | 5 | 3 | 2 | 1 | 34 | |
| Identification (ID) Requirements | | 1 | | | | | | | | | | | 1 | |
| International Travel | | 1 | | | | | | | | | | | 1 | |
| Locks | 2 | 2 | 2 | | 1 | | | 1 | 1 | | 3 | | 12 | |
| General | | | | | | | | | 1 | | | | 1 | |
| Missing or Damaged Lock | 2 | 2 | 2 | | 1 | | | 1 | | | 3 | | 11 | |
| Lost and Found | | | | 2 | | | | | | | | | 2 | |
| Airport/TSA | | | | 2 | | | | | | | | | 2 | |
| Mishandling of Passenger Property | 12 | 16 | 18 | 18 | 5 | 16 | 7 | 5 | 15 | 7 | 13 | 8 | 140 | |
| Damaged/Missing Items--Carry-on Luggage | 2 | 3 | 2 | 3 | | | 1 | | 2 | | 1 | | 14 | |
| Damaged/Missing Items--Checked Baggage | 9 | 11 | 14 | 15 | 4 | 15 | 6 | 5 | 13 | 5 | 10 | 7 | 114 | |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | 2 | | 1 | 1 | | | | 2 | 2 | 1 | 11 | |
| Patdown | | 1 | | | 3 | 8 | 1 | 1 | | | 1 | 1 | 16 | |
| Flyer | | 1 | | | 3 | 8 | 1 | 1 | | | 1 | 1 | 16 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | 1 | | 1 | | | | | 3 | |
| Hearing Impairment | | | | | | | | 1 | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 | |
| Prohibited & Permitted Items | | | | 1 | | | | | | | | | 1 | |
| Firearm/Ammunition | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | 4 | 4 | 6 | 2 | 4 | 21 | |
| Damaged Items - Checked | | | | | | | 1 | | 1 | 3 | | 2 | 7 | |
| Missing Items - Checked | | | | | | | | 4 | 3 | 3 | 2 | 2 | 14 | |
| Screening | 3 | | 6 | 3 | | 2 | 4 | | 2 | 2 | 1 | 1 | 24 | |
| Crew Member or Airline Employee | | | 1 | | | | | | | | | | 1 | |
| Inconsistency | 1 | | | 1 | | 1 | 2 | | | | | | 5 | |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 | |
| Procedures/Process | 2 | | 3 | 2 | | 1 | 1 | | 2 | 2 | 1 | 1 | 15 | |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | 1 | | | | | | 2 | |
| 2018 | 19 | 25 | 14 | 21 | 21 | 22 | 24 | 29 | 27 | 28 | 19 | 18 | 267 | |
| Civil Rights | 2 | 1 | 2 | | | 1 | | | | 2 | 1 | | 9 | |
| Hair Patdowns | | | | | | 1 | | | | | 1 | | 2 | |
| Racial Profiling or Discrimination | | 1 | 2 | | | | | | | 2 | | | 5 | |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | | | | | | | 1 | |
| Transgender Screening | 1 | | | | | | | | | | | | 1 | |
| Customer Service | 3 | 4 | 2 | 3 | 5 | 2 | 3 | 8 | 7 | 6 | 3 | 2 | 48 | |
| Others | | 1 | | | 1 | | | 2 | 2 | 1 | | | 7 | |
| TSO | 3 | 3 | 2 | 3 | 4 | 2 | 3 | 6 | 5 | 5 | 3 | 2 | 41 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Locks | 4 | 1 | 1 | 4 | | 2 | 1 | 2 | 1 | 1 | 1 | 1 | 19 |
| General | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 3 | 1 | 1 | 4 | | 2 | 1 | 2 | 1 | 1 | 1 | 1 | 18 |
| Lost and Found | | 1 | | | | | | | | | | | 1 |
| Airport/TSA | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 9 | 1 | 10 | 4 | 7 | 7 | 6 | 8 | 7 | 5 | 7 | 74 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 1 | | | 1 | 1 | 1 | | 5 |
| Damaged/Missing Items--Checked Baggage | 1 | 7 | 1 | 9 | 3 | 6 | 6 | 5 | 7 | 5 | 3 | 6 | 59 |
| Damaged/Missing Items--Unspecified Luggage | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | 2 | | 1 | | | 1 | 1 | | 1 | 1 | 1 | 9 |
| Patdown | 1 | 1 | 1 | 1 | 2 | 2 | 1 | 1 | 3 | | 2 | 1 | 16 |
| Flyer | 1 | 1 | 1 | 1 | 2 | 2 | 1 | 1 | 1 | | 2 | 1 | 14 |
| Flyer as Observer | | | | | | | | | 1 | | | | 1 |
| Non-Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | 1 | 1 | 4 | 1 | | | | 8 |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | 1 | | | | | 2 |
| Diabetes | | | | | | 1 | | 1 | | | | | 2 |
| Hearing Impairment | | | | | | | | 1 | | | | | 1 |
| Internal Medical Devices | | | | | 1 | | | | | | | | 1 |
| Ostomy/Ostomates | | | | | | | | 1 | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | 4 | 2 | 7 | 3 | 6 | 4 | 8 | 6 | 5 | 11 | 4 | 3 | 63 |
| Damaged Items - Carry-On | 1 | | 1 | | 1 | 1 | | 1 | 1 | 3 | 1 | 1 | 11 |
| Damaged Items - Checked | 1 | | | 3 | 3 | 1 | 4 | 1 | 2 | 5 | 2 | | 22 |
| Missing Items - Carry-On | | 1 | | | | 1 | 1 | | 1 | | | | 4 |
| Missing Items - Checked | 2 | 1 | 6 | | 2 | 1 | 3 | 4 | 1 | 3 | 1 | 2 | 26 |
| Request for Assistance | | | | | 1 | | | | | | | 1 | 2 |
| Other | | | | | | | | | | | | 1 | 1 |
| Wounded Warrior (MSIJSOC) | | | | | 1 | | | | | | | | 1 |
| Screening | 2 | 6 | | | 2 | 3 | 3 | 2 | 2 | 1 | 3 | 3 | 27 |
| Crew Member or Airline Employee | 1 | | | | | | | | | | | | 1 |
| Inconsistency | 1 | | | | | | | 1 | | 1 | 1 | | 4 |
| Lengthy Lines | | 1 | | | | 1 | 1 | | | | | | 3 |
| Procedures/Process | | 5 | | | 2 | 2 | 2 | 1 | 2 | | 2 | 3 | 19 |
| 2019 | 20 | 31 | 34 | 26 | 17 | 16 | 25 | | | | | | 169 |
| Civil Rights | | 4 | 5 | 2 | 2 | | | | | | | | 13 |
| Hair Patdowns | | | 1 | | | | | | | | | | 1 |
| National Origin | | | 2 | | | | | | | | | | 2 |
| Perceived Religion | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 3 | 1 | | | | | | | | | | 4 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | 1 | 2 | | | | | | | | | 4 |
| Transgender Screening | | | | | 1 | | | | | | | | 1 |
| Customer Service | 3 | 7 | 8 | 3 | 1 | 6 | 6 | | | | | | 34 |
| Others | | 4 | | | 1 | | | | | | | | 5 |
| TSO | 3 | 3 | 8 | 3 | | 6 | 6 | | | | | | 29 |
| Locks | | | | 2 | 2 | | 1 | | | | | | 5 |
| Missing or Damaged Lock | | | | 2 | 2 | | 1 | | | | | | 5 |
| Mishandling of Passenger Property | 8 | 2 | 11 | 7 | 5 | 2 | 7 | | | | | | 42 |
| Damaged/Missing Items--Checked Baggage | 5 | 2 | 8 | 6 | 4 | | 4 | | | | | | 29 |
| Damaged/Missing Items--Unspecified Luggage | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 2 | | 3 | 1 | 1 | 2 | 3 | | | | | | 12 |
| Patdown | 1 | 1 | | | | | | | | | | | 2 |
| Flyer | 1 | 1 | | | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 2 | 1 | | 2 | 1 | 1 | 1 | | | | | | 8 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Diabetes | | | | 1 | | | | | | | | | 1 |
| General | 1 | | | | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | 1 | | | 1 | | | | | | | | 2 |
| Metal Implants (joint) | 1 | | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 3 | 11 | 6 | 9 | 5 | 5 | 6 | | | | | | 45 |
| Damaged Items - Carry-On | 1 | 1 | | 1 | | 2 | | | | | | | 5 |
| Damaged Items - Checked | 1 | 3 | 2 | 4 | 1 | 1 | 1 | | | | | | 13 |
| Missing Items - Carry-On | | 2 | 2 | 2 | 2 | | | | | | | | 8 |
| Missing Items - Checked | 1 | 5 | 2 | 2 | 2 | 2 | 5 | | | | | | 19 |
| Screening | 3 | 5 | 4 | 1 | 1 | 2 | 4 | | | | | | 20 |
| Children | | | | | | 1 | | | | | | | 1 |
| Inconsistency | | 1 | 1 | | | | 2 | | | | | | 4 |
| Procedures/Process | 3 | 4 | 3 | 1 | 1 | 1 | 2 | | | | | | 15 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| SAV | 24 | 33 | 31 | 30 | 32 | 37 | 34 | 32 | 34 | 28 | 29 | 32 | 376 | |
| 2016 | | | | 10 | 8 | 12 | 10 | 13 | 8 | 5 | 10 | 14 | 90 | |
| Advanced Imaging Technology (AIT) | | | | | 1 | | | | | | | | 1 | |
| Flyer | | | | | 1 | | | | | | | | 1 | |
| Civil Rights | | | | 1 | 1 | 1 | | | | | 1 | 1 | 5 | |
| General Complaint and Discrimination | | | | 1 | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | 1 | 1 | 3 | |
| Transgender Screening | | | | | | 1 | | | | | | | 1 | |
| Customer Service | | | | 2 | 2 | 6 | 1 | 6 | 3 | 2 | 4 | 4 | 30 | |
| Others | | | | 2 | | 4 | 1 | 4 | 1 | 1 | 4 | 1 | 18 | |
| TSO | | | | | 2 | 2 | | 2 | 2 | 1 | | 3 | 12 | |
| Locks | | | | | | | 1 | | | | 1 | 1 | 3 | |
| Missing or Damaged Lock | | | | | | | 1 | | | | 1 | 1 | 3 | |
| Lost and Found | | | | | | 1 | | | | | | | 1 | |
| Airport/TSA | | | | | | 1 | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 6 | 3 | 3 | 7 | 5 | 3 | 3 | 3 | 4 | 37 | |
| Damaged/Missing Items Private Screening Contractor | | | | | | | 1 | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 6 | 3 | 3 | 5 | 5 | 3 | 3 | 3 | 3 | 34 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | 1 | 2 | |
| Patdown | | | | | | | 1 | | | | | | 1 | |
| Flyer | | | | | | | 1 | | | | | | 1 | |
| Screening | | | | 1 | 1 | 1 | | 2 | 2 | | 1 | 4 | 12 | |
| Crew Member or Airline Employee | | | | | | | | | | | 1 | | 1 | |
| Inconsistency | | | | | | | | | | | | 1 | 1 | |
| Lengthy Lines | | | | | | 1 | | | | | | | 1 | |
| Procedures/Process | | | | 1 | | | | 2 | 2 | | | 3 | 8 | |
| Security Breach | | | | | 1 | | | | | | | | 1 | |
| 2017 | 10 | 13 | 14 | 6 | 7 | 10 | 4 | 13 | 15 | 7 | 12 | 7 | 118 | |
| Customer Service | 2 | 2 | 4 | 2 | | | | | 1 | | 2 | 2 | 15 | |
| TSO | 2 | 2 | 4 | 2 | | | | | 1 | | 2 | 2 | 15 | |
| Identification (ID) Requirements | | 1 | | | | | | | | | | | 1 | |
| Domestic | | 1 | | | | | | | | | | | 1 | |
| Locks | | 1 | | 1 | 1 | | | 1 | 3 | | | 2 | 9 | |
| Missing or Damaged Lock | | 1 | | 1 | 1 | | | 1 | 3 | | | 2 | 9 | |
| Mishandling of Passenger Property | 5 | 7 | 9 | 2 | 5 | 7 | 1 | 3 | 4 | 2 | 4 | 1 | 50 | |
| Damaged/Missing Items--Carry-on Luggage | 2 | 2 | | | 1 | 1 | | | 1 | | | | 7 | |
| Damaged/Missing Items--Checked Baggage | 3 | 5 | 7 | 2 | 4 | 6 | 1 | 3 | 3 | 1 | 4 | | 39 | |
| Disarrayed Items--Carry-on or Checked | | | 2 | | | | | | | 1 | | 1 | 4 | |
| Patdown | 1 | | | 1 | 1 | | | 1 | 1 | 1 | 1 | 1 | 8 | |
| Flyer | 1 | | | 1 | 1 | | | 1 | 1 | 1 | | 1 | 7 | |
| Flyer as Observer | | | | | | | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | | | | | 1 | | 1 | | | | | 3 | |
| Medical Devices - Attached to the Body | 1 | | | | | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | | 1 | | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | 2 | 3 | 2 | 3 | 1 | 12 | |
| Damaged Items - Carry-On | | | | | | | | | | | 1 | | 1 | |
| Damaged Items - Checked | | | | | | | 1 | | 2 | 2 | | | 5 | |
| Missing Items - Carry-On | | | | | | | | | | | | 1 | 1 | |
| Missing Items - Checked | | | | | | | | 2 | 1 | | 2 | | 5 | |
| Screening | 1 | 2 | 1 | | | 2 | 2 | 5 | 3 | 2 | 2 | | 20 | |
| Inconsistency | | 1 | 1 | | | 1 | | | 1 | | | | 4 | |
| Lengthy Lines | | | | | | | | | | | | | 2 | |
| Procedures/Process | 1 | 1 | | | | 1 | 2 | 3 | 1 | 2 | 2 | | 13 | |
| Security Breach | | | | | | | | | 1 | | | | 1 | |
| 2018 | 4 | 8 | 6 | 8 | 9 | 9 | 5 | 6 | 11 | 16 | 7 | 11 | 100 | |
| Civil Rights | | | | | | | | 1 | | | | | 1 | |
| Screening of Religious or Cultural Garments | | | | | | | | 1 | | | | | 1 | |
| Customer Service | 1 | | | | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 10 | |
| TSO | 1 | | | | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 10 | |
| Locks | | 1 | | 1 | | | | | | 1 | | | 3 | |
| Missing or Damaged Lock | | 1 | | 1 | | | | | | 1 | | | 3 | |
| Mishandling of Passenger Property | 1 | 4 | 1 | 3 | 2 | 5 | 2 | 1 | 5 | 7 | 3 | 4 | 38 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | 1 | | | | 1 | | | 1 | | 2 | | 6 | |
| Damaged/Missing Items--Checked Baggage | | 3 | 1 | 3 | 2 | 4 | 1 | 1 | 4 | 3 | 1 | 4 | 27 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | 4 | | | 5 | |
| Patdown | | | 1 | | 3 | 1 | | | | 1 | | 1 | 7 | |
| Flyer | | | 1 | | 2 | 1 | | | | 1 | | 1 | 6 | |
| Non-Flyer | | | | | 1 | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | 1 | | | | | | 1 | 1 | 5 | |
| General | | | | | | | | | | | | 1 | 1 | |
| Respiratory and Inhaler Equipment | | | 1 | | | | | | | | | | 1 | |
| Touch Aversion (pain/trauma) | | 1 | | | | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | 1 | | | | | | 1 | | 2 | |
| Property - Special Handling | 1 | 1 | 1 | 2 | 1 | 2 | | 2 | 3 | 5 | | 4 | 22 | |
| Damaged Items - Carry-On | | 1 | 1 | | | 1 | | | | 2 | | 2 | 7 | |
| Damaged Items - Checked | 1 | | | | | | | | 2 | 1 | | 1 | 5 | |
| Missing Items - Carry-On | | | | | 1 | 1 | | 1 | 1 | | | | 4 | |
| Missing Items - Checked | | | | 2 | | | | 1 | | 2 | | 1 | 6 | |
| Screening | 1 | 1 | 2 | 2 | 1 | | 2 | 1 | 1 | 1 | 2 | | 14 | |
| Lengthy Lines | | | 1 | | | | 2 | | | 1 | | | 4 | |
| Procedures/Process | 1 | 1 | 1 | 2 | | | | 1 | 1 | | 1 | | 8 | |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | | | 1 | |
| Security Breach | | | | | | | | | | | 1 | | 1 | |
| 2019 | 10 | 12 | 11 | 6 | 8 | 6 | 15 | | | | | | 68 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Civil Rights | | 3 | 2 | | | | | | | | | | 5 |
| Hair Patdowns | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | 1 | | | | | | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | | | 1 |
| Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 1 | 1 | 1 | | 1 | 3 | | | | | | 7 |
| Others | | 1 | | | | | | | | | | | 1 |
| TSO | | | 1 | 1 | | 1 | 3 | | | | | | 6 |
| Locks | 1 | 1 | 1 | 1 | 2 | 1 | | | | | | | 7 |
| Missing or Damaged Lock | 1 | 1 | 1 | 1 | 2 | 1 | | | | | | | 7 |
| Mishandling of Passenger Property | 3 | 3 | | 1 | 2 | 2 | 4 | | | | | | 15 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | 1 | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | 3 | | 1 | 1 | 2 | 3 | | | | | | 11 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | 1 | | | | | | | | 2 |
| Patdown | | 1 | 2 | | | | 1 | | | | | | 4 |
| Flyer | | 1 | 2 | | | | 1 | | | | | | 4 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Ostomy/Ostomates | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 2 | 2 | 3 | 1 | 4 | 1 | 5 | | | | | | 18 |
| Damaged Items - Carry-On | | | 1 | | 1 | 1 | 2 | | | | | | 5 |
| Damaged Items - Checked | 2 | | | | | | 1 | | | | | | 3 |
| Missing Items - Carry-On | | | | 1 | 1 | | 1 | | | | | | 3 |
| Missing Items - Checked | | 2 | 2 | | 2 | | 1 | | | | | | 7 |
| Screening | 4 | 1 | 2 | 2 | | | 2 | | | | | | 11 |
| Inconsistency | 2 | | | | | | | | | | | | 2 |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | 1 | 2 | 2 | | | 2 | | | | | | 8 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| SBA | 14 | 5 | 6 | 3 | 12 | 13 | 8 | 6 | 6 | 12 | 10 | 5 | 100 | |
| 2016 | | | | 1 | 4 | 4 | 1 | | | 2 | 4 | 3 | 19 | |
| Customer Service | | | | | 1 | 1 | | | | | 1 | | 3 | |
| Others | | | | | 1 | | | | | | | | 1 | |
| TSO | | | | | | 1 | | | | | 1 | | 2 | |
| Mishandling of Passenger Property | | | | 1 | 1 | | 1 | | | 1 | 2 | 2 | 8 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | 1 | | | 1 | 2 | 2 | 8 | |
| Patdown | | | | | | | | | | | 1 | | 1 | |
| Flyer | | | | | | | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | 1 | 2 | |
| Diabetes | | | | | 1 | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | | 1 | 1 | |
| Screening | | | | | 1 | 3 | | | | 1 | | | 5 | |
| Lengthy Lines | | | | | | 1 | | | | 1 | | | 2 | |
| Procedures/Process | | | | | 1 | 1 | | | | | | | 2 | |
| Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | | | | | 1 | |
| 2017 | 4 | 1 | 6 | | 2 | 3 | 2 | 3 | 2 | 5 | 2 | 1 | 31 | |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 | |
| Flyer | | | | | | | | | | | 1 | | 1 | |
| Civil Rights | 1 | | 1 | | | | | | | 1 | | 1 | 4 | |
| Civil Rights Violation (TSA Employee) | 1 | | | | | | | | | | | | 1 | |
| National Origin | | | 1 | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | 1 | 1 | |
| Customer Service | 1 | | | | | 2 | | | | | | | 3 | |
| TSO | 1 | | | | | 2 | | | | | | | 3 | |
| Locks | 1 | | | | 1 | | | | | | | | 2 | |
| Missing or Damaged Lock | 1 | | | | 1 | | | | | | | | 2 | |
| Mishandling of Passenger Property | 1 | 1 | 2 | | 1 | | | 1 | 1 | 2 | | | 9 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 2 | | | | | 1 | | 2 | | | 7 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 | |
| Patdown | | | 2 | | | 1 | 1 | 2 | | 1 | | | 7 | |
| Flyer | | | 2 | | | 1 | 1 | 2 | | 1 | | | 7 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | 1 | | | | 2 | |
| Prosthesis/Amputees and Casts | | | | | | | 1 | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 | |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 | |
| Screening | | | 1 | | | | | | | | 1 | | 2 | |
| Lengthy Lines | | | | | | | | | | | 1 | | 1 | |
| Procedures/Process | | | 1 | | | | | | | | | | 1 | |
| 2018 | 7 | 2 | | 1 | 4 | 3 | 2 | 3 | 4 | 5 | 4 | 1 | 36 | |
| Customer Service | | | | 1 | | | | | | 1 | 1 | 1 | 5 | |
| Others | | | | | | | | | | | | 1 | 1 | |
| TSO | | | | 1 | | | | | | 1 | 1 | | 4 | |
| Locks | | | | | 1 | | | | | 1 | 1 | | 3 | |
| Missing or Damaged Lock | | | | | 1 | | | | | 1 | 1 | | 3 | |
| Mishandling of Passenger Property | 2 | 1 | | | 1 | | 1 | 2 | | | 1 | | 8 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | | | 1 | | | 1 | | | 1 | | 6 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 | |
| Patdown | 2 | | | | 1 | 2 | | | 1 | 2 | 1 | | 9 | |
| Flyer | 2 | | | | 1 | 2 | | | 1 | 2 | 1 | | 9 | |
| Persons w/ Disabilities (PWD) | 2 | | | | | 1 | | | | 1 | | | 4 | |
| Internal Medical Devices | 2 | | | | | | | | | | | | 2 | |
| Service Animals | | | | | | 1 | | | | | | | 1 | |
| Visual Impairment | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 | |
| Damaged Items - Checked | | | | | | | | | 1 | | | | 1 | |
| Screening | 1 | 1 | | | 1 | | 1 | 1 | | 1 | | | 6 | |
| Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 | |
| Procedures/Process | 1 | | | | 1 | | 1 | 1 | | 1 | | | 5 | |
| 2019 | 3 | 2 | | 1 | 2 | 3 | 3 | | | | | | 14 | |
| Customer Service | | | | | 1 | 1 | 1 | | | | | | 3 | |
| Others | | | | | 1 | | | | | | | | 1 | |
| TSO | | | | | | 1 | 1 | | | | | | 2 | |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 | |
| Patdown | 1 | 1 | | 1 | 1 | 1 | 1 | | | | | | 6 | |
| Flyer | | 1 | | 1 | 1 | 1 | 1 | | | | | | 5 | |
| Flyer as Observer | 1 | | | | | | | | | | | | 1 | |
| Property - Special Handling | 1 | 1 | | | | 1 | | | | | | | 3 | |
| Damaged Items - Checked | 1 | 1 | | | | | | | | | | | 2 | |
| Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 | |
| Screening | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | | | | | | | 1 | | | | | | 1 | |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--------------------------------|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SBN | | 13 | 9 | 5 | 5 | 7 | 10 | 7 | 5 | 5 | 4 | 9 | 6 | 85 |
| 2016 | | | | | | | 2 | 3 | 2 | | | | | 10 |
| | Customer Service | | | | | | | | 1 | | | | 1 | 2 |
| | Others | | | | | | | | 1 | | | | 1 | 2 |
| | Lost and Found | | | | | | | | | | 1 | | | 1 |
| | Airport/TSA | | | | | | | | | | 1 | | | 1 |
| | Mishandling of Passenger Property | | | | | | 2 | 2 | 1 | | | 1 | | 6 |
| | Damaged/Missing Items--Checked Baggage | | | | | | 2 | 2 | | | | 1 | | 5 |
| | Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 |
| | Screening | | | | | | | 1 | | | | | | 1 |
| | Inconsistency | | | | | | | 1 | | | | | | 1 |
| 2017 | | 3 | 1 | | 2 | 2 | 1 | 1 | 3 | 2 | 1 | 1 | 3 | 20 |
| | Civil Rights | | | | | | | | 1 | | | | | 1 |
| | Sexual Orientation - Not Transgender | | | | | | | | 1 | | | | | 1 |
| | Locks | 1 | | | | | | | | 1 | | | | 2 |
| | General | | | | | | | | | 1 | | | | 1 |
| | Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| | Mishandling of Passenger Property | 2 | | | 1 | 1 | 1 | 1 | 1 | | 1 | 1 | 1 | 10 |
| | Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 |
| | Damaged/Missing Items--Checked Baggage | 2 | | | 1 | 1 | 1 | | 1 | | 1 | 1 | | 8 |
| | Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 |
| | Patdown | | 1 | | | 1 | | | 1 | | | | | 3 |
| | Flyer | | 1 | | | 1 | | | 1 | | | | | 3 |
| | Screening | | | | 1 | | | | | 1 | | | 2 | 4 |
| | Procedures/Process | | | | | | | | | 1 | | | 2 | 3 |
| | Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |
| 2018 | | 3 | 1 | 4 | 1 | 3 | 5 | 2 | | 3 | 2 | 7 | 2 | 33 |
| | Advanced Imaging Technology (AIT) | | | | | | | | | 1 | | | | 1 |
| | Flyer | | | | | | | | | 1 | | | | 1 |
| | Civil Rights | | | | | | 1 | | | | | | | 1 |
| | Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| | Customer Service | | | 1 | | | 1 | | | 1 | 1 | | | 4 |
| | TSO | | | 1 | | | 1 | | | 1 | 1 | | | 4 |
| | Locks | | | | | 1 | | | | | | | | 1 |
| | Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| | Mishandling of Passenger Property | | | 1 | 1 | 1 | | | | | | 1 | | 4 |
| | Damaged/Missing Items--Checked Baggage | | | 1 | | 1 | | | | | | 1 | | 3 |
| | Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| | Patdown | 1 | 1 | | | | 1 | | | 1 | | 1 | 1 | 6 |
| | Flyer | 1 | 1 | | | | 1 | | | 1 | | 1 | 1 | 6 |
| | Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | 1 | | 2 |
| | Diabetes | | | | | | 1 | | | | | | | 1 |
| | Diapers/Garments/Dressings/Masks | | | | | | | | | | | 1 | | 1 |
| | Property - Special Handling | 1 | | 1 | | 1 | | | | | | 2 | 1 | 6 |
| | Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| | Missing Items - Checked | 1 | | 1 | | 1 | | | | | | 1 | 1 | 5 |
| | Screening | 1 | | 1 | | | 1 | 2 | | | 1 | 2 | | 8 |
| | Inconsistency | 1 | | | | | | | | | | | | 1 |
| | Lengthy Lines | | | | | | | 1 | | | | | | 1 |
| | Procedures/Process | | | 1 | | | 1 | 1 | | | 1 | 2 | | 6 |
| 2019 | | 7 | 7 | 1 | 2 | 2 | 2 | 1 | | | | | | 22 |
| | Civil Rights | 1 | 1 | | | | | | | | | | | 2 |
| | Racial Profiling or Discrimination | 1 | 1 | | | | | | | | | | | 2 |
| | Customer Service | 2 | 1 | | 1 | | 2 | | | | | | | 6 |
| | TSO | 2 | 1 | | 1 | | 2 | | | | | | | 6 |
| | Locks | 1 | | | | | | | | | | | | 1 |
| | Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |
| | Mishandling of Passenger Property | 1 | | | | 1 | | | | | | | | 2 |
| | Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 |
| | Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| | Patdown | | 1 | | | | | | | | | | | 1 |
| | Flyer | | 1 | | | | | | | | | | | 1 |
| | Property - Special Handling | 2 | 3 | 1 | 1 | 1 | | | | | | | | 8 |
| | Damaged Items - Carry-On | | 3 | | | | | | | | | | | 3 |
| | Missing Items - Carry-On | 1 | | | 1 | | | | | | | | | 2 |
| | Missing Items - Checked | 1 | | 1 | | 1 | | | | | | | | 3 |
| | Screening | | 1 | | | | | 1 | | | | | | 2 |
| | Lengthy Lines | | 1 | | | | | 1 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| SBP | 3 | 4 | 6 | 2 | 6 | 8 | 8 | 11 | 8 | 6 | 12 | 4 | 78 | |
| 2016 | | | | | | | 1 | 5 | 3 | 1 | 3 | | 13 | |
| Customer Service | | | | | | | | 3 | 1 | 1 | 1 | | 6 | |
| TSO | | | | | | | | 3 | 1 | 1 | 1 | | 6 | |
| Mishandling of Passenger Property | | | | | | | 1 | 1 | 2 | | | | 4 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | 2 | | | | 3 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 1 | | 1 | |
| Screening | | | | | | | | 1 | | | 1 | | 2 | |
| Inconsistency | | | | | | | | | | | 1 | | 1 | |
| Procedures/Process | | | | | | | | 1 | | | | | 1 | |
| 2017 | | | 2 | 1 | 3 | 4 | 3 | 3 | 4 | 2 | 4 | 1 | 27 | |
| Customer Service | | | | 1 | 2 | 2 | 1 | | 2 | 1 | 1 | 1 | 11 | |
| Others | | | | | | | | | | | | | 2 | |
| TSO | | | | 1 | 2 | 2 | 1 | | 2 | 1 | 1 | 1 | 9 | |
| Locks | | | | | | 1 | | | | | | | 1 | |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | 1 | | | | | | 1 | | 2 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 | |
| Patdown | | | | | | 1 | | 1 | | | 1 | | 3 | |
| Flyer | | | | | | 1 | | 1 | | | 1 | | 3 | |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 | |
| Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 | |
| Screening | | | 2 | | | | 1 | 2 | 2 | 1 | 1 | | 9 | |
| Crew Member or Airline Employee | | | | | | | | | 1 | | | | 1 | |
| Inconsistency | | | 1 | | | | | | | | | | 1 | |
| Lengthy Lines | | | | | | | | 2 | 1 | | | | 3 | |
| Procedures/Process | | | 1 | | | | 1 | | | 1 | 1 | | 4 | |
| 2018 | 1 | 1 | 2 | | 1 | 2 | | 3 | 1 | 3 | 5 | 3 | 22 | |
| Civil Rights | | | | | | | | | | | | 1 | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | 1 | 1 | |
| Customer Service | 1 | | | | | | | 1 | | | 1 | | 3 | |
| TSO | 1 | | | | | | | 1 | | | 1 | | 3 | |
| Mishandling of Passenger Property | | 1 | 1 | | | | | 1 | 1 | 1 | | | 5 | |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | | | | | 1 | 1 | 1 | | | 5 | |
| Patdown | | | | | 1 | | | | | 1 | | | 2 | |
| Flyer | | | | | 1 | | | | | 1 | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 | |
| Medical Devices - Attached to the Body | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | | | | | | | | | | | 1 | | 1 | |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Screening | | | 1 | | | 2 | | 1 | | | 3 | 2 | 9 | |
| Procedures/Process | | | 1 | | | 2 | | 1 | | | 3 | 2 | 9 | |
| 2019 | 2 | 3 | 2 | 1 | 2 | 2 | 4 | | | | | | 16 | |
| Customer Service | | 2 | 1 | | 1 | 1 | 2 | | | | | | 7 | |
| Others | | 2 | 1 | | | 1 | 1 | | | | | | 5 | |
| TSO | | | | | 1 | | 1 | | | | | | 2 | |
| Mishandling of Passenger Property | | | | | | 1 | 2 | | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | 2 | | | | | | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 | |
| Patdown | 1 | | | 1 | | | | | | | | | 2 | |
| Flyer | 1 | | | 1 | | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | 1 | | | 1 | | | | | | | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | 1 | | | | | | | | 1 | |
| Screening | 1 | | 1 | | | | | | | | | | 2 | |
| Procedures/Process | 1 | | 1 | | | | | | | | | | 2 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SBY | 1 | | | 4 | | 4 | 1 | 2 | | 1 | | | 13 |
| 2016 | | | | 3 | | 1 | 1 | 1 | | | | | 6 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | 1 | | | | | 3 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | 1 | | | | | 2 |
| Patdown | | | | 1 | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Screening | | | | 1 | | | | | | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2017 | | | | 1 | | 1 | | 1 | | | | | 3 |
| Customer Service | | | | 1 | | | | 1 | | | | | 2 |
| TSO | | | | 1 | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 |
| 2018 | | | | | | 2 | | | | 1 | | | 3 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | 1 | | | 2 |
| Damaged Items - Checked | | | | | | 1 | | | | 1 | | | 2 |
| 2019 | | 1 | | | | | | | | | | | 1 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| TSO | | 1 | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| SCC | 1 | | | | 2 | | 1 | | 1 | | 1 | 3 | 9 |
| 2016 | | | | | 2 | | 1 | | | | | 1 | 4 |
| Mishandling of Passenger Property | | | | | 2 | | 1 | | | | | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 1 | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | 1 | 2 |
| 2017 | | | | | | | | | 1 | | 1 | | 2 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | 1 | | 2 |
| 2018 | 1 | | | | | | | | | | | 2 | 3 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 1 | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | | | | | | 1 | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SCK | 2 | 3 | 2 | 2 | 4 | 5 | 4 | 3 | 4 | 2 | 1 | 4 | 36 |
| 2016 | | | | | 3 | 2 | 1 | 2 | | 1 | 1 | 1 | 11 |
| Civil Rights | | | | | 1 | | | | | | | | 1 |
| General Complaint and Discrimination | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | 2 | 2 | 1 | 2 | | 1 | 1 | 1 | 10 |
| Damaged/Missing Items--Checked Baggage | | | | | 2 | 2 | 1 | 1 | | 1 | 1 | | 8 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | 1 | 2 |
| 2017 | 2 | 2 | 1 | 1 | | 3 | 2 | 1 | 4 | | | | 16 |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Perceived Religion | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | | | | 1 | | | | | | 1 |
| Others | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 2 | 1 | 1 | | 2 | | | 2 | | | | 10 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | 1 | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | 1 | 1 | | 1 | | | 2 | | | | 8 |
| Patdown | | | | | | | | | 1 | | | | 1 |
| Flyer | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | 1 | | 1 | | | | 2 |
| Damaged Items - Checked | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Inconsistency | | | | | | | | 1 | | | | | 1 |
| 2018 | | 1 | 1 | | 1 | | 1 | | | 1 | | 3 | 8 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | | | | | | | 3 | 3 |
| TSO | | | | | | | | | | | | 3 | 3 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Screening | | 1 | 1 | | | | 1 | | | | | | 3 |
| Procedures/Process | | 1 | 1 | | | | 1 | | | | | | 3 |
| 2019 | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SDF | 31 | 26 | 36 | 39 | 28 | 58 | 40 | 31 | 43 | 30 | 36 | 27 | 425 |
| 2016 | | | | 10 | 6 | 17 | 16 | 9 | 14 | 7 | 15 | 16 | 110 |
| Civil Rights | | | | | | 1 | 1 | | | 1 | 2 | | 5 |
| Perceived Religion | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | 2 | | 3 |
| Transgender Screening | | | | | | | 1 | | | | | | 1 |
| Customer Service | | | | 1 | | 2 | 1 | | 1 | | | 1 | 6 |
| Others | | | | | | | | | | | | 1 | 1 |
| TSO | | | | 1 | | 2 | 1 | | 1 | | | | 5 |
| Locks | | | | 1 | 2 | | | | 2 | | | 4 | 9 |
| Missing or Damaged Lock | | | | 1 | 2 | | | | 2 | | | 4 | 9 |
| Lost and Found | | | | | | | | | | | 1 | | 1 |
| Airport/TSA | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | 6 | 3 | 12 | 12 | 7 | 7 | 6 | 12 | 8 | 73 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | 1 | | | | | | 1 | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 4 | 3 | 10 | 10 | 7 | 7 | 4 | 11 | 7 | 63 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | 2 | | | 2 | 1 | | 7 |
| Patdown | | | | | 1 | 1 | 1 | 1 | 1 | | | 1 | 6 |
| Flyer | | | | | 1 | 1 | 1 | | 1 | | | 1 | 5 |
| General | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | | | | | | | 1 |
| Request for Assistance | | | | | | | | | 1 | | | | 1 |
| Other | | | | | | | | | 1 | | | | 1 |
| Screening | | | | 1 | | 1 | 1 | | 2 | | | 2 | 7 |
| Lengthy Lines | | | | 1 | | | | | 1 | | | | 2 |
| Procedures/Process | | | | | | 1 | 1 | | 1 | | | 2 | 5 |
| TSA Contact Information | | | | | | | | 1 | | | | | 1 |
| General | | | | | | | | 1 | | | | | 1 |
| 2017 | 11 | 5 | 13 | 16 | 9 | 15 | 6 | 9 | 13 | 9 | 11 | 5 | 122 |
| Civil Rights | | 1 | 1 | 3 | | 2 | | | | | | | 7 |
| National Origin | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | | 3 | | | | | | | | | 4 |
| Transgender Screening | | | | | | 2 | | | | | | | 2 |
| Customer Service | 1 | 1 | 2 | | 2 | | 1 | | 1 | 2 | | 1 | 11 |
| Others | | | 1 | | | | | | | | | | 1 |
| TSO | 1 | 1 | 1 | | 2 | | 1 | | 1 | 2 | | 1 | 10 |
| Locks | 1 | 1 | | 1 | 1 | | | | | | 2 | | 6 |
| General | | 1 | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 1 | | | 1 | 1 | | | | | | 2 | | 5 |
| Lost and Found | 1 | | 1 | 2 | 1 | 1 | | | | | | | 6 |
| Airport/TSA | 1 | | 1 | 2 | 1 | 1 | | | | | | | 6 |
| Mishandling of Passenger Property | 5 | 2 | 5 | 9 | 5 | 11 | 2 | 3 | 8 | 3 | 7 | 3 | 63 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | 1 | | | | 1 | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 5 | 1 | 5 | 7 | 5 | 7 | 2 | 1 | 7 | 3 | 6 | 3 | 52 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | 4 | | 1 | 1 | | 1 | | 8 |
| Patdown | | | 1 | | | 1 | 1 | 2 | 1 | | | | 6 |
| Flyer | | | 1 | | | 1 | 1 | 2 | 1 | | | | 6 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Diabetes | 1 | | | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | 1 | | | | | | | | | | 1 |
| Food/Beverages | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | 3 | 1 | 3 | 1 | 1 | 10 |
| Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Damaged Items - Checked | | | | | | | | | 1 | 2 | | 1 | 4 |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | 1 |
| Missing Items - Checked | | | | | | | | 2 | | 1 | 1 | | 4 |
| Screening | 2 | | 2 | 1 | | | 1 | 1 | 2 | 1 | 1 | | 11 |
| Inconsistency | | | | 1 | | | | 1 | | | | | 2 |
| Lengthy Lines | 1 | | | | | | | | 1 | | | | 2 |
| Procedures/Process | 1 | | 2 | | | | 1 | | 1 | 1 | 1 | | 7 |
| 2018 | 15 | 11 | 14 | 4 | 7 | 13 | 11 | 13 | 16 | 14 | 10 | 6 | 134 |
| Civil Rights | | 1 | | | | 1 | | | | 2 | 1 | | 5 |
| Hair Patdowns | | | | | | 1 | | | | 1 | | | 2 |
| Racial Profiling or Discrimination | | 1 | | | | | | | | 1 | 1 | | 3 |
| Customer Service | 2 | 1 | | | 1 | 4 | | 1 | 1 | | | 1 | 11 |
| Others | | | | | | 1 | | | | | | | 1 |
| TSO | 2 | 1 | | | 1 | 3 | | 1 | 1 | | | 1 | 10 |
| Locks | | | 2 | 1 | | | | | | 2 | 1 | | 6 |
| General | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | | | 1 | 1 | | | | | | 2 | 1 | | 5 |
| Lost and Found | | | | | 1 | | | | | | | 1 | 2 |
| Airport/TSA | | | | | 1 | | | | | | | 1 | 2 |
| Mishandling of Passenger Property | 10 | 4 | 4 | 2 | 2 | 3 | 3 | 8 | 4 | 4 | 4 | 3 | 51 |
| Damaged/Missing Items--Checked Baggage | 9 | 3 | 3 | 2 | 2 | 3 | 2 | 6 | 4 | 4 | 2 | 3 | 43 |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | 1 | | | | 1 | 2 | | | 2 | | 8 |
| Patdown | | 1 | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | | 1 | 9 |
| Flyer | | 1 | 1 | | 1 | 1 | 1 | 1 | 1 | 1 | | 1 | 9 |
| Persons w/ Disabilities (PWD) | | 1 | | | | 1 | | | | | 1 | | 3 |
| Autism Spectrum | | | | | | | | | | | 1 | | 1 |
| Cognitive /Developmental /Mental Disability | | 1 | | | | | | | | | | | 1 |
| Diapers/Garments/Dressings/Masks | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 2 | 3 | 4 | 1 | | 2 | 4 | 2 | 8 | 3 | 2 | | 31 |
| Damaged Items - Checked | 2 | 2 | 2 | | | 1 | 1 | 1 | 3 | | | | 12 |
| Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Missing Items - Checked | | 1 | 2 | 1 | | | 3 | 1 | 5 | 3 | 2 | | 18 |
| Screening | 1 | | 3 | | 2 | 1 | 3 | 1 | 2 | 2 | 1 | | 16 |
| Lengthy Lines | | | | | 1 | 1 | 1 | | | | | | 3 |
| Procedures/Process | 1 | | 3 | | | | 2 | 1 | 1 | 2 | 1 | | 11 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | 1 | | | | 1 |
| Security Breach | | | | | 1 | | | | | | | | 1 |
| 2019 | 5 | 10 | 9 | 9 | 6 | 13 | 7 | | | | | | 59 |
| Civil Rights | | 1 | | | | 1 | | | | | | | 2 |
| Constitutional Rights | | | | | | 1 | | | | | | | 1 |
| National Origin | | 1 | | | | | | | | | | | 1 |
| Customer Service | 1 | 1 | 1 | 2 | 1 | 1 | 1 | | | | | | 8 |
| TSO | 1 | 1 | 1 | 2 | 1 | 1 | 1 | | | | | | 8 |
| Locks | 1 | | 1 | 1 | | 2 | | | | | | | 5 |
| Missing or Damaged Lock | 1 | | 1 | 1 | | 2 | | | | | | | 5 |
| Mishandling of Passenger Property | | 4 | 2 | 2 | 2 | 2 | 3 | | | | | | 15 |
| Damaged/Missing Items--Checked Baggage | | 4 | 2 | 2 | 2 | 2 | 2 | | | | | | 14 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | | 1 | | | 1 | | | | | | | | 2 |
| Flyer | | 1 | | | 1 | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 1 | | | | | | | | | | 3 |
| Medically Necessary Medication and Medical | 1 | 1 | | | | | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | 3 | 3 | 2 | 3 | 2 | | | | | | 16 |
| Damaged Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Damaged Items - Checked | 1 | | 1 | 1 | | | | | | | | | 3 |
| Missing Items - Carry-On | | | 1 | | | 1 | | | | | | | 2 |
| Missing Items - Checked | 1 | 1 | 1 | 2 | 2 | 1 | 2 | | | | | | 10 |
| Screening | | 1 | 1 | 1 | | 4 | 1 | | | | | | 8 |
| Procedures/Process | | 1 | 1 | 1 | | 4 | 1 | | | | | | 8 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SDY | | | | 1 | | | | | | | | | 1 |
| 2018 | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SEA | | 278 | 317 | 328 | 347 | 325 | 510 | 331 | 357 | 341 | 320 | 365 | 295 | 4,114 |
| 2016 | | | | | 93 | 101 | 242 | 113 | 146 | 102 | 112 | 146 | 116 | 1,171 |
| | Civil Rights | | | | 1 | 2 | 6 | 1 | 6 | 5 | 7 | 1 | 2 | 31 |
| | Constitutional Rights | | | | | | | | | | 2 | | | 2 |
| | General Complaint and Discrimination | | | | 1 | | | | | | | | | 1 |
| | Headwear | | | | | 1 | | | | | | | 1 | 2 |
| | National Origin | | | | | | | | 1 | 1 | | | | 2 |
| | Racial Profiling or Discrimination | | | | | 1 | 4 | 1 | 3 | 2 | 2 | 1 | 1 | 15 |
| | Screening of Religious Cultural and Ceremonial Items | | | | | | 1 | | | | | | | 1 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 2 | 1 | | | 3 |
| | Sexual Orientation - Not Transgender | | | | | | | | | | 2 | | | 2 |
| | Transgender Screening | | | | | | 1 | | 2 | | | | | 3 |
| | Customer Service | | | | 11 | 17 | 36 | 26 | 26 | 18 | 13 | 24 | 17 | 188 |
| | CSM | | | | | | | | 1 | | 1 | | | 2 |
| | Others | | | | | 1 | 5 | 3 | 5 | 2 | 3 | 1 | 1 | 21 |
| | TSO | | | | 11 | 16 | 31 | 23 | 20 | 16 | 9 | 23 | 16 | 165 |
| | Identification (ID) Requirements | | | | 1 | | 1 | | | | | | | 2 |
| | Domestic | | | | 1 | | 1 | | | | | | | 2 |
| | Locks | | | | 6 | 2 | 5 | 4 | 4 | 7 | 7 | 9 | 6 | 50 |
| | General | | | | 1 | | | | 2 | | | | | 3 |
| | Missing or Damaged Lock | | | | 5 | 2 | 5 | 4 | 2 | 7 | 7 | 9 | 6 | 47 |
| | Lost and Found | | | | | | 3 | 1 | | 1 | 1 | 1 | 1 | 8 |
| | Airport/TSA | | | | | | 3 | 1 | | 1 | 1 | 1 | 1 | 8 |
| | Mishandling of Passenger Property | | | | 52 | 36 | 59 | 49 | 62 | 46 | 56 | 81 | 64 | 505 |
| | Damaged/Missing Items Private Screening Contractor | | | | | | | | | | 1 | | | 1 |
| | Damaged/Missing Items--Carry-on Luggage | | | | 9 | 5 | 13 | 8 | 7 | 9 | 8 | 8 | 9 | 76 |
| | Damaged/Missing Items--Checked Baggage | | | | 43 | 30 | 43 | 35 | 45 | 34 | 40 | 69 | 51 | 390 |
| | Damaged/Missing Items--Unspecified Luggage | | | | | | 1 | | 2 | | | | 1 | 4 |
| | Disarrayed Items--Carry-on or Checked | | | | | 1 | 2 | 6 | 8 | 3 | 7 | 4 | 3 | 34 |
| | Patdown | | | | 3 | 7 | 4 | 4 | 4 | 3 | 5 | 6 | 4 | 40 |
| | Flyer | | | | 3 | 6 | 3 | 4 | 4 | 3 | 5 | 3 | 3 | 34 |
| | Flyer as Observer | | | | | | | | | | | 2 | | 2 |
| | General | | | | | | 1 | | | | | | | 1 |
| | Non-Flyer | | | | | 1 | | | | | | 1 | 1 | 3 |
| | Persons w/ Disabilities (PWD) | | | | 4 | 3 | 8 | 2 | 3 | 5 | 11 | 6 | 4 | 46 |
| | Cognitive /Developmental /Mental Disability | | | | | | 1 | | | | 1 | | 1 | 3 |
| | Diabetes | | | | 2 | | | | | | | | | 2 |
| | Diapers/Garments/Dressings/Masks | | | | | | | | | | 1 | | | 1 |
| | General | | | | 1 | | 2 | | | | | 2 | | 5 |
| | Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | 1 | 1 | | | 3 |
| | Metal Implants (joint) | | | | | | | | | 1 | 1 | | | 2 |
| | Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | 2 | 2 | 2 | 3 | | 3 | 3 | 2 | 18 |
| | Ostomy/Ostomates | | | | | | | | | 1 | | | | 1 |
| | Prosthesis/Amputees and Casts | | | | | | 1 | | | | | 1 | | 2 |
| | Respiratory and Inhaler Equipment | | | | | 1 | | | | | | | | 1 |
| | Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | 1 | 2 |
| | Wheelchair/ Scooter/ Segway | | | | | | 1 | | | 2 | 3 | | | 6 |
| | Screening | | | | 15 | 34 | 120 | 26 | 41 | 17 | 12 | 18 | 17 | 300 |
| | Crew Member or Airline Employee | | | | | | 2 | | | | | | | 2 |
| | Inconsistency | | | | 2 | 2 | 3 | | 2 | | 1 | 2 | 2 | 14 |
| | Lengthy Lines | | | | 4 | 23 | 99 | 15 | 24 | 7 | 5 | 3 | 5 | 185 |
| | Procedures/Process | | | | 7 | 9 | 13 | 10 | 14 | 9 | 6 | 12 | 6 | 86 |
| | Retrieving Abandoned/Confiscated Items | | | | 1 | | 3 | 1 | | 1 | | | 2 | 8 |
| | Security Breach | | | | 1 | | | | 1 | | | 1 | 2 | 5 |
| | TSA Contact Information | | | | | | | | | | | | 1 | 1 |
| | General | | | | | | | | | | | | 1 | 1 |
| 2017 | | 97 | 104 | 129 | 115 | 68 | 88 | 55 | 87 | 88 | 90 | 105 | 93 | 1,119 |
| | Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | 1 |
| | Flyer | | | | 1 | | | | | | | | | 1 |
| | Civil Rights | 2 | 6 | 6 | 3 | 4 | 5 | | 1 | 2 | 2 | 1 | 2 | 34 |
| | Hair Patdowns | | | | | | 1 | | | | | | | 1 |
| | Headwear | | | | | | | | | | | | | 1 |
| | National Origin | | 1 | | | | | | | | | | 1 | 3 |
| | Perceived Religion | 1 | | 1 | | | | | | | 1 | | | 3 |
| | Racial Profiling or Discrimination | 1 | 3 | 4 | 2 | | 3 | | 1 | 1 | | 1 | | 16 |
| | Screening of Religious Cultural and Ceremonial Items | | | | | | 1 | | | | | | | 1 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | 1 | 3 | | | | 1 | 1 | | 1 | 7 |
| | Transgender Screening | | 2 | | | | | | | | | | | 2 |
| | Customer Service | 16 | 19 | 22 | 19 | 12 | 20 | 10 | 18 | 16 | 26 | 20 | 13 | 211 |
| | CSM | | | 2 | 2 | | 1 | | | | | | | 5 |
| | Others | 2 | | 3 | 1 | | 1 | | 1 | | 1 | | | 9 |
| | TSO | 14 | 19 | 17 | 16 | 12 | 18 | 10 | 17 | 16 | 25 | 20 | 13 | 197 |
| | Identification (ID) Requirements | 1 | | | | | | | | | | 1 | | 2 |
| | Domestic | 1 | | | | | | | | | | | | 1 |
| | ID Matching Ticket and Boarding Pass Issues | | | | | | | | | | | 1 | | 1 |
| | Locks | 5 | 4 | 3 | 4 | 3 | 2 | 2 | 9 | 5 | 5 | 8 | 3 | 53 |
| | General | | 1 | | 1 | 1 | | | | 2 | 2 | | | 7 |
| | Missing or Damaged Lock | 5 | 3 | 3 | 3 | 2 | 2 | 2 | 9 | 3 | 3 | 8 | 3 | 46 |
| | Lost and Found | | 3 | 4 | 2 | | 1 | | | 1 | 1 | 1 | 2 | 15 |
| | Airport/TSA | | 3 | 4 | 2 | | 1 | | | 1 | 1 | 1 | 2 | 15 |
| | Mishandling of Passenger Property | 54 | 44 | 61 | 63 | 38 | 37 | 19 | 25 | 31 | 29 | 36 | 29 | 466 |
| | Damaged/Missing Items--Carry-on Luggage | 12 | 13 | 12 | 9 | 5 | 5 | 2 | 1 | 2 | 1 | 5 | 7 | 74 |
| | Damaged/Missing Items--Checked Baggage | 39 | 29 | 44 | 45 | 31 | 30 | 17 | 22 | 26 | 24 | 25 | 19 | 351 |
| | Damaged/Missing Items--Unspecified Luggage | 1 | 1 | | | | | | | | | 1 | | 3 |
| | Disarrayed Items--Carry-on or Checked | 2 | 1 | 5 | 9 | 2 | 2 | | 2 | 3 | 4 | 5 | 3 | 38 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| Patdown | 4 | 8 | 10 | 3 | 4 | 11 | 4 | 8 | 3 | 5 | 10 | 3 | 73 | |
| Flyer | 4 | 6 | 9 | 3 | 4 | 9 | 3 | 4 | 3 | 5 | 8 | 3 | 61 | |
| Flyer as Observer | | 2 | 1 | | | 2 | | 1 | | | | | 6 | |
| Non-Flyer | | | | | | | 1 | 3 | | | 2 | | 6 | |
| Persons w/ Disabilities (PWD) | 2 | 4 | 3 | | 2 | 1 | 4 | 2 | 2 | 2 | 6 | 9 | 37 | |
| Autism Spectrum | 1 | 1 | | | | | | | | | | | 2 | |
| Cancer (general) Not Breast Cancer | | | 1 | | 1 | | | | | | | | 2 | |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | 1 | | | | 1 | 3 | |
| Diabetes | | | | | | | | | | | | 1 | 1 | |
| General | | 1 | | | | | 1 | | | | 2 | | 4 | |
| Hearing Impairment | | 1 | 1 | | | | | | | | | | 2 | |
| Medical Devices - Attached to the Body | | | | | 1 | | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | | 4 | 4 | |
| Metal Implants (joint) | | | 1 | | | | | | | 1 | | 1 | 3 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | 1 | | 1 | 1 | 4 | |
| Ostomy/Ostomates | | | | | | | 1 | | | | | 1 | 2 | |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 | |
| Touch Aversion (pain/trauma) | 1 | | | | | | | | | 1 | 1 | | 3 | |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | 1 | | 1 | | 2 | | 5 | |
| Prohibited & Permitted Items | | | | | | | | | 4 | | | | 4 | |
| Firearm/Ammunition | | | | | | | | | 1 | | | | 1 | |
| Food/Beverages | | | | | | | | | 1 | | | | 1 | |
| General | | | | | | | | | 1 | | | | 1 | |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | | | | | | | 11 | 15 | 13 | 15 | 15 | 20 | 89 | |
| Damaged Items - Carry-On | | | | | | | | 2 | 3 | 2 | 1 | 1 | 9 | |
| Damaged Items - Checked | | | | | | | 4 | 3 | 1 | 6 | 5 | 6 | 25 | |
| Missing Items - Carry-On | | | | | | | | 2 | 4 | 2 | 2 | 2 | 12 | |
| Missing Items - Checked | | | | | | | 7 | 8 | 5 | 5 | 7 | 11 | 43 | |
| Request for Assistance | 1 | | | | 1 | | 1 | 1 | | | 1 | 1 | 6 | |
| Other | 1 | | | | 1 | | 1 | 1 | | | | 1 | 5 | |
| Wounded Warrior (MSIJSOC) | | | | | | | | | | | 1 | | 1 | |
| Screening | 12 | 16 | 20 | 20 | 4 | 11 | 4 | 8 | 11 | 5 | 6 | 11 | 128 | |
| Crew Member or Airline Employee | | | | | | | | | | | 1 | 1 | 2 | |
| Inconsistency | | 2 | 2 | 2 | 1 | 2 | | 1 | 2 | 3 | | | 15 | |
| International Screening | | | | | | 1 | | | | | | | 1 | |
| Lengthy Lines | 2 | 5 | 5 | 6 | | 1 | | 2 | 2 | 2 | 1 | 1 | 27 | |
| Procedures/Process | 7 | 7 | 11 | 11 | 2 | 7 | 4 | 3 | 6 | | 3 | 9 | 70 | |
| Retrieving Abandoned/Confiscated Items | 1 | 1 | 1 | 1 | | | | 2 | | | | | 6 | |
| Security Breach | 2 | 1 | 1 | | 1 | | | | 1 | | 1 | | 7 | |
| 2018 | 88 | 104 | 95 | 87 | 88 | 100 | 90 | 124 | 151 | 118 | 114 | 86 | 1,245 | |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | | | 1 | |
| General | 1 | | | | | | | | | | | | 1 | |
| Civil Rights | 1 | 4 | | 5 | 4 | 2 | 4 | 5 | 7 | 6 | 5 | | 43 | |
| Age | 1 | | | | | | | | | | 1 | | 2 | |
| National Origin | | | | | | | 1 | | 3 | 1 | 1 | | 6 | |
| Perceived Religion | | | | | | | | 1 | | | | | 1 | |
| Racial Profiling or Discrimination | | 1 | | 1 | 2 | | 3 | 3 | 2 | 4 | 3 | | 19 | |
| Screening of Religious Cultural and Ceremonial Items | | | | | | 1 | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | 2 | | 3 | 2 | | | | 1 | | | | 8 | |
| Sexual Orientation - Not Transgender | | | | | | | | | | 1 | | | 1 | |
| Transgender Screening | | 1 | | 1 | | 1 | | 1 | 1 | | | | 5 | |
| Customer Service | 19 | 19 | 18 | 11 | 13 | 14 | 24 | 24 | 22 | 20 | 25 | 11 | 220 | |
| CSM | | | | | | | | | | | | 1 | 1 | |
| Others | | | | | | 3 | 1 | 1 | 3 | 4 | 2 | | 14 | |
| TSO | 19 | 19 | 18 | 11 | 13 | 11 | 23 | 23 | 19 | 16 | 23 | 10 | 205 | |
| Locks | 8 | 7 | 2 | 3 | 10 | 5 | 4 | 4 | 5 | 4 | 7 | 5 | 64 | |
| General | | | | 1 | | | | | | | | | 1 | |
| Missing or Damaged Lock | 8 | 7 | 2 | 2 | 10 | 5 | 4 | 4 | 5 | 4 | 7 | 5 | 63 | |
| Lost and Found | 1 | | | 1 | 2 | | | 1 | 3 | 3 | 3 | | 14 | |
| Airport/TSA | 1 | | | 1 | 2 | | | 1 | 3 | 3 | 3 | | 14 | |
| Mishandling of Passenger Property | 15 | 22 | 19 | 29 | 18 | 20 | 21 | 16 | 25 | 26 | 31 | 24 | 266 | |
| Damaged/Missing Items--Carry-on Luggage | 3 | 6 | | 2 | 2 | 4 | 3 | 1 | 2 | 4 | 2 | 1 | 30 | |
| Damaged/Missing Items--Checked Baggage | 10 | 14 | 15 | 22 | 12 | 13 | 15 | 15 | 17 | 18 | 23 | 20 | 194 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | 1 | 2 | | 3 | |
| Disarrayed Items--Carry-on or Checked | 2 | 2 | 4 | 5 | 4 | 3 | 3 | | 6 | 3 | 4 | 3 | 39 | |
| Notice of Violation/Civil Penalties | | | | | | | | | | | | 1 | 1 | |
| General | | | | | | | | | | | | 1 | 1 | |
| Patdown | 5 | 3 | 4 | 10 | 4 | 2 | | 3 | 1 | 5 | 7 | 1 | 45 | |
| Flyer | 5 | 3 | 3 | 10 | 4 | | | 3 | 1 | 4 | 4 | 1 | 38 | |
| Flyer as Observer | | | 1 | | | 1 | | | | 1 | 3 | | 6 | |
| Non-Flyer | | | | | | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 4 | 2 | 5 | 2 | 6 | 7 | 3 | 4 | 3 | 6 | 3 | 8 | 53 | |
| Autism Spectrum | | | | | | | | | | | | 1 | 1 | |
| Breast Cancer | | | | | | | | | | | 1 | | 1 | |
| Cognitive /Developmental /Mental Disability | | | | 1 | 1 | 1 | | | | 1 | | | 4 | |
| Diabetes | | | | | 1 | | | | | | | | 1 | |
| General | | 1 | | | | | | | 1 | | | | 2 | |
| Internal Medical Devices | | | | | 1 | | | | | | | | 1 | |
| Medical Devices - Attached to the Body | | | | | | | | | | 1 | | | 1 | |
| Medically Necessary Medication and Medical | 1 | | 2 | 1 | | 4 | 1 | 1 | | | | 1 | 11 | |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | 1 | | 1 | 1 | | | | 1 | 5 | |
| Ostomy/Ostomates | | | | | | | | 1 | | | | | 2 | |
| Prosthesis/Amputees and Casts | | | | | | | | | | | 1 | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|------------|------------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Respiratory and Inhaler Equipment | | | | | 2 | | | | | | | 2 | 4 |
| Service Animals | 2 | | | | | | | | | 2 | | | 4 |
| Touch Aversion (pain/trauma) | | 1 | | | | | 1 | | | | | | 2 |
| Visual Impairment | | | | | | | | | | 1 | | 1 | 2 |
| Wheelchair/ Scooter/ Segway | 1 | | 2 | | | 1 | | 1 | 2 | 1 | | 2 | 10 |
| Property - Special Handling | 21 | 22 | 19 | 20 | 22 | 24 | 11 | 18 | 20 | 19 | 14 | 22 | 232 |
| Damaged Items - Carry-On | 1 | 2 | 3 | 5 | 2 | 4 | 3 | 2 | 2 | 3 | 1 | 2 | 30 |
| Damaged Items - Checked | 10 | 4 | 8 | 5 | 8 | 3 | 2 | 3 | 5 | 6 | 5 | 5 | 64 |
| Missing Items - Carry-On | 7 | 4 | 4 | 3 | 4 | 3 | 2 | 1 | 7 | 3 | 5 | 7 | 50 |
| Missing Items - Checked | 3 | 12 | 4 | 7 | 8 | 14 | 4 | 12 | 6 | 7 | 3 | 8 | 88 |
| Request for Assistance | | 1 | 2 | | 1 | 2 | | | | 1 | | | 7 |
| Other | | | 1 | | 1 | 1 | | | | | | | 3 |
| Wounded Warrior (MSIJSOC) | | 1 | 1 | | | 1 | | | | 1 | | | 4 |
| Screening | 13 | 24 | 26 | 6 | 8 | 24 | 23 | 49 | 65 | 28 | 19 | 14 | 299 |
| Children | | | | | | | | | | | 1 | | 1 |
| Crew Member or Airline Employee | | 1 | | | | | | 1 | | | | | 2 |
| Gate Pass | | | | | | | | | 1 | | | | 1 |
| Inconsistency | 1 | 2 | 1 | 1 | | 2 | | | 1 | 1 | 2 | | 11 |
| Lengthy Lines | 2 | 8 | 7 | 1 | 4 | 12 | 12 | 27 | 50 | 6 | 10 | 5 | 144 |
| Procedures/Process | 9 | 12 | 16 | 3 | 4 | 9 | 10 | 19 | 12 | 21 | 5 | 6 | 126 |
| Retrieving Abandoned/Confiscated Items | | 1 | 2 | 1 | | | 1 | 1 | 1 | | 1 | 1 | 9 |
| Security Breach | 1 | | | | | 1 | | 1 | | | | 2 | 5 |
| 2019 | 93 | 109 | 104 | 52 | 68 | 80 | 73 | | | | | | 579 |
| Advanced Imaging Technology (AIT) | | | 1 | | | | | | | | | | 1 |
| Flyer | | | 1 | | | | | | | | | | 1 |
| Civil Rights | 4 | 3 | 5 | 2 | | 5 | 2 | | | | | | 21 |
| Age | 1 | | | 1 | | | | | | | | | 2 |
| Constitutional Rights | | | | 1 | | | 1 | | | | | | 2 |
| Hair Patdowns | | | 1 | | | 1 | | | | | | | 2 |
| Headwear | 1 | | | | | | | | | | | | 1 |
| National Origin | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | 2 | 3 | | | 1 | | | | | | | 6 |
| Sex/Gender/Gender Identity- Not Transgender | 2 | 1 | 1 | | | 1 | 1 | | | | | | 6 |
| Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | 15 | 21 | 28 | 8 | 13 | 8 | 20 | | | | | | 113 |
| Others | | 1 | 1 | | 1 | 1 | 1 | | | | | | 5 |
| TSO | 15 | 20 | 27 | 8 | 12 | 7 | 19 | | | | | | 108 |
| Locks | 5 | 8 | 4 | 3 | 6 | 7 | 2 | | | | | | 35 |
| General | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | 5 | 8 | 3 | 3 | 6 | 7 | 2 | | | | | | 34 |
| Lost and Found | 1 | 1 | 1 | 2 | | | 1 | | | | | | 6 |
| Airport/TSA | 1 | 1 | 1 | 2 | | | 1 | | | | | | 6 |
| Mishandling of Passenger Property | 17 | 23 | 27 | 11 | 10 | 12 | 11 | | | | | | 111 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | 1 | | | 1 | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 12 | 18 | 21 | 8 | 9 | 9 | 8 | | | | | | 85 |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 5 | 4 | 4 | 3 | 1 | 2 | 3 | | | | | | 22 |
| Patdown | 2 | 5 | 2 | 2 | 5 | 4 | 4 | | | | | | 24 |
| Children | | 1 | | | | | | | | | | | 1 |
| Flyer | 2 | 3 | 1 | 1 | 5 | 2 | 3 | | | | | | 17 |
| Flyer as Observer | | 1 | | | | 2 | | | | | | | 3 |
| Non-Flyer | | | 1 | 1 | | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 5 | 8 | 8 | 1 | 2 | 9 | 9 | | | | | | 42 |
| Autism Spectrum | | | | | | | 1 | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | 2 | | | | | | | | | | 2 |
| Cognitive /Developmental /Mental Disability | | | | | 1 | 1 | 1 | | | | | | 3 |
| Diabetes | | 1 | | | | | 1 | | | | | | 2 |
| General | 1 | | | | | 1 | 1 | | | | | | 3 |
| Internal Medical Devices | 1 | | | | 1 | | 1 | | | | | | 3 |
| Medical Devices - Attached to the Body | | | 1 | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 3 | 1 | | | | 1 | | | | | | 5 |
| Metal Implants (joint) | 1 | | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | 2 | 1 | | | 3 | | | | | | | 7 |
| Respiratory and Inhaler Equipment | | | | | | 1 | | | | | | | 1 |
| Service Animals | | 1 | | 1 | | | | | | | | | 2 |
| Touch Aversion (pain/trauma) | | 1 | 1 | | | | 1 | | | | | | 3 |
| Wheelchair/ Scooter/ Segway | 1 | | 2 | | | 2 | 2 | | | | | | 7 |
| Wounded Warrior | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 19 | 19 | 12 | 11 | 13 | 14 | 18 | | | | | | 106 |
| Damaged Items - Carry-On | 1 | 1 | 1 | 1 | 3 | 1 | 1 | | | | | | 9 |
| Damaged Items - Checked | 1 | 5 | 3 | 3 | 2 | 3 | 5 | | | | | | 22 |
| Missing Items - Carry-On | 6 | 3 | 1 | 2 | 4 | 2 | 2 | | | | | | 20 |
| Missing Items - Checked | 11 | 10 | 7 | 5 | 4 | 8 | 10 | | | | | | 55 |
| Request for Assistance | 1 | 1 | | | | 1 | | | | | | | 3 |
| Other | 1 | 1 | | | | 1 | | | | | | | 3 |
| Screening | 24 | 20 | 16 | 12 | 19 | 20 | 6 | | | | | | 117 |
| Children | | | | | 1 | | | | | | | | 1 |
| Crew Member or Airline Employee | 1 | | | | | | | | | | | | 1 |
| Inconsistency | 2 | 2 | 1 | | 1 | 1 | 1 | | | | | | 8 |
| Lengthy Lines | 7 | 7 | 4 | 1 | 4 | 7 | 1 | | | | | | 31 |
| Procedures/Process | 11 | 11 | 10 | 9 | 13 | 11 | 3 | | | | | | 68 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | 1 | | | | | | 2 |
| Security Breach | 3 | | 1 | 1 | | 1 | | | | | | | 6 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| SFB | 37 | 37 | 26 | 21 | 35 | 36 | 48 | 31 | 30 | 21 | 25 | 23 | 370 | |
| 2016 | | | | 7 | 9 | 7 | 8 | 12 | 3 | 4 | 6 | 5 | 61 | |
| Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | 1 | |
| Flyer | | | | 1 | | | | | | | | | 1 | |
| Civil Rights | | | | | | | | 1 | | | 1 | | 2 | |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | 1 | | 2 | |
| Customer Service | | | | 1 | 1 | 1 | 4 | 4 | 1 | 3 | 2 | 2 | 19 | |
| Others | | | | | | 1 | | 1 | | 1 | | 1 | 4 | |
| TSO | | | | 1 | 1 | | 4 | 3 | 1 | 2 | 2 | 1 | 15 | |
| Identification (ID) Requirements | | | | | | | 1 | | | | | | 1 | |
| Domestic | | | | | | | 1 | | | | | | 1 | |
| Locks | | | | | 2 | | | | | 1 | | | 3 | |
| Missing or Damaged Lock | | | | | 2 | | | | | 1 | | | 3 | |
| Mishandling of Passenger Property | | | | 3 | 1 | 3 | 2 | 3 | | | 1 | 1 | 14 | |
| Damaged/Missing Items Private Screening Contractor | | | | | | 2 | | 1 | | | 1 | | 4 | |
| Damaged/Missing Items--Checked Baggage | | | | 3 | | 1 | 2 | 1 | | | | 1 | 8 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | 1 | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 | |
| Patdown | | | | | 2 | | | | | | | | 2 | |
| Children | | | | | 1 | | | | | | | | 1 | |
| Flyer | | | | | 1 | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | 1 | | | 2 | | | 1 | 6 | |
| Autism Spectrum | | | | | | | | | 1 | | | | 1 | |
| Hearing Impairment | | | | | 1 | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | 1 | | | | 2 | |
| Ostomy/Ostomates | | | | | | | | | | | | 1 | 1 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 | |
| Screening | | | | 1 | 2 | 2 | 1 | 4 | | | 2 | 1 | 13 | |
| Inconsistency | | | | | 2 | 1 | | | | | | | 3 | |
| Lengthy Lines | | | | | | | | 1 | | | | | 1 | |
| Procedures/Process | | | | 1 | | 1 | | 3 | | | 2 | 1 | 8 | |
| Security Breach | | | | | | | 1 | | | | | | 1 | |
| 2017 | 6 | 10 | 8 | 4 | 6 | 5 | 7 | 8 | 7 | 7 | 9 | 13 | 90 | |
| Civil Rights | | | | | | | | | | | | 1 | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 | |
| Customer Service | | 1 | 1 | | 3 | 1 | 2 | 1 | 1 | 1 | 5 | 4 | 20 | |
| Others | | 1 | | | | | | | | | | 1 | 2 | |
| TSO | | | 1 | | 3 | 1 | 2 | 1 | 1 | 1 | 5 | 3 | 18 | |
| Locks | | 1 | | | | | | 2 | | | | | 3 | |
| Missing or Damaged Lock | | 1 | | | | | | 2 | | | | | 3 | |
| Lost and Found | 2 | | | | | | | | | | | | 2 | |
| Airport/TSA | 2 | | | | | | | | | | | | 2 | |
| Mishandling of Passenger Property | 1 | 5 | 2 | | 1 | 2 | | 1 | 1 | 4 | 1 | 1 | 19 | |
| Damaged/Missing Items Private Screening Contractor | 1 | 4 | | | | | | 1 | | | | 1 | 7 | |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | 1 | | | | 1 | 3 | 1 | | 7 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | 2 | | | | 1 | | | 4 | |
| Patdown | 2 | | 1 | | 1 | | 3 | | 4 | | | | 11 | |
| Flyer | 2 | | 1 | | 1 | | 3 | | 3 | | | | 10 | |
| Flyer as Observer | | | | | | | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) | 1 | 1 | | 1 | 1 | | | 2 | | 1 | 1 | 2 | 10 | |
| Cognitive /Developmental /Mental Disability | 1 | | | | | | | | | | | | 1 | |
| Diabetes | | | | | | | | | | | | 1 | 1 | |
| General | | | | | | | | | | | | 1 | 1 | |
| Internal Medical Devices | | | | | | | | 1 | | | | | 1 | |
| Metal Implants (joint) | | 1 | | | | | | | | 1 | | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | | 1 | | | | | 2 | |
| Wheelchair/ Scooter/ Segway | | | | | 1 | | | | | | 1 | | 2 | |
| Property - Special Handling | | | | | | | 2 | | | 1 | 1 | | 4 | |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Checked | | | | | | | 1 | | | 1 | 1 | | 3 | |
| Screening | | 2 | 4 | 3 | | 2 | | 2 | 1 | | 1 | 5 | 20 | |
| Inconsistency | | 1 | 1 | 1 | | | | | | | | | 3 | |
| Lengthy Lines | | | | | | | | | | | | 1 | 1 | |
| Procedures/Process | | 1 | 3 | 1 | | 2 | | 1 | 1 | | 1 | 4 | 14 | |
| Rail | | | | | | | | 1 | | | | | 1 | |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 | |
| 2018 | 18 | 13 | 6 | 5 | 8 | 9 | 14 | 11 | 20 | 10 | 10 | 5 | 129 | |
| Civil Rights | | | | | 1 | | | | 1 | 1 | | | 3 | |
| Racial Profiling or Discrimination | | | | | 1 | | | | | 1 | | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | 1 | |
| Customer Service | 7 | 5 | 1 | 2 | 2 | 2 | 5 | 5 | 3 | 5 | 4 | 2 | 43 | |
| Others | | 1 | | | | 1 | | | 2 | 1 | 2 | | 7 | |
| TSO | 7 | 4 | 1 | 2 | 2 | 1 | 5 | 5 | 1 | 4 | 2 | 2 | 36 | |
| Locks | | | | | | | | | | | 1 | | 1 | |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 | |
| Mishandling of Passenger Property | 2 | 1 | 1 | 1 | 1 | 2 | 4 | | 1 | | 2 | 1 | 16 | |
| Damaged/Missing Items Private Screening Contractor | 1 | | | | 1 | | | | | | 1 | | 3 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | 1 | | 2 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 1 | | | 1 | 3 | | 1 | | | | 8 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | | | | | 1 | 3 | |
| Patdown | | 2 | | 1 | 1 | | | | 2 | | 1 | | 7 | |
| Flyer | | 2 | | 1 | 1 | | | | 2 | | 1 | | 7 | |
| Persons w/ Disabilities (PWD) | | 2 | | | 1 | | 3 | 5 | 4 | 1 | 1 | 2 | 19 | |
| Autism Spectrum | | | | | | | | | 1 | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Breast Cancer | | | | | | | | | | | | 1 | 1 |
| Diabetes | | | | | | | 2 | 1 | | | | | 3 |
| Internal Medical Devices | | | | | | | 1 | 2 | | | | | 3 |
| Metal Implants (joint) | | 1 | | | | | | | 1 | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | 1 | | | 1 | 3 |
| Prosthesis/Amputees and Casts | | 1 | | | | | | 2 | | | | | 3 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | 1 | | | 2 |
| Wounded Warrior | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | 2 | 1 | 1 | 1 | 1 | | | | 6 | 2 | 1 | | 15 |
| Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Checked | | | | | | | | | 2 | | | | 2 |
| Missing Items - Carry-On | 1 | | | 1 | 1 | | | | 2 | 1 | 1 | | 7 |
| Missing Items - Checked | | 1 | 1 | | | | | | 2 | 1 | | | 5 |
| Screening | 7 | 2 | 3 | | 1 | 5 | 2 | 1 | 3 | 1 | | | 25 |
| Children | | | 1 | | | | | | | | | | 1 |
| Lengthy Lines | 3 | 1 | | | | 1 | | 1 | | | | | 6 |
| Procedures/Process | 4 | 1 | 2 | | 1 | 4 | 2 | | 3 | 1 | | | 18 |
| 2019 | 13 | 14 | 12 | 5 | 12 | 15 | 19 | | | | | | 90 |
| Civil Rights | 1 | | | | | 1 | | | | | | | 2 |
| Age | | | | | | 1 | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | | | | | | | 1 |
| Customer Service | 5 | 5 | 6 | 2 | 6 | 4 | 9 | | | | | | 37 |
| Others | | 1 | 1 | | 2 | 1 | 2 | | | | | | 7 |
| TSO | 5 | 4 | 5 | 2 | 4 | 3 | 7 | | | | | | 30 |
| Lost and Found | | | | | | 1 | | | | | | | 1 |
| Airport/TSA | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 3 | 1 | 1 | 1 | 1 | 2 | | | | | | | 9 |
| Damaged/Missing Items Private Screening Co | 2 | | 1 | 1 | 1 | 1 | | | | | | | 6 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | 1 | | | | | | | 3 |
| Patdown | 1 | 1 | | 1 | 1 | 1 | | | | | | | 5 |
| Flyer | 1 | 1 | | 1 | 1 | 1 | | | | | | | 5 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 3 | 1 | 1 | 1 | 2 | | | | | | 10 |
| Autism Spectrum | | | | | | | 1 | | | | | | 1 |
| Diabetes | | 1 | | | 1 | | | | | | | | 2 |
| General | | | 1 | | | | | | | | | | 1 |
| Hearing Impairment | | | 1 | | | | 1 | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | 1 | | | 1 | | | | | | | 3 |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | 2 | | | | 3 | | | | | | | 10 |
| Damaged Items - Carry-On | | | | | | | 2 | | | | | | 2 |
| Missing Items - Carry-On | | 1 | | | | 2 | 1 | | | | | | 4 |
| Missing Items - Checked | | 1 | | | | 1 | 2 | | | | | | 4 |
| Request for Assistance | | | | | 1 | | | | | | | | 1 |
| Other | | | | | 1 | | | | | | | | 1 |
| Screening | 2 | 4 | 2 | | 2 | 2 | 3 | | | | | | 15 |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | 3 | 1 | | 2 | 2 | 3 | | | | | | 12 |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 |
| Security Breach | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| SFO | 177 | 186 | 209 | 205 | 204 | 208 | 219 | 209 | 199 | 213 | 217 | 148 | 2,394 | |
| 2016 | | | | 69 | 45 | 49 | 51 | 52 | 56 | 71 | 78 | 57 | 528 | |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | 1 | 2 | |
| Flyer | | | | | | | | 1 | | | | 1 | 2 | |
| Civil Rights | | | | 1 | 2 | 2 | 5 | 3 | 2 | 2 | 9 | 4 | 30 | |
| Constitutional Rights | | | | | | | | | | 1 | | 1 | 2 | |
| General Complaint and Discrimination | | | | 1 | 1 | | | | | | | | 2 | |
| National Origin | | | | | | | 1 | | | | | | 1 | |
| Perceived Religion | | | | | | | | | | | | 2 | 2 | |
| Racial Profiling or Discrimination | | | | | | | 2 | 2 | 1 | 1 | 7 | | 13 | |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | | | | | 1 | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | 1 | 1 | | | | | 3 | |
| Transgender Screening | | | | | 1 | 1 | 1 | | 1 | | 1 | 1 | 6 | |
| Customer Service | | | | 18 | 13 | 14 | 16 | 13 | 15 | 22 | 19 | 16 | 146 | |
| CSM | | | | 1 | | | | | | | | | 1 | |
| Others | | | | 2 | 1 | | | 3 | 1 | 1 | | | 8 | |
| TSO | | | | 15 | 12 | 14 | 16 | 10 | 14 | 21 | 19 | 16 | 137 | |
| Identification (ID) Requirements | | | | 1 | | | | | 1 | | 1 | | 3 | |
| Domestic | | | | 1 | | | | | 1 | | 1 | | 3 | |
| Locks | | | | 3 | 1 | 1 | 2 | 1 | 6 | 2 | 4 | 2 | 22 | |
| Missing or Damaged Lock | | | | 3 | 1 | 1 | 2 | 1 | 6 | 2 | 4 | 2 | 22 | |
| Lost and Found | | | | 1 | | | | | 1 | 1 | | | 3 | |
| Airport/TSA | | | | 1 | | | | | 1 | 1 | | | 3 | |
| Mishandling of Passenger Property | | | | 26 | 20 | 16 | 14 | 15 | 16 | 21 | 29 | 18 | 175 | |
| Damaged/Missing Items Private Screening Contractor | | | | 21 | 16 | 10 | 11 | 11 | 11 | 18 | 17 | 10 | 125 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | 2 | 1 | | | | 3 | 2 | 9 | |
| Damaged/Missing Items--Checked Baggage | | | | 4 | 2 | 2 | 1 | 1 | 4 | 3 | 8 | 5 | 30 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 1 | 2 | 1 | 3 | 1 | | 1 | 1 | 11 | |
| Patdown | | | | 4 | 2 | 2 | 4 | 5 | 1 | 7 | 4 | 5 | 34 | |
| Flyer | | | | 4 | 1 | 2 | 4 | 2 | 1 | 7 | 3 | 4 | 28 | |
| Flyer as Observer | | | | | 1 | | | 2 | | | 1 | | 4 | |
| General | | | | | | | | 1 | | | | | 1 | |
| Non-Flyer | | | | | | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) | | | | 5 | 1 | 3 | 3 | 1 | 2 | 3 | | 1 | 19 | |
| Autism Spectrum | | | | | | | 2 | | | 1 | | | 3 | |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 | |
| Diabetes | | | | | | 2 | | 1 | | | | | 3 | |
| Diapers/Garments/Dressings/Masks | | | | 1 | | | | | | | | | 1 | |
| Hearing Impairment | | | | | | | 1 | | | | | | 1 | |
| Internal Medical Devices | | | | | | | | | | 1 | | | 1 | |
| Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | | | | 1 | | | | 2 | |
| Metal Implants (joint) | | | | | 1 | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | | | 1 | | | | 2 | |
| Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | 1 | 2 | |
| Prohibited & Permitted Items | | | | | | | | | | | 1 | | 1 | |
| Liquids/Gels/Aerosols | | | | | | | | | | | 1 | | 1 | |
| Request for Assistance | | | | | | | 1 | | | 1 | 1 | | 3 | |
| Other | | | | | | | 1 | | | 1 | 1 | | 3 | |
| Screening | | | | 8 | 6 | 11 | 6 | 13 | 12 | 12 | 10 | 10 | 88 | |
| Children | | | | | 1 | | | | | 1 | | | 2 | |
| Crew Member or Airline Employee | | | | | | | | 1 | | | | | 1 | |
| Inconsistency | | | | 1 | 2 | | | 1 | 2 | 1 | 2 | 2 | 11 | |
| Lengthy Lines | | | | 1 | 1 | 5 | 2 | 3 | 3 | 2 | 3 | 2 | 22 | |
| Procedures/Process | | | | 6 | 2 | 6 | 4 | 8 | 6 | 7 | 5 | 6 | 50 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | 1 | | | 1 | |
| Security Breach | | | | | | | | | 1 | | | | 1 | |
| TSA Contact Information | | | | 2 | | | | | | | | | 2 | |
| General | | | | 2 | | | | | | | | | 2 | |
| 2017 | 46 | 52 | 66 | 38 | 54 | 38 | 47 | 59 | 59 | 63 | 69 | 51 | 642 | |
| Advanced Imaging Technology (AIT) | 1 | | | | | | | | | | 2 | | 3 | |
| Flyer | 1 | | | | | | | | | | 1 | | 2 | |
| Non-Flyer | | | | | | | | | | | 1 | | 1 | |
| Civil Rights | 1 | 1 | 5 | | 4 | 2 | 4 | 3 | 4 | 2 | 2 | 6 | 34 | |
| Constitutional Rights | | | 1 | | | | | | | | | | 1 | |
| National Origin | | | | | 2 | | | 1 | 1 | | | 2 | 6 | |
| Racial Profiling or Discrimination | 1 | 1 | 3 | | 1 | 2 | 3 | 1 | 2 | 1 | 2 | 3 | 20 | |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | | | | 1 | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | 1 | | 1 | | | | | | 3 | |
| Transgender Screening | | | | | | | | 1 | 1 | | | 1 | 3 | |
| Customer Service | 17 | 10 | 14 | 12 | 21 | 7 | 15 | 26 | 22 | 25 | 21 | 16 | 206 | |
| Others | 1 | 1 | 3 | 1 | 1 | | 1 | 1 | 1 | 3 | | | 13 | |
| TSO | 16 | 9 | 11 | 11 | 20 | 7 | 14 | 25 | 21 | 22 | 21 | 16 | 193 | |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 | |
| Domestic | | | | | 1 | | | | | | | | 1 | |
| Locks | 3 | 3 | 2 | 1 | 5 | | 4 | 2 | 1 | 2 | 2 | 5 | 30 | |
| General | | | | | | | 1 | | | | | | 1 | |
| Missing or Damaged Lock | 3 | 3 | 2 | 1 | 5 | | 3 | 2 | 1 | 2 | 2 | 5 | 29 | |
| Lost and Found | 1 | 1 | 3 | | | 1 | | | | | 2 | | 8 | |
| Airport/TSA | 1 | 1 | 3 | | | 1 | | | | | 2 | | 8 | |
| Mishandling of Passenger Property | 12 | 20 | 25 | 17 | 13 | 17 | 9 | 11 | 12 | 10 | 16 | 10 | 172 | |
| Damaged/Missing Items Private Screening Contractor | 6 | 10 | 10 | 10 | 9 | 13 | 8 | 6 | 4 | 3 | 7 | 1 | 87 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | 2 | 3 | 1 | 1 | 1 | | 1 | 3 | 4 | 1 | | 18 | |
| Damaged/Missing Items--Checked Baggage | 4 | 7 | 10 | 6 | 1 | 3 | 1 | 1 | 4 | 3 | 8 | 9 | 57 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | 2 | | 1 | | | 3 | 1 | | | | 9 |
| Patdown | 5 | 6 | 5 | 3 | 3 | 4 | 4 | 2 | 3 | 3 | 4 | 4 | 46 |
| Flyer | 5 | 6 | 5 | 3 | 3 | 2 | 4 | 2 | 3 | 2 | 3 | 3 | 41 |
| Flyer as Observer | | | | | | 2 | | | | 1 | 1 | 1 | 5 |
| Persons w/ Disabilities (PWD) | | 4 | 2 | 1 | 3 | 1 | 1 | 1 | 4 | 1 | 5 | 3 | 26 |
| Cognitive /Developmental /Mental Disability | | | 1 | 1 | | | | | | | | | 2 |
| Diabetes | | | | | | | | | | | | 1 | 1 |
| Internal Medical Devices | | | | | | | | | 1 | | | | 1 |
| Medical Devices - Attached to the Body | | | | | 1 | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | 1 | | | | 2 | | 1 | 1 | 6 |
| Metal Implants (joint) | | 1 | | | | | | | | | | 1 | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | 1 | | | 1 | | 1 | 1 | | 1 | | 6 |
| Prosthesis/Amputees and Casts | | | | | | | | | | | 1 | | 1 |
| Respiratory and Inhaler Equipment | | | | | | | | | | 1 | | | 1 |
| Service Animals | | | | | | | | | | | 1 | | 1 |
| Touch Aversion (pain/trauma) | | | | | 1 | | | | | | 1 | | 2 |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | 1 | | | | | | 2 |
| Prohibited & Permitted Items | | | | | | | 1 | | | | | | 1 |
| Knitting/Crochet Hooks/Needles | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | 3 | 6 | 6 | 7 | 5 | | 27 |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | | 1 |
| Damaged Items - Checked | | | | | | | | | | | 2 | | 2 |
| Missing Items - Carry-On | | | | | | | | 2 | 4 | 2 | | | 8 |
| Missing Items - Checked | | | | | | | 3 | 3 | 2 | 5 | 3 | | 16 |
| Request for Assistance | | | 1 | | | | | | | | | | 1 |
| Other | | | 1 | | | | | | | | | | 1 |
| Screening | 6 | 7 | 9 | 4 | 4 | 6 | 6 | 8 | 7 | 13 | 10 | 7 | 87 |
| Children | | | | | | 1 | | | | | | | 1 |
| Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 |
| Inconsistency | 1 | 1 | 1 | | 1 | 1 | 1 | | | 4 | | | 10 |
| International Screening | | | 1 | | | | | | | | 1 | | 2 |
| Lengthy Lines | | 1 | 1 | | | 1 | | 1 | 1 | | | | 5 |
| Procedures/Process | 4 | 4 | 6 | 4 | 3 | 3 | 5 | 7 | 6 | 9 | 7 | 6 | 64 |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | | | | | | 2 | | 3 |
| Security Breach | | | | | | | | | | | | 1 | 1 |
| 2018 | 68 | 69 | 75 | 47 | 53 | 63 | 60 | 98 | 84 | 79 | 70 | 40 | 806 |
| Civil Rights | 1 | 10 | 6 | 1 | 2 | 3 | 5 | 12 | 3 | 2 | 4 | 1 | 50 |
| Age | | 1 | | | | | | | | | | | 1 |
| Constitutional Rights | | 1 | | | | | | | | | | | 1 |
| Hair Patdowns | | 1 | | | | | | | | | | | 1 |
| Headwear | | 1 | | | | | | | | | | | 1 |
| National Origin | | 3 | | | | 1 | 1 | 3 | | 1 | 1 | | 3 |
| Perceived Religion | | | | | | | | | | | 1 | | 1 |
| Racial Profiling or Discrimination | 1 | 3 | 4 | 1 | 1 | 2 | 4 | 5 | 2 | 1 | 1 | 1 | 26 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | 1 | 1 | | | | 3 |
| Sexual Orientation - Not Transgender | | | 1 | | | | | 1 | | | | | 2 |
| Transgender Screening | | | | | 1 | | | 2 | | | | | 3 |
| Customer Service | 20 | 17 | 28 | 11 | 16 | 24 | 22 | 28 | 28 | 19 | 22 | 6 | 241 |
| Others | 1 | | 1 | | 1 | | | | 1 | | 1 | | 5 |
| TSO | 19 | 17 | 27 | 11 | 15 | 24 | 22 | 28 | 27 | 19 | 21 | 6 | 236 |
| Locks | 2 | 5 | 1 | | 6 | 1 | 1 | 5 | 2 | 5 | 5 | 2 | 35 |
| General | | 1 | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 2 | 4 | 1 | | 6 | 1 | 1 | 5 | 2 | 5 | 5 | 2 | 34 |
| Lost and Found | 1 | | | 2 | | | 1 | | | 1 | 1 | 2 | 8 |
| Airport/TSA | 1 | | | 2 | | | 1 | | | 1 | 1 | 2 | 8 |
| Mishandling of Passenger Property | 15 | 14 | 11 | 15 | 11 | 9 | 10 | 10 | 13 | 17 | 12 | 12 | 149 |
| Damaged/Missing Items Private Screening Co | 5 | 5 | 2 | 8 | 4 | 3 | 4 | 3 | 6 | 8 | 6 | 5 | 59 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 2 | 2 | | 1 | 2 | 2 | 2 | | 1 | 1 | | 14 |
| Damaged/Missing Items--Checked Baggage | 8 | 4 | 6 | 7 | 5 | 4 | 3 | 4 | 7 | 5 | 4 | 6 | 63 |
| Damaged/Missing Items--Unspecified Luggage | 1 | | | | | | | | | 1 | | | 2 |
| Disarrayed Items--Carry-on or Checked | | 3 | 1 | | 1 | | 1 | 1 | | 2 | 1 | 1 | 11 |
| Patdown | 4 | 5 | 2 | 2 | 2 | 3 | 2 | | 6 | 4 | 6 | 3 | 39 |
| Children | | | | | | | | | | 1 | | | 1 |
| Flyer | 4 | 4 | 2 | 2 | 2 | 3 | 2 | | 6 | 3 | 5 | 3 | 36 |
| Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 4 | 5 | 6 | 3 | 2 | 4 | | 2 | 6 | 4 | 2 | 3 | 41 |
| Diabetes | | | | | 1 | | | | | 1 | | | 2 |
| General | | | 2 | | | 1 | | | 1 | | | | 4 |
| Medical Devices - Attached to the Body | | | | 1 | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | | | | 2 | 1 | 1 | | 5 |
| Metal Implants (joint) | 3 | | | | | | | | | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | 1 | | | 2 | | | 3 | 1 | 1 | 1 | 10 |
| Ostomy/Ostomates | | | | | | | | | | 1 | | | 1 |
| Prosthesis/Amputees and Casts | | 1 | | | 1 | | | | | | | | 2 |
| Touch Aversion (pain/trauma) | 1 | | | 1 | | 1 | | 1 | | | | 1 | 5 |
| Visual Impairment | | | | | | | | 1 | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 2 | 3 | 1 | | | | | | | | 1 | 7 |
| Property - Special Handling | 6 | 2 | 5 | 7 | 6 | 4 | 7 | 8 | 4 | 11 | 3 | 6 | 69 |
| Damaged Items - Carry-On | | | 1 | | | 1 | 1 | | 1 | 2 | | 1 | 7 |
| Damaged Items - Checked | 2 | | 2 | | 1 | 1 | 2 | 1 | | 1 | 1 | 1 | 12 |
| Missing Items - Carry-On | 1 | 1 | 2 | 1 | 3 | | 2 | 3 | 2 | 3 | 2 | 1 | 21 |
| Missing Items - Checked | 3 | 1 | | 6 | 2 | 2 | 2 | 4 | 1 | 5 | | 3 | 29 |
| Request for Assistance | | | | | | | 1 | | | 1 | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Other | | | | | | | 1 | | | 1 | | | 2 |
| Screening | 15 | 11 | 16 | 6 | 8 | 15 | 11 | 33 | 22 | 15 | 15 | 5 | 172 |
| Children | | | | 1 | | | | | | | | | 1 |
| Crew Member or Airline Employee | | | | | | | | | | 1 | | | 1 |
| Inconsistency | 1 | 2 | | 1 | | | | 1 | | | 2 | | 7 |
| Lengthy Lines | 1 | 3 | 7 | | 2 | 2 | | 14 | 13 | 1 | 6 | | 49 |
| Procedures/Process | 12 | 6 | 9 | 3 | 6 | 12 | 11 | 18 | 8 | 13 | 6 | 5 | 109 |
| Security Breach | 1 | | | 1 | | 1 | | | 1 | | 1 | | 5 |
| 2019 | 63 | 65 | 68 | 51 | 52 | 58 | 61 | | | | | | 418 |
| Civil Rights | 2 | 3 | 6 | 9 | 4 | 1 | 2 | | | | | | 27 |
| Age | | 1 | 1 | 1 | | | | | | | | | 3 |
| Constitutional Rights | | 1 | | | | | | | | | | | 1 |
| Hair Patdowns | | | | 1 | | | | | | | | | 1 |
| National Origin | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | 2 | 1 | 2 | 1 | | | | | | | 7 |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | 1 | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 2 | | 3 | 3 | 2 | | 1 | | | | | | 11 |
| Transgender Screening | | | | 2 | | | | | | | | | 2 |
| Customer Service | 22 | 16 | 19 | 13 | 13 | 17 | 27 | | | | | | 127 |
| Others | | | 2 | | | 1 | 1 | | | | | | 4 |
| TSO | 22 | 16 | 17 | 13 | 13 | 16 | 26 | | | | | | 123 |
| Locks | 2 | 5 | 3 | 1 | 1 | 5 | | | | | | | 17 |
| General | | | 1 | | | 1 | | | | | | | 2 |
| Missing or Damaged Lock | 2 | 5 | 2 | 1 | 1 | 4 | | | | | | | 15 |
| Lost and Found | | | | | 1 | 1 | | | | | | | 2 |
| Airport/TSA | | | | | 1 | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | 5 | 9 | 12 | 7 | 6 | 7 | 6 | | | | | | 52 |
| Damaged/Missing Items Private Screening Co | 2 | 5 | 10 | 5 | 2 | 6 | 3 | | | | | | 33 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | 1 | | | 1 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | 3 | 2 | 1 | | 1 | 1 | 2 | | | | | | 10 |
| Disarrayed Items--Carry-on or Checked | | 1 | 1 | 1 | 3 | | | | | | | | 6 |
| Patdown | 3 | 1 | | 3 | 5 | 2 | 4 | | | | | | 18 |
| Flyer | 3 | 1 | | 3 | 5 | 2 | 4 | | | | | | 18 |
| Persons w/ Disabilities (PWD) | 5 | 8 | 8 | 3 | 3 | 4 | 1 | | | | | | 32 |
| Autism Spectrum | | | | 1 | | | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | 1 | | | | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | 1 | | 1 | | | 1 | | | | | | | 3 |
| General | | 1 | | | 1 | | 1 | | | | | | 3 |
| Hearing Impairment | 1 | | | | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | 1 | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | 2 | | | | | | | | | | 3 |
| Metal Implants (joint) | | 1 | 1 | | | 1 | | | | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter | 1 | 2 | | | 2 | | | | | | | | 5 |
| Prosthesis/Amputees and Casts | 1 | | | | | | | | | | | | 1 |
| Service Animals | | | 2 | | | | | | | | | | 2 |
| Touch Aversion (pain/trauma) | | 1 | 1 | | | | | | | | | | 2 |
| Visual Impairment | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 2 | | 2 | | 1 | | | | | | | 5 |
| Property - Special Handling | 5 | 3 | 6 | 8 | 3 | 7 | 8 | | | | | | 40 |
| Damaged Items - Carry-On | | 1 | | 1 | | 1 | 1 | | | | | | 4 |
| Damaged Items - Checked | | | 2 | | 1 | 2 | 3 | | | | | | 8 |
| Missing Items - Carry-On | 3 | | 4 | 2 | 1 | 1 | 1 | | | | | | 12 |
| Missing Items - Checked | 2 | 2 | | 5 | 1 | 3 | 3 | | | | | | 16 |
| Request for Assistance | 2 | 2 | 2 | | 1 | | | | | | | | 7 |
| Other | 2 | 1 | | | 1 | | | | | | | | 4 |
| Wounded Warrior (MSIJSOC) | | 1 | 2 | | | | | | | | | | 3 |
| Screening | 17 | 18 | 12 | 7 | 15 | 14 | 13 | | | | | | 96 |
| Inconsistency | 1 | 1 | 1 | | | 1 | 2 | | | | | | 6 |
| Lengthy Lines | 8 | 5 | 2 | | 2 | 3 | | | | | | | 20 |
| Procedures/Process | 6 | 11 | 9 | 7 | 11 | 9 | 11 | | | | | | 64 |
| Retrieving Abandoned/Confiscated Items | 1 | 1 | | | | 1 | | | | | | | 3 |
| Security Breach | 1 | | | | 2 | | | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|----------|-----------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|------------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| SGF | | 8 | 13 | 11 | 5 | 2 | 8 | 7 | 9 | 8 | 8 | 9 | 12 | 100 |
| 2016 | | | | | 1 | 1 | 1 | 1 | | | 1 | 4 | 3 | 12 |
| Customer Service | | | | | 1 | | | | | | | | 1 | 2 |
| TSO | | | | | 1 | | | | | | | | 1 | 2 |
| Mishandling of Passenger Property | | | | | | 1 | 1 | 1 | | | 1 | 3 | 2 | 9 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | 1 | | | | 1 | | 2 | 8 |
| Screening | | | | | | | | | | | | 1 | | 1 |
| Inconsistency | | | | | | | | | | | | 1 | | 1 |
| 2017 | | 1 | 2 | 4 | | | 3 | 2 | 1 | 6 | 3 | 2 | 6 | 30 |
| Civil Rights | | | | | | | | | | | 1 | 1 | | 2 |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | | | | | | | 1 | | | 1 | 2 |
| TSO | | | | | | | | | | 1 | | | 1 | 2 |
| Locks | | | | 1 | | | 1 | | | | | | | 2 |
| Missing or Damaged Lock | | | | 1 | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | 1 | 3 | | | 1 | 2 | 1 | 1 | | 1 | 2 | 13 |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | 3 | | | 1 | 1 | 1 | 1 | | 1 | 1 | 11 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 | 2 |
| Patdown | | | 1 | | | | | | | | 1 | | | 2 |
| Flyer | | | 1 | | | | | | | | 1 | | | 2 |
| Property - Special Handling | | | | | | | | | | 2 | | | 1 | 3 |
| Damaged Items - Checked | | | | | | | | | | | | | 1 | 1 |
| Missing Items - Carry-On | | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | 1 | | | 2 | 1 | | 2 | 6 |
| Crew Member or Airline Employee | | | | | | | | | | | | | 1 | 1 |
| Lengthy Lines | | | | | | | | | | 2 | 1 | | | 3 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 | 2 |
| 2018 | | 4 | 4 | 4 | 3 | 1 | 3 | 3 | 8 | 2 | 4 | 3 | 3 | 42 |
| Civil Rights | | | | | | | | | | | 1 | | 1 | 2 |
| Hair Patdowns | | | | | | | | | | | | | 1 | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | 1 | 1 | | 1 | | | | 1 | | | 4 |
| TSO | | | | 1 | 1 | | 1 | | | | 1 | | | 4 |
| Locks | | | 2 | | | | | 1 | | | | | 1 | 4 |
| Missing or Damaged Lock | | | 2 | | | | | 1 | | | | | 1 | 4 |
| Mishandling of Passenger Property | | | | 2 | 1 | 1 | 1 | | 5 | 1 | 1 | 1 | | 13 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | 1 | | 4 | 1 | | 1 | | 9 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | 1 | | 1 | | | 3 |
| Patdown | | | | | | | | | 2 | | | 1 | | 3 |
| Flyer | | | | | | | | | 2 | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | 4 | 1 | | | | | 1 | | | | | | 6 |
| Damaged Items - Checked | | 2 | | | | | | | | | | | | 2 |
| Missing Items - Checked | | 2 | 1 | | | | | 1 | | | | | | 4 |
| Screening | | | 1 | 1 | 1 | | 1 | 1 | | 1 | 1 | 1 | 1 | 9 |
| Lengthy Lines | | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | 1 | 1 | 1 | | 1 | | | 1 | | 1 | 1 | 7 |
| Security Breach | | | | | | | | | | | 1 | | | 1 |
| 2019 | | 3 | 7 | 3 | 1 | | 1 | 1 | | | | | | 16 |
| Civil Rights | | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | | 1 |
| Customer Service | | | | 1 | | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | | 1 |
| Locks | | 1 | | | | | 1 | | | | | | | 2 |
| Missing or Damaged Lock | | 1 | | | | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | 2 | 2 | 1 | | | | | | | | | | 5 |
| Damaged/Missing Items--Checked Baggage | | 2 | 2 | 1 | | | | | | | | | | 5 |
| Patdown | | | | 1 | | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | 2 | | 1 | | | 1 | | | | | | 4 |
| Damaged Items - Carry-On | | | 1 | | | | | | | | | | | 1 |
| Damaged Items - Checked | | | | | 1 | | | 1 | | | | | | 2 |
| Missing Items - Checked | | | | | | | | | | | | | | 1 |
| Screening | | | 2 | | | | | | | | | | | 2 |
| Lengthy Lines | | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| SGJ | 4 | | 1 | | | | 1 | 5 | 4 | | 1 | 2 | 18 |
| 2016 | | | | | | | 1 | 3 | 3 | | 1 | 2 | 10 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| CSM | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | 3 | 3 | | 1 | 1 | 9 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | 3 | 3 | | 1 | 1 | 9 |
| 2017 | 2 | | 1 | | | | | 2 | 1 | | | | 6 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | 2 | 1 | | | | 4 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | 2 | 1 | | | | 4 |
| Patdown | 1 | | | | | | | | | | | | 1 |
| Flyer | 1 | | | | | | | | | | | | 1 |
| 2018 | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | | | 1 |
| 2019 | 1 | | | | | | | | | | | | 1 |
| Locks | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| SGU | 4 | 2 | 5 | 2 | 5 | 4 | 4 | 5 | 1 | 2 | 3 | | 37 | |
| 2016 | | | | | 3 | | 1 | 1 | | | 2 | | 7 | |
| Mishandling of Passenger Property | | | | | 2 | | | 1 | | | 2 | | 5 | |
| Damaged/Missing Items--Checked Baggage | | | | | 2 | | | 1 | | | 2 | | 5 | |
| Patdown | | | | | 1 | | | | | | | | 1 | |
| Flyer | | | | | 1 | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 | |
| Metal Implants (joint) | | | | | | | 1 | | | | | | 1 | |
| 2017 | | | 1 | | 2 | 1 | 2 | 2 | | | | | 8 | |
| Civil Rights | | | 1 | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 | |
| Customer Service | | | | | | | 1 | | | | | | 1 | |
| TSO | | | | | | | 1 | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | 1 | | 1 | 1 | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 1 | 1 | | | | | 3 | |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | | | | | | | | 1 | | | | | 1 | |
| Screening | | | | | 1 | 1 | | | | | | | 2 | |
| Procedures/Process | | | | | 1 | 1 | | | | | | | 2 | |
| 2018 | 3 | | 1 | | | | | 2 | 1 | 2 | 1 | | 10 | |
| Customer Service | | | 1 | | | | | 1 | | | | | 2 | |
| TSO | | | 1 | | | | | 1 | | | | | 2 | |
| Mishandling of Passenger Property | 1 | | | | | | | | 1 | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | 1 | | | | 2 | |
| Patdown | | | | | | | | | | 1 | | | 1 | |
| Flyer | | | | | | | | | | 1 | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 | |
| Diabetes | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | 1 | | | | | | | 1 | | | | | 2 | |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | 1 | | | | | | | | | | | | 1 | |
| Screening | 1 | | | | | | | | | | | 1 | 2 | |
| Procedures/Process | 1 | | | | | | | | | | 1 | | 2 | |
| 2019 | 1 | 2 | 3 | 2 | | 3 | 1 | | | | | | 12 | |
| Customer Service | | | 1 | 1 | | 1 | | | | | | | 3 | |
| Others | | | | | | 1 | | | | | | | 1 | |
| TSO | | | 1 | 1 | | | | | | | | | 2 | |
| Mishandling of Passenger Property | 1 | | | | | 1 | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | | 1 | 2 | | | 1 | | | | | | | 4 | |
| Damaged Items - Checked | | | 1 | | | 1 | | | | | | | 2 | |
| Missing Items - Checked | | 1 | 1 | | | | | | | | | | 2 | |
| Screening | | 1 | | 1 | | | 1 | | | | | | 3 | |
| Procedures/Process | | 1 | | 1 | | | 1 | | | | | | 3 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SHD | | 1 | 1 | | | | 1 | | | | 1 | | 4 |
| 2018 | | | | | | | 1 | | | | 1 | | 2 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| 2019 | | 1 | 1 | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | 1 | | | | | | | | | 1 |
| Missing Items - Checked | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SHR | 1 | 2 | | 1 | | 1 | 2 | 1 | 1 | | | | 9 |
| 2017 | 1 | 1 | | | | | 1 | | 1 | | | | 4 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| National Origin | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| Screening | 1 | 1 | | | | | | | | | | | 2 |
| Procedures/Process | 1 | 1 | | | | | | | | | | | 2 |
| 2018 | | 1 | | | | | 1 | 1 | | | | | 3 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| TSO | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2019 | | | | 1 | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | 1 | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| SHV | 11 | 9 | 7 | 6 | 7 | 6 | 12 | 5 | 8 | 10 | 6 | 9 | 96 | |
| 2016 | | | | | 3 | 1 | 3 | 1 | 2 | 1 | 2 | 6 | 19 | |
| Customer Service | | | | | 1 | 1 | | | | | | | 2 | |
| TSO | | | | | 1 | 1 | | | | | | | 2 | |
| Mishandling of Passenger Property | | | | | 1 | | 3 | 1 | 1 | | 1 | 3 | 10 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 2 | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 3 | 1 | 1 | | 1 | 1 | 8 | |
| Patdown | | | | | | | | | | 1 | 1 | | 2 | |
| Flyer | | | | | | | | | | 1 | 1 | | 2 | |
| Screening | | | | | 1 | | | | 1 | | | 3 | 5 | |
| Inconsistency | | | | | 1 | | | | | | | 2 | 3 | |
| Procedures/Process | | | | | | | | | 1 | | | 1 | 2 | |
| 2017 | 3 | 3 | 3 | 2 | 2 | 3 | 3 | | 1 | 1 | 1 | 1 | 23 | |
| Customer Service | 1 | | 1 | | | | | | | | 1 | | 3 | |
| TSO | 1 | | 1 | | | | | | | | 1 | | 3 | |
| Mishandling of Passenger Property | 1 | 1 | 1 | 2 | 1 | 3 | 1 | | 1 | | | | 11 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 1 | 1 | 1 | 2 | 1 | | 1 | | | | 9 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 | |
| Patdown | | | 1 | | | | | | | | | | 1 | |
| Flyer | | | 1 | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | | 1 | | 1 | 2 | |
| Missing Items - Checked | | | | | | | | | | 1 | | 1 | 2 | |
| Screening | 1 | 2 | | | 1 | | 2 | | | | | | 6 | |
| Inconsistency | | 1 | | | | | | | | | | | 1 | |
| Procedures/Process | 1 | 1 | | | 1 | | 2 | | | | | | 5 | |
| 2018 | 4 | 1 | | 4 | 1 | 2 | 5 | 4 | 5 | 8 | 3 | 2 | 39 | |
| Advanced Imaging Technology (AIT) | | | | | | | | | 1 | | | | 1 | |
| Flyer | | | | | | | | | 1 | | | | 1 | |
| Civil Rights | | | | | | | 1 | | | 1 | | | 2 | |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 | |
| Transgender Screening | | | | | | | | | | 1 | | | 1 | |
| Customer Service | | | | 1 | | 1 | | | 1 | 1 | | | 4 | |
| TSO | | | | 1 | | 1 | | | 1 | 1 | | | 4 | |
| Locks | | | | | | | | 1 | 1 | 1 | 1 | | 4 | |
| Missing or Damaged Lock | | | | | | | | 1 | 1 | 1 | 1 | | 4 | |
| Mishandling of Passenger Property | 2 | 1 | | 1 | | | 1 | 3 | 1 | 1 | | | 10 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 2 | | | | | | 1 | 2 | 1 | | | | 6 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | 1 | | | | 1 | | | | | 3 | |
| Patdown | | | | 1 | | | 1 | | | 2 | | 1 | 5 | |
| Flyer | | | | 1 | | | 1 | | | 1 | | 1 | 4 | |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | 1 | | | | | | 1 | | | 1 | | | 3 | |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 | |
| Missing Items - Checked | 1 | | | | | | 1 | | | | | | 2 | |
| Screening | 1 | | | 1 | 1 | 1 | 1 | | 1 | 1 | 2 | 1 | 10 | |
| Inconsistency | | | | | | 1 | | | | | 1 | | 2 | |
| Lengthy Lines | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | 1 | | | 1 | 1 | | | | 1 | 1 | 1 | 1 | 7 | |
| 2019 | 4 | 5 | 4 | | 1 | | 1 | | | | | | 15 | |
| Civil Rights | | 2 | | | | | | | | | | | 2 | |
| Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | | | 1 | |
| Customer Service | | 1 | 2 | | 1 | | 1 | | | | | | 5 | |
| Others | | | 1 | | | | | | | | | | 1 | |
| TSO | | 1 | 1 | | 1 | | 1 | | | | | | 4 | |
| Mishandling of Passenger Property | | 1 | 1 | | | | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 | |
| Patdown | 1 | | | | | | | | | | | | 1 | |
| Flyer | 1 | | | | | | | | | | | | 1 | |
| Property - Special Handling | 1 | | 1 | | | | | | | | | | 2 | |
| Damaged Items - Checked | 1 | | | | | | | | | | | | 1 | |
| Missing Items - Checked | | | 1 | | | | | | | | | | 1 | |
| Screening | 2 | 1 | | | | | | | | | | | 3 | |
| Lengthy Lines | 1 | | | | | | | | | | | | 1 | |
| Procedures/Process | 1 | 1 | | | | | | | | | | | 2 | |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| SIT | | 1 | 2 | 1 | 1 | 2 | 3 | | 4 | 4 | 2 | 4 | 24 |
| 2016 | | | | | | 1 | 3 | | 4 | | | 2 | 4 |
| Customer Service | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | 1 | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2017 | | | | 1 | | | 3 | | 1 | | | 2 | 7 |
| Customer Service | | | | | | | 1 | | 1 | | | | 2 |
| TSO | | | | | | | 1 | | 1 | | | | 2 |
| Mishandling of Passenger Property | | | | 1 | | | 1 | | | | | 1 | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | 1 | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Flyer as Observer | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Inconsistency | | | | | | | 1 | | | | | | 1 |
| 2018 | | | 1 | | | 1 | | | 2 | 4 | 2 | | 10 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 |
| Patdown | | | | | | | | | | | 1 | | 1 |
| Flyer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 |
| General | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| Screening | | | 1 | | | 1 | | | | 3 | 1 | | 6 |
| Inconsistency | | | | | | | | | | 1 | 1 | | 2 |
| Procedures/Process | | | 1 | | | 1 | | | | 2 | | | 4 |
| 2019 | | 1 | 1 | | 1 | | | | | | | | 3 |
| Civil Rights | | 1 | | | | | | | | | | | 1 |
| National Origin | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | 1 | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|------------|------------|------------|------------|------------|-----------|-----------|------------|-----------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SJC | 91 | 81 | 87 | 118 | 100 | 114 | 237 | 173 | 98 | 86 | 110 | 80 | 1,375 |
| 2016 | | | | 27 | 21 | 38 | 156 | 107 | 36 | 26 | 38 | 36 | 485 |
| Civil Rights | | | | 3 | | 1 | | 1 | | | 2 | | 7 |
| General Complaint and Discrimination | | | | 2 | | | | | | | | | 2 |
| Racial Profiling or Discrimination | | | | 1 | | 1 | | 1 | | | 1 | | 4 |
| Screening of Religious or Cultural Garments | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | | | 3 | 6 | 16 | 18 | 5 | 10 | 6 | 5 | 69 |
| Others | | | | | 2 | 1 | 7 | 8 | 2 | 2 | 1 | 2 | 25 |
| TSO | | | | | 1 | 5 | 9 | 10 | 3 | 8 | 5 | 3 | 44 |
| Locks | | | | 2 | | | 2 | | 4 | 1 | | | 9 |
| General | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | 2 | | | 1 | | 4 | 1 | | | 8 |
| Lost and Found | | | | 1 | | 1 | | | | | | | 2 |
| Airport/TSA | | | | 1 | | 1 | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 13 | 14 | 11 | 12 | 14 | 11 | 9 | 13 | 13 | 110 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | 1 | | 3 | 2 | 2 | | | | 9 |
| Damaged/Missing Items--Checked Baggage | | | | 11 | 12 | 11 | 8 | 12 | 9 | 8 | 13 | 11 | 95 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | | 1 | 1 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 1 | | 1 | | | 1 | | 1 | 5 |
| Patdown | | | | 1 | 1 | | 2 | 1 | | 1 | 1 | 1 | 8 |
| Flyer | | | | 1 | 1 | | 2 | 1 | | 1 | 1 | 1 | 8 |
| Persons w/ Disabilities (PWD) | | | | 3 | | 1 | | | | 1 | | | 5 |
| Internal Medical Devices | | | | | | | | | | 1 | | | 1 |
| Metal Implants (joint) | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | 1 | | | | | | | 2 |
| Respiratory and Inhaler Equipment | | | | 1 | | | | | | | | | 1 |
| Screening | | | | 3 | 3 | 18 | 124 | 73 | 16 | 4 | 16 | 17 | 274 |
| Inconsistency | | | | | | | | 1 | | | 1 | 1 | 3 |
| International Screening | | | | | | | 1 | | | | | | 1 |
| Lengthy Lines | | | | 3 | | 14 | 118 | 69 | 12 | 1 | 9 | 14 | 240 |
| Procedures/Process | | | | | 2 | 4 | 5 | 3 | 4 | 3 | 5 | 2 | 28 |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | 1 | | 2 |
| TSA Contact Information | | | | 1 | | | | | | | | | 1 |
| General | | | | 1 | | | | | | | | | 1 |
| 2017 | 26 | 29 | 34 | 31 | 22 | 23 | 16 | 25 | 28 | 29 | 36 | 26 | 325 |
| Civil Rights | | 1 | 2 | | | | | 1 | 2 | | | | 7 |
| Constitutional Rights | | | | | 1 | | | | | | | | 1 |
| Hair Patdowns | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | 2 | | | | | | 2 | | | | 5 |
| Customer Service | 7 | 7 | 4 | 3 | 3 | 8 | 3 | 6 | 7 | 6 | 6 | 3 | 63 |
| Others | 1 | 2 | 1 | 1 | 1 | 2 | 1 | | 3 | 1 | | 1 | 14 |
| TSO | 6 | 5 | 3 | 2 | 2 | 6 | 2 | 6 | 4 | 5 | 6 | 2 | 49 |
| Identification (ID) Requirements | | | | 1 | | | | | | 1 | | | 2 |
| Domestic | | | | 1 | | | | | | 1 | | | 2 |
| Locks | | 1 | 3 | 2 | 3 | 3 | 2 | 3 | 3 | 1 | 1 | 2 | 24 |
| General | | | | | | 1 | | | | | | 1 | 2 |
| Missing or Damaged Lock | | 1 | 3 | 2 | 3 | 2 | 2 | 3 | 3 | 1 | 1 | 1 | 22 |
| Lost and Found | | 1 | | 1 | | 1 | | | | | 2 | | 5 |
| Airport/TSA | | 1 | | 1 | | 1 | | | | | 2 | | 5 |
| Mishandling of Passenger Property | 12 | 15 | 17 | 13 | 10 | 8 | 4 | 4 | 8 | 9 | 11 | 10 | 121 |
| Damaged/Missing Items--Carry-on Luggage | 3 | 1 | 3 | | 3 | 1 | | | 2 | 1 | 1 | | 15 |
| Damaged/Missing Items--Checked Baggage | 9 | 14 | 12 | 12 | 5 | 7 | 3 | 4 | 5 | 8 | 8 | 7 | 94 |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | 1 | 1 | 2 | | 1 | | 1 | | 2 | 3 | 11 |
| Notice of Violation/Civil Penalties | | | | 1 | | | | | | | | | 1 |
| General | | | | 1 | | | | | | | | | 1 |
| Patdown | 1 | 1 | 1 | 2 | | 1 | 1 | 2 | | 2 | 1 | | 12 |
| Children | | | | | | | | | | 1 | | | 1 |
| Flyer | 1 | 1 | 1 | 1 | | 1 | 1 | 2 | | 1 | 1 | | 10 |
| Non-Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | 1 | 1 | 1 | 2 | | | 2 | | 8 |
| Diabetes | | | | | | | | | | | 1 | | 1 |
| Internal Medical Devices | | | | | 1 | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | | | 1 | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | 1 | | 1 | | 1 | | | | | 3 |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | 3 | 6 | 5 | 5 | 8 | 8 | 35 |
| Damaged Items - Carry-On | | | | | | | | 1 | | | | | 1 |
| Damaged Items - Checked | | | | | | | 1 | 1 | 3 | 1 | 1 | 5 | 12 |
| Missing Items - Carry-On | | | | | | | | 2 | | 1 | 2 | 1 | 6 |
| Missing Items - Checked | | | | | | | 2 | 2 | 2 | 3 | 5 | 2 | 16 |
| Request for Assistance | | | | | | | 1 | | | | | | 1 |
| Other | | | | | | | 1 | | | | | | 1 |
| Screening | 6 | 3 | 7 | 7 | 4 | 1 | 1 | 1 | 3 | 4 | 5 | 3 | 45 |
| Inconsistency | | | | 1 | | | | | | 2 | | 1 | 4 |
| Lengthy Lines | 1 | 1 | | | | | | | | | 1 | | 3 |
| Procedures/Process | 5 | 2 | 6 | 6 | 3 | 1 | 1 | 1 | 3 | 2 | 4 | 2 | 36 |
| Retrieving Abandoned/Confiscated Items | | | 1 | | | | | | | | | | 1 |
| Security Breach | | | | | 1 | | | | | | | | 1 |
| 2018 | 31 | 33 | 27 | 33 | 33 | 30 | 34 | 41 | 34 | 31 | 36 | 18 | 381 |
| Civil Rights | | 1 | | 1 | 2 | | 1 | 2 | | 1 | 2 | | 10 |
| Age | | | | | | | | 1 | | | 1 | | 2 |
| Perceived Religion | | | | | 1 | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Racial Profiling or Discrimination | | | | 1 | 1 | | | 1 | | | | | 3 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | 1 | | 2 |
| Transgender Screening | | 1 | | | | | 1 | | | | | | 2 |
| Customer Service | 6 | 4 | 8 | 4 | 7 | 5 | 7 | 7 | 1 | 6 | 2 | 3 | 60 |
| Others | | | 2 | 1 | 3 | 2 | | 1 | | 2 | | | 11 |
| TSO | 6 | 4 | 6 | 3 | 4 | 3 | 7 | 6 | 1 | 4 | 2 | 3 | 49 |
| Locks | 1 | 4 | | 2 | 2 | 2 | | | 2 | 3 | 1 | | 17 |
| General | | | | 1 | | | | | | 1 | | | 2 |
| Missing or Damaged Lock | 1 | 4 | | 1 | 2 | 2 | | | 2 | 2 | 1 | | 15 |
| Lost and Found | 1 | | | | | | | 1 | | | | | 2 |
| Airport/TSA | 1 | | | | | | | 1 | | | | | 2 |
| Mishandling of Passenger Property | 8 | 9 | 9 | 10 | 9 | 4 | 10 | 8 | 12 | 5 | 10 | 4 | 98 |
| Damaged/Missing Items--Carry-on Luggage | 3 | 1 | | 1 | | | 1 | | | | 2 | | 8 |
| Damaged/Missing Items--Checked Baggage | 5 | 4 | 7 | 7 | 6 | 3 | 5 | 5 | 10 | 4 | 6 | 4 | 66 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | 4 | 2 | 1 | 3 | 1 | 4 | 3 | 2 | 1 | 2 | | 23 |
| Patdown | 1 | 2 | 1 | 3 | 1 | 2 | 3 | 1 | 3 | 3 | 1 | 1 | 22 |
| Flyer | 1 | 1 | 1 | 1 | 1 | 2 | 3 | 1 | 3 | 3 | 1 | 1 | 19 |
| Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Non-Flyer | | | | 2 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 1 | 1 | | | 3 | 1 | 2 | | | 2 | 2 | 16 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | 1 | | | | 1 |
| Diabetes | | | | | | 1 | | | | | | | 1 |
| Diapers/Garments/Dressings/Masks | | | | | | | | 1 | | | | | 1 |
| General | | | | | | | | | 1 | | | | 1 |
| Internal Medical Devices | | | 1 | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | | 1 | 1 | 3 |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | | | | 1 | 1 | 1 | 1 | | 1 | 1 | 7 |
| Property - Special Handling | 8 | 5 | 3 | 8 | 2 | 5 | 6 | 5 | 9 | 6 | 9 | 6 | 72 |
| Damaged Items - Carry-On | | | 1 | | | | 2 | 2 | | | | | 5 |
| Damaged Items - Checked | | 2 | | 4 | 1 | 1 | 1 | | 2 | 1 | 3 | 2 | 17 |
| Missing Items - Carry-On | 1 | 2 | | | | | | 2 | 3 | 1 | 1 | | 10 |
| Missing Items - Checked | 7 | 1 | 2 | 4 | 1 | 4 | 3 | 1 | 4 | 4 | 5 | 4 | 40 |
| Request for Assistance | | | | | | | | | | | 1 | 1 | 2 |
| Other | | | | | | | | | | | 1 | 1 | 2 |
| Screening | 5 | 7 | 5 | 5 | 10 | 9 | 6 | 15 | 4 | 7 | 8 | 1 | 82 |
| Inconsistency | | | | | | 1 | | | 1 | 1 | | | 3 |
| Lengthy Lines | | 1 | 2 | | | 2 | 2 | 8 | | 2 | | | 19 |
| Military | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | 5 | 6 | 3 | 5 | 7 | 6 | 4 | 7 | 3 | 3 | 6 | 1 | 56 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | | | | 1 | | 1 |
| Security Breach | | | | | | | | | | 1 | 1 | | 2 |
| 2019 | 34 | 19 | 26 | 27 | 24 | 23 | 31 | | | | | | 184 |
| Civil Rights | 1 | 1 | | | | | 3 | | | | | | 5 |
| Headwear | 1 | | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 |
| Transgender Screening | | 1 | | | | | 1 | | | | | | 2 |
| Customer Service | 4 | 1 | | 4 | 6 | 3 | 7 | | | | | | 28 |
| Others | | | 1 | | | 1 | 2 | | | | | | 4 |
| TSO | 4 | 1 | 2 | 4 | 6 | 2 | 5 | | | | | | 24 |
| Locks | 3 | 2 | 1 | | 3 | 3 | 1 | | | | | | 13 |
| Missing or Damaged Lock | 3 | 2 | 1 | | 3 | 3 | 1 | | | | | | 13 |
| Lost and Found | 1 | | | | | | 1 | | | | | | 2 |
| Airport/TSA | 1 | | | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property | 10 | 6 | 6 | 12 | 3 | 8 | 8 | | | | | | 53 |
| Damaged/Missing Items--Checked Baggage | 8 | 5 | 4 | 12 | 2 | 7 | 7 | | | | | | 45 |
| Damaged/Missing Items--Unspecified Luggage | | | 1 | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | 1 | | 1 | 1 | 1 | | | | | | 7 |
| Patdown | | 1 | 1 | 1 | 1 | | | | | | | | 4 |
| Flyer | | 1 | 1 | 1 | 1 | | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 2 | 3 | 1 | 2 | | 2 | 2 | | | | | | 12 |
| Autism Spectrum | | 1 | 1 | | | | | | | | | | 2 |
| Diabetes | | 1 | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | | | | | | 1 | | | | | | 2 |
| Metal Implants (joint) | 1 | | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | 1 | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | | | | 2 | | 2 | | | | | | | 4 |
| Property - Special Handling | 9 | 3 | 7 | 7 | 8 | 5 | 4 | | | | | | 43 |
| Damaged Items - Carry-On | 2 | | | | 1 | 1 | | | | | | | 4 |
| Damaged Items - Checked | 3 | 1 | 1 | 2 | 3 | | 1 | | | | | | 11 |
| Missing Items - Carry-On | | | 2 | | | 1 | | | | | | | 3 |
| Missing Items - Checked | 4 | 2 | 4 | 5 | 4 | 3 | 3 | | | | | | 25 |
| Request for Assistance | 1 | | | | 1 | | | | | | | | 2 |
| Other | 1 | | | | 1 | | | | | | | | 2 |
| Screening | 3 | 2 | 7 | 1 | 2 | 2 | 5 | | | | | | 22 |
| Inconsistency | | 1 | | | 1 | | | | | | | | 2 |
| Lengthy Lines | | | 1 | | | 1 | | | | | | | 2 |
| Procedures/Process | 3 | 1 | 5 | | 1 | 1 | 4 | | | | | | 15 |
| Retrieving Abandoned/Confiscated Items | | | 1 | 1 | | | 1 | | | | | | 3 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SJT | | 4 | 2 | 3 | 4 | 2 | 1 | 1 | 4 | | | 3 | 2 | 26 |
| 2016 | | | | | | 1 | | | 2 | | | 1 | 1 | 5 |
| Locks | | | | | | | | | 1 | | | | | 1 |
| Missing or Damaged Lock | | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | | | | | | | | 1 | 1 |
| Flyer | | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | | 1 | | | 1 | | 2 |
| Procedures/Process | | | | | | | | | 1 | | | 1 | | 2 |
| 2017 | | 1 | | 2 | | 1 | | | 1 | | | | 1 | 6 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | | 1 | 1 |
| Missing Items - Checked | | | | | | | | | | | | | 1 | 1 |
| Screening | | | | 2 | | 1 | | | 1 | | | | | 4 |
| Crew Member or Airline Employee | | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | 1 | | 1 | | | | | | | | 2 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | | 1 |
| 2018 | | 2 | 1 | | 1 | | | | 1 | | | 2 | | 7 |
| Customer Service | | | 1 | | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | | 1 |
| Patdown | | | | | | | | | | | | 1 | | 1 |
| Non-Flyer | | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Checked | | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | 1 | | | 1 | | 3 |
| Procedures/Process | | | | | 1 | | | | 1 | | | 1 | | 3 |
| 2019 | | 1 | 1 | 1 | 3 | | 1 | 1 | | | | | | 8 |
| Customer Service | | | | | 1 | | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | | | | | 1 |
| Locks | | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 1 | 1 | | | 1 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | | 1 | | | | | | 3 |
| Patdown | | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | | 1 |
| Screening | | 1 | 1 | | | | | | | | | | | 2 |
| Procedures/Process | | 1 | 1 | | | | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|------------|-----------|------------|-----------|-----------|-----------|------------|-----------|-----------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SJU | 50 | 75 | 76 | 148 | 95 | 130 | 98 | 81 | 90 | 102 | 94 | 65 | 1,104 |
| 2016 | | | | 67 | 42 | 55 | 34 | 36 | 25 | 27 | 32 | 32 | 350 |
| Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | 1 |
| Civil Rights | | | | 3 | | 1 | 1 | 2 | | | | 1 | 8 |
| General Complaint and Discrimination | | | | 1 | | | | | | | | | 1 |
| National Origin | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | 2 | | | 1 | 2 | | | | 1 | 6 |
| Customer Service | | | | 17 | 7 | 10 | 9 | 7 | 4 | 3 | 5 | 6 | 68 |
| CSM | | | | | | | | | | | 1 | 1 | 2 |
| Others | | | | 4 | | 5 | 4 | 2 | 1 | | 1 | 3 | 20 |
| TCC | | | | | | | | | | 1 | | | 1 |
| TSO | | | | 13 | 7 | 5 | 5 | 5 | 3 | 2 | 3 | 2 | 45 |
| Locks | | | | 1 | 5 | 1 | 2 | 1 | 1 | 2 | 2 | 4 | 19 |
| General | | | | | | | | | | | | 1 | 1 |
| Missing or Damaged Lock | | | | 1 | 5 | 1 | 2 | 1 | 1 | 2 | 2 | 3 | 18 |
| Lost and Found | | | | | | | 1 | | | | | 1 | 2 |
| Airport/TSA | | | | | | | 1 | | | | | 1 | 2 |
| Mishandling of Passenger Property | | | | 23 | 19 | 23 | 18 | 16 | 15 | 20 | 15 | 17 | 166 |
| Damaged/Missing Items--Carry-on Luggage | | | | 3 | 2 | 5 | | 2 | 2 | | 2 | 4 | 20 |
| Damaged/Missing Items--Checked Baggage | | | | 20 | 16 | 18 | 16 | 13 | 13 | 18 | 13 | 11 | 138 |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 2 | 1 | | 2 | | 2 | 7 |
| Patdown | | | | | | | | 2 | 2 | | 4 | | 8 |
| Children | | | | | | | | | 1 | | | | 1 |
| Flyer | | | | | | | | 2 | 1 | | 4 | | 7 |
| Persons w/ Disabilities (PWD) | | | | 2 | | 2 | 1 | 2 | | | 3 | | 10 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Internal Medical Devices | | | | 1 | | | | | | | 1 | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | | | | | 1 |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | | | | | | 1 |
| Ostomy/Ostomates | | | | | | | | | | | 1 | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | 2 | | | 1 | | 3 |
| Screening | | | | 20 | 11 | 18 | 2 | 6 | 3 | 2 | 3 | 3 | 68 |
| Crew Member or Airline Employee | | | | | | | | 1 | | | | | 1 |
| Inconsistency | | | | | 1 | | | | | | | 1 | 2 |
| Lengthy Lines | | | | 18 | 7 | 17 | 1 | 3 | 1 | | 1 | | 48 |
| Procedures/Process | | | | 2 | 3 | | 1 | 2 | 2 | 2 | 2 | 2 | 16 |
| Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | | | | | 1 |
| 2017 | 16 | 23 | 38 | 35 | 18 | 32 | 19 | 25 | 34 | 36 | 30 | 14 | 320 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | 1 |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Civil Rights | 1 | 1 | | | 1 | 1 | | 1 | | | 1 | | 6 |
| Hair Patdowns | | | | | | 1 | | | | | | | 1 |
| National Origin | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | | | | | | 1 | | | 1 | | 3 |
| Screening of Religious Cultural and Ceremonial Items | | | | | 1 | | | | | | | | 1 |
| Customer Service | 1 | 8 | 8 | 4 | 1 | 7 | 4 | 4 | 11 | 3 | 4 | 2 | 57 |
| Others | | 4 | 4 | | | 1 | 1 | 1 | 1 | | 1 | | 13 |
| TSO | 1 | 4 | 4 | 4 | 1 | 6 | 3 | 3 | 10 | 3 | 3 | 2 | 44 |
| Locks | 3 | 2 | 2 | 3 | | 3 | 2 | 1 | 3 | | 1 | | 20 |
| Missing or Damaged Lock | 3 | 2 | 2 | 3 | | 3 | 2 | 1 | 3 | | 1 | | 20 |
| Lost and Found | | | | | | | | | 1 | 1 | | 1 | 3 |
| Airport/TSA | | | | | | | | | 1 | 1 | | 1 | 3 |
| Mishandling of Passenger Property | 10 | 8 | 21 | 21 | 11 | 16 | 6 | 9 | 8 | 18 | 16 | 6 | 150 |
| Damaged/Missing Items--Carry-on Luggage | 1 | 2 | 2 | 4 | 4 | | | | 1 | 2 | 1 | | 17 |
| Damaged/Missing Items--Checked Baggage | 8 | 5 | 18 | 16 | 7 | 16 | 5 | 8 | 7 | 16 | 13 | 6 | 125 |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | 1 | 1 | | | 1 | 1 | | | 2 | | 8 |
| Patdown | | | 1 | 1 | | 1 | 1 | | | | | 1 | 5 |
| Flyer | | | 1 | 1 | | | 1 | | | | | 1 | 4 |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | 1 | 2 | 2 | | 1 | 2 | 1 | 2 | | 12 |
| Autism Spectrum | | | | | | | | | | 1 | 1 | | 2 |
| Diabetes | | | | | | 1 | | | | | | | 1 |
| General | | | | | | | | | | | 1 | | 1 |
| Medical Devices - Attached to the Body | | 1 | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | 1 | | | | 1 | | | | 2 |
| Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | 1 | | | | | | | 2 |
| Service Animals | | | | | | | | 1 | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 |
| Prohibited & Permitted Items | | | | | | | | | | 1 | 1 | | 2 |
| Alcohol and Tobacco | | | | | | | | | | 1 | | | 1 |
| Food/Beverages | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | 3 | 5 | 5 | 11 | 4 | 2 | 30 |
| Damaged Items - Carry-On | | | | | | | | 1 | | 1 | | 1 | 3 |
| Damaged Items - Checked | | | | | | | | 2 | | 3 | | | 7 |
| Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Missing Items - Checked | | | | | | | 3 | 2 | 2 | 7 | 4 | 1 | 19 |
| Screening | 1 | 3 | 6 | 5 | 3 | 2 | 3 | 4 | 4 | | 1 | 2 | 34 |
| Crew Member or Airline Employee | | | | 2 | | | | | 1 | | | | 3 |
| Inconsistency | | | 1 | | 1 | | 1 | | | | | | 3 |
| Lengthy Lines | | 1 | 1 | 1 | | 1 | | 2 | 2 | | | | 8 |
| Procedures/Process | 1 | 2 | 4 | 2 | 2 | 1 | 2 | 2 | 1 | | 1 | 2 | 20 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| 2018 | 19 | 23 | 19 | 20 | 15 | 19 | 24 | 20 | 31 | 39 | 32 | 19 | 280 |
| Civil Rights | | | | | 1 | | | | | 2 | 3 | 1 | 7 |
| Constitutional Rights | | | | | 1 | | | | | | | 1 | 2 |
| National Origin | | | | | | | | | | | 1 | | 1 |
| Perceived Religion | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | 1 | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | 1 |
| Customer Service | 3 | 2 | 2 | 6 | 2 | 2 | 4 | 4 | 6 | 8 | 4 | 1 | 44 |
| Others | 1 | 1 | 1 | 1 | | | | 1 | 2 | 3 | 2 | | 12 |
| TSO | 2 | 1 | 1 | 5 | 2 | 2 | 4 | 3 | 4 | 5 | 2 | 1 | 32 |
| Identification (ID) Requirements | 1 | | | | | | | | | | | | 1 |
| Domestic | 1 | | | | | | | | | | | | 1 |
| Locks | 1 | | 2 | | | | | 1 | 2 | 3 | 2 | 1 | 12 |
| Missing or Damaged Lock | 1 | | 2 | | | | | 1 | 2 | 3 | 2 | 1 | 12 |
| Lost and Found | 2 | 3 | 1 | | 1 | | | | | | | | 7 |
| Airport/TSA | 2 | 3 | 1 | | 1 | | | | | | | | 7 |
| Mishandling of Passenger Property | 3 | 10 | 5 | 2 | 4 | 11 | 7 | 6 | 8 | 11 | 9 | 8 | 84 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 1 | 1 |
| Damaged/Missing Items--Checked Baggage | 3 | 10 | 5 | 2 | 2 | 11 | 5 | 6 | 7 | 9 | 8 | 7 | 75 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | 2 | | 2 | | 1 | 2 | | | 7 |
| Patdown | | 1 | | 1 | | | | 1 | | 1 | | | 4 |
| Flyer | | | | 1 | | | | 1 | | | | | 2 |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | 2 | | | 1 | 1 | 1 | 5 | 1 | 1 | 13 |
| Diabetes | | | | | | | | | | | 1 | | 1 |
| General | | | | | | | | | | 2 | | | 2 |
| Metal Implants (joint) | | | | | | | | 1 | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 2 | | | | | | | | | 2 |
| Prosthesis/Amputees and Casts | | | | | | | | | 1 | | | | 1 |
| Service Animals | | | 1 | | | | | | | | | | 1 |
| Visual Impairment | | | | | | | 1 | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | 3 | | 1 | 4 |
| Property - Special Handling | 8 | 3 | 5 | 6 | 4 | 1 | 7 | 4 | 13 | 7 | 7 | 6 | 71 |
| Damaged Items - Carry-On | | | | | | | 1 | | 1 | | | | 2 |
| Damaged Items - Checked | | | | 1 | 2 | | 1 | | 2 | 1 | | 2 | 9 |
| Missing Items - Carry-On | 3 | | | 1 | | 1 | 1 | 2 | 4 | 2 | | | 14 |
| Missing Items - Checked | 5 | 3 | 5 | 4 | 2 | | 4 | 2 | 6 | 4 | 7 | 4 | 46 |
| Request for Assistance | | | | | | | | | 1 | | | | 1 |
| Other | | | | | | | | | 1 | | | | 1 |
| Screening | 1 | 4 | 3 | 3 | 3 | 5 | 5 | 3 | | 2 | 6 | 1 | 36 |
| Inconsistency | | | | | | | | | | | 1 | | 1 |
| Lengthy Lines | | 1 | 1 | | 1 | 3 | | 1 | | 1 | | | 8 |
| Procedures/Process | 1 | 3 | 2 | 3 | 2 | 2 | 4 | 2 | | 1 | 4 | 1 | 25 |
| Security Breach | | | | | | | 1 | | | | 1 | | 2 |
| 2019 | 15 | 29 | 19 | 26 | 20 | 24 | 21 | | | | | | 154 |
| Civil Rights | | 1 | 1 | | 2 | | | | | | | | 4 |
| Age | | | | | 1 | | | | | | | | 1 |
| Perceived Religion | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | | 1 | 1 | | | | | | | | | | 2 |
| Customer Service | | 3 | 3 | 5 | 4 | 4 | 3 | | | | | | 22 |
| Others | | 1 | | | 1 | | | | | | | | 2 |
| TSO | | 2 | 3 | 5 | 3 | 4 | 3 | | | | | | 20 |
| Locks | 2 | 1 | 2 | 1 | | 2 | | | | | | | 8 |
| Missing or Damaged Lock | 2 | 1 | 2 | 1 | | 2 | | | | | | | 8 |
| Lost and Found | | | 1 | | 1 | | 2 | | | | | | 4 |
| Airport/TSA | | | 1 | | 1 | | 2 | | | | | | 4 |
| Mishandling of Passenger Property | 9 | 9 | 5 | 10 | 8 | 9 | 3 | | | | | | 53 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 8 | 7 | 3 | 10 | 7 | 8 | 2 | | | | | | 45 |
| Damaged/Missing Items--Unspecified Luggage | 1 | | | | | 1 | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | 2 | 1 | | 1 | | 1 | | | | | | 5 |
| Patdown | | 1 | | | 1 | | 1 | | | | | | 3 |
| Flyer | | 1 | | | 1 | | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 1 | | 1 | 1 | | | 1 | | | | | | 4 |
| Diabetes | | | | | | | 1 | | | | | | 1 |
| Service Animals | | | | 1 | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | 1 | | 1 | | | | | | | | | | 2 |
| Property - Special Handling | 3 | 11 | 4 | 7 | 3 | 5 | 7 | | | | | | 40 |
| Damaged Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Damaged Items - Checked | | 5 | | 1 | | 3 | | | | | | | 9 |
| Missing Items - Carry-On | 1 | | 3 | | | | 3 | | | | | | 7 |
| Missing Items - Checked | 2 | 5 | 1 | 6 | 3 | 2 | 4 | | | | | | 23 |
| Screening | | 3 | 2 | 2 | 1 | 4 | 4 | | | | | | 16 |
| Cruise Ships | | | | | | 1 | | | | | | | 1 |
| Inconsistency | | | | | | | 1 | | | | | | 1 |
| Lengthy Lines | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | 3 | 1 | 1 | 1 | 3 | 3 | | | | | | 12 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|-----------|------------|------------|------------|------------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SLC | 116 | 100 | 132 | 158 | 164 | 172 | 146 | 99 | 114 | 149 | 115 | 116 | 1,581 |
| 2016 | | | | 39 | 49 | 44 | 39 | 30 | 39 | 45 | 41 | 51 | 377 |
| Civil Rights | | | | | | 1 | 1 | | 1 | 1 | 2 | 1 | 7 |
| Racial Profiling or Discrimination | | | | | | 1 | 1 | | 1 | | 2 | 1 | 6 |
| Transgender Screening | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | 7 | 6 | 6 | 6 | 4 | 8 | 4 | 4 | 5 | 50 |
| Others | | | | 1 | | 1 | | 2 | 2 | 1 | 1 | 1 | 9 |
| TSO | | | | 6 | 6 | 5 | 6 | 2 | 6 | 3 | 3 | 4 | 41 |
| Locks | | | | 5 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 1 | 21 |
| General | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | | | | 4 | 2 | 2 | 2 | 2 | 2 | 2 | 3 | 1 | 20 |
| Lost and Found | | | | | | 1 | | | | | 1 | | 2 |
| Airport/TSA | | | | | | 1 | | | | | 1 | | 2 |
| Mishandling of Passenger Property | | | | 23 | 30 | 19 | 19 | 19 | 21 | 24 | 19 | 37 | 211 |
| Damaged/Missing Items--Carry-on Luggage | | | | 2 | 9 | 3 | 2 | 4 | 4 | 7 | 4 | 4 | 39 |
| Damaged/Missing Items--Checked Baggage | | | | 20 | 19 | 16 | 16 | 14 | 15 | 16 | 15 | 29 | 160 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 2 | | 1 | 1 | 2 | 1 | | 4 | 12 |
| Patdown | | | | 1 | 4 | 5 | 2 | 1 | 3 | 6 | 5 | 2 | 29 |
| Children | | | | | | | | | | 1 | | | 1 |
| Flyer | | | | 1 | 4 | 5 | 2 | 1 | 3 | 3 | 5 | 2 | 26 |
| Flyer as Observer | | | | | | | | | | 2 | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | 3 | 1 | 3 | 1 | | 1 | 3 | 2 | 14 |
| Cancer (general) Not Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Diabetes | | | | | | | | | | | 1 | | 1 |
| General | | | | | | | 1 | | | | 1 | | 2 |
| Medical Devices - Attached to the Body | | | | | | | | | | | | 1 | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | 1 | | | | | | 1 |
| Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | 1 | 1 | | | | | 2 |
| Ostomy/Ostomates | | | | | | | | | | | 1 | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | | 1 | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | 1 | | | | | | | 1 | 2 |
| Prohibited & Permitted Items | | | | | | | | | | | | 1 | 1 |
| Lighters/Matches | | | | | | | | | | | | 1 | 1 |
| Screening | | | | 3 | 4 | 9 | 6 | 3 | 4 | 7 | 4 | 2 | 42 |
| Inconsistency | | | | 1 | | | | | | 1 | 1 | 1 | 4 |
| Lengthy Lines | | | | | 2 | 2 | 1 | 1 | 1 | 1 | | | 8 |
| Procedures/Process | | | | 2 | 2 | 7 | 4 | 2 | 1 | 5 | 3 | 1 | 27 |
| Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | 1 |
| Security Breach | | | | | | | | | 2 | | | | 2 |
| 2017 | 37 | 33 | 64 | 43 | 42 | 44 | 28 | 31 | 39 | 54 | 36 | 40 | 491 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | | 1 |
| Flyer | | | | | | | | | | | 1 | | 1 |
| Civil Rights | 3 | | | 4 | 1 | 2 | | | | | 3 | 2 | 15 |
| Headwear | | | | 1 | | | | | | | | | 1 |
| National Origin | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | | 1 | | 1 | | | | | 3 | 1 | 7 |
| Screening of Religious Cultural and Ceremonial Items | | | | | 1 | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 2 | | | 1 | | | | | | | | 1 | 4 |
| Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Customer Service | 6 | 5 | 14 | 5 | 6 | 8 | 3 | 6 | 6 | 5 | 5 | 5 | 74 |
| Others | | 1 | 5 | | | 2 | | | | 1 | 1 | | 10 |
| TSO | 6 | 4 | 9 | 5 | 6 | 6 | 3 | 6 | 6 | 4 | 4 | 5 | 64 |
| Locks | 1 | 1 | 1 | 4 | 2 | 3 | 1 | 1 | 2 | 1 | | 2 | 19 |
| General | | | 1 | | | | | | | | | | 1 |
| Missing or Damaged Lock | 1 | 1 | | 4 | 2 | 3 | 1 | 1 | 2 | 1 | | 2 | 18 |
| Lost and Found | | 1 | | 2 | | 1 | | | | | | | 4 |
| Airport/TSA | | 1 | | 2 | | 1 | | | | | | | 4 |
| Mishandling of Passenger Property | 21 | 18 | 33 | 23 | 27 | 23 | 13 | 11 | 18 | 24 | 13 | 15 | 239 |
| Damaged/Missing Items--Carry-on Luggage | 7 | 6 | 3 | 1 | 6 | 4 | 3 | 1 | 1 | 6 | | 2 | 40 |
| Damaged/Missing Items--Checked Baggage | 12 | 11 | 29 | 22 | 18 | 16 | 8 | 7 | 14 | 14 | 10 | 10 | 171 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | 1 | | | 1 |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | 1 | | 3 | 3 | 2 | 3 | 3 | 3 | 3 | 3 | 27 |
| Patdown | 2 | 4 | 5 | 2 | 2 | 3 | 2 | 3 | 2 | 6 | 3 | 2 | 36 |
| Flyer | 2 | 4 | 5 | 2 | 2 | 3 | 2 | 3 | 2 | 6 | 3 | 2 | 36 |
| Persons w/ Disabilities (PWD) | 2 | | 3 | | 2 | 2 | 1 | 5 | 1 | 2 | 1 | 1 | 20 |
| Autism Spectrum | | | | | | | 1 | 1 | | | | | 2 |
| Diabetes | | | | | 1 | 1 | | | | | | | 2 |
| Internal Medical Devices | | | | | | | | 1 | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | | | | | 1 | | 1 | | | | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | 1 | | 1 | | | | | 1 | 1 | | 5 |
| Ostomy/Ostomates | | | | | | | | 1 | | | | | 1 |
| Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Respiratory and Inhaler Equipment | | | | | | | | 1 | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | | 1 | 1 | | 1 | 4 |
| Prohibited & Permitted Items | | | | | | | | | 2 | | | | 2 |
| Lighters/Matches | | | | | | | | | 1 | | | | 1 |
| Liquids/Gels/Aerosols | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | | | | | | 4 | 4 | 6 | 12 | 6 | 8 | 40 |
| Damaged Items - Carry-On | | | | | | | | | | 1 | 1 | 1 | 3 |
| Damaged Items - Checked | | | | | | | 2 | | 1 | 1 | 3 | 2 | 9 |
| Missing Items - Carry-On | | | | | | | 1 | 2 | 1 | 2 | 1 | 1 | 8 |
| Missing Items - Checked | | | | | | | 1 | 2 | 4 | 8 | 1 | 4 | 20 |
| Request for Assistance | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| Wounded Warrior (MSIJSOC) | | | | | | | | 1 | | | | | | 1 |
| Screening | | 2 | 4 | 7 | 3 | 2 | 2 | 3 | 1 | 2 | 4 | 4 | 5 | 39 |
| Inconsistency | | | 1 | | | | | | | 2 | | | 2 | 5 |
| Lengthy Lines | | | | | 1 | | | | | | 1 | 1 | | 3 |
| Procedures/Process | | 1 | 3 | 7 | 2 | 2 | 2 | 3 | 1 | | 3 | 3 | 3 | 30 |
| Security Breach | | 1 | | | | | | | | | | | | 1 |
| TSA Contact Information | | | | 1 | | | | | | | | | | 1 |
| General | | | | 1 | | | | | | | | | | 1 |
| 2018 | | 45 | 35 | 37 | 37 | 40 | 44 | 41 | 38 | 36 | 50 | 38 | 25 | 466 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | 1 | | | | 1 |
| General | | | | | | | | | | 1 | | | | 1 |
| Civil Rights | | | | 1 | | 2 | 1 | | 2 | 2 | 3 | 2 | 2 | 15 |
| Hair Patdowns | | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | | | | | 1 | 1 | 2 | 1 | | 6 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | 1 | | | 1 | 2 | 5 |
| Sexual Orientation - Not Transgender | | | | | | 1 | | | | | 1 | | | 2 |
| Transgender Screening | | | | | | | 1 | | | | | | | 1 |
| Customer Service | | 7 | 4 | 6 | 7 | 2 | 6 | 8 | 7 | 5 | 7 | 4 | 3 | 66 |
| Others | | 2 | 1 | 2 | 2 | 1 | | 2 | 1 | | 1 | | 1 | 13 |
| TSO | | 5 | 3 | 4 | 5 | 1 | 6 | 6 | 6 | 5 | 6 | 4 | 2 | 53 |
| Locks | | 4 | 2 | 1 | 1 | 3 | 3 | 1 | 2 | 4 | 2 | 1 | 1 | 25 |
| Missing or Damaged Lock | | 4 | 2 | 1 | 1 | 3 | 3 | 1 | 2 | 4 | 2 | 1 | 1 | 25 |
| Lost and Found | | | 1 | | | 1 | 2 | | 1 | | | | | 5 |
| Airport/TSA | | | 1 | | | 1 | 2 | | 1 | | | | | 5 |
| Mishandling of Passenger Property | | 15 | 13 | 10 | 13 | 14 | 9 | 12 | 12 | 10 | 11 | 11 | 7 | 137 |
| Damaged/Missing Items--Carry-on Luggage | | 3 | | 1 | 1 | 2 | 2 | 1 | 1 | | 1 | 1 | | 13 |
| Damaged/Missing Items--Checked Baggage | | 10 | 11 | 8 | 11 | 11 | 6 | 9 | 7 | 6 | 9 | 8 | 5 | 101 |
| Disarrayed Items--Carry-on or Checked | | 2 | 2 | 1 | 1 | 1 | 1 | 2 | 4 | 4 | 1 | 2 | 2 | 23 |
| Patdown | | 3 | 2 | 3 | 3 | 4 | 5 | 1 | 4 | 3 | 5 | 2 | 3 | 38 |
| Flyer | | 3 | 2 | 3 | 3 | 4 | 4 | 1 | 2 | 3 | 4 | 2 | 3 | 34 |
| Flyer as Observer | | | | | | | 1 | | 2 | | | | | 3 |
| Non-Flyer | | | | | | | | | | | 1 | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | 2 | | | 2 | 5 | 2 | 2 | 5 | 1 | 2 | 22 |
| Cognitive /Developmental /Mental Disability | | | 1 | | | | | | 1 | | 1 | | | 3 |
| Hearing Impairment | | | | | | | | | 1 | | | 1 | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | | | 2 | | | 1 | | 1 | 5 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | | | 2 | | 1 | 4 |
| Ostomy/Ostomates | | | | | | | | 1 | | | | | | 1 |
| Service Animals | | | | | | | 1 | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | 1 | | 1 | 1 | | | 3 |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | 1 | | | 1 | | | | 3 |
| Property - Special Handling | | 5 | 10 | 8 | 8 | 7 | 13 | 10 | 4 | 6 | 10 | 8 | 3 | 92 |
| Damaged Items - Carry-On | | 2 | 1 | 2 | 3 | | 3 | 1 | 1 | | 2 | 1 | 1 | 17 |
| Damaged Items - Checked | | 1 | 1 | 1 | | 1 | 2 | 4 | 2 | 2 | 4 | 2 | | 20 |
| Missing Items - Carry-On | | 1 | 4 | 2 | 1 | 1 | 3 | 4 | 1 | 1 | | 2 | | 20 |
| Missing Items - Checked | | 1 | 4 | 3 | 4 | 5 | 5 | 1 | | 3 | 4 | 3 | 2 | 35 |
| Screening | | 11 | 2 | 6 | 5 | 7 | 3 | 4 | 4 | 3 | 7 | 9 | 4 | 65 |
| Inconsistency | | 1 | | | | 1 | | | | 1 | 1 | | | 4 |
| Lengthy Lines | | 4 | | | 2 | 1 | | | 1 | | 1 | | | 9 |
| Procedures/Process | | 6 | 2 | 4 | 3 | 5 | 3 | 4 | 3 | 2 | 5 | 8 | 4 | 49 |
| Retrieving Abandoned/Confiscated Items | | | | 2 | | | | | | | | 1 | | 3 |
| 2019 | | 34 | 32 | 31 | 39 | 33 | 40 | 38 | | | | | | 247 |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | | 1 | | | | | | 1 |
| Civil Rights | | | | 1 | 4 | 1 | 5 | | | | | | | 11 |
| Hair Patdowns | | | | | | | 1 | | | | | | | 1 |
| National Origin | | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | 3 | | 3 | | | | | | | 6 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | 1 | 1 | | | | | | | | 2 |
| Transgender Screening | | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 4 | 3 | 4 | 5 | 6 | 7 | 8 | | | | | | 37 |
| Others | | | | | | | 1 | | | | | | | 1 |
| TSO | | 4 | 3 | 4 | 5 | 6 | 6 | 8 | | | | | | 36 |
| Locks | | 5 | 1 | | 1 | 2 | 2 | 4 | | | | | | 15 |
| Missing or Damaged Lock | | 5 | 1 | | 1 | 2 | 2 | 4 | | | | | | 15 |
| Lost and Found | | | | 1 | 1 | | | 1 | | | | | | 3 |
| Airport/TSA | | | | 1 | 1 | | | 1 | | | | | | 3 |
| Mishandling of Passenger Property | | 14 | 15 | 12 | 9 | 7 | 8 | 4 | | | | | | 69 |
| Damaged/Missing Items--Carry-on Luggage | | | 2 | | 4 | | | | | | | | | 6 |
| Damaged/Missing Items--Checked Baggage | | 12 | 9 | 11 | 5 | 7 | 7 | 3 | | | | | | 54 |
| Disarrayed Items--Carry-on or Checked | | 2 | 4 | 1 | | | 1 | 1 | | | | | | 9 |
| Patdown | | 1 | 1 | | 2 | 1 | 2 | 3 | | | | | | 10 |
| Flyer | | 1 | 1 | | 2 | 1 | 2 | 3 | | | | | | 10 |
| Persons w/ Disabilities (PWD) | | 1 | 2 | 3 | 4 | 4 | 1 | 4 | | | | | | 19 |
| Autism Spectrum | | | | | 1 | 1 | | | | | | | | 2 |
| Diabetes | | | | | | 1 | | | | | | | | 1 |
| Diapers/Garments/Dressings/Masks | | | | 1 | | | | | | | | | | 1 |
| General | | | 1 | 1 | | 1 | | | | | | | | 3 |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | 3 | | | | | | 4 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | 2 | | 1 | | | | | | | 4 |
| Prosthesis/Amputees and Casts | | 1 | | | | | | | | | | | | 1 |
| Service Animals | | | | | | | | 1 | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | 1 | 1 | | | | | | | | | 2 |
| Property - Special Handling | | 5 | 9 | 8 | 9 | 9 | 10 | 10 | | | | | | 60 |
| Damaged Items - Carry-On | | 1 | 1 | 3 | 1 | | 2 | 2 | | | | | | 10 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Damaged Items - Checked | 1 | 7 | 3 | 3 | 4 | 2 | 4 | | | | | | 24 |
| Missing Items - Carry-On | | | | 3 | 1 | 1 | | | | | | | 5 |
| Missing Items - Checked | 3 | 1 | 2 | 2 | 4 | 5 | 4 | | | | | | 21 |
| Screening | 4 | 1 | 2 | 4 | 3 | 5 | 3 | | | | | | 22 |
| Children | | | | | | | 1 | | | | | | 1 |
| Crew Member or Airline Employee | | | | 1 | | | | | | | | | 1 |
| Inconsistency | | | | 1 | | | | | | | | | 1 |
| International Screening | | | | | 1 | | | | | | | | 1 |
| Lengthy Lines | 1 | | 1 | | 1 | | 1 | | | | | | 4 |
| Procedures/Process | 3 | 1 | 1 | 1 | 1 | 5 | 1 | | | | | | 13 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|----------|-----|-----|-----|-----|-----|-----|-----|-----|----------|-----|-----|----------|
| SLK | 1 | | | | | | | | | 1 | | | 2 |
| 2017 | 1 | | | | | | | | | | | | 1 |
| Civil Rights | 1 | | | | | | | | | | | | 1 |
| Screening of Religious or Cultural Garments | 1 | | | | | | | | | | | | 1 |
| 2018 | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | | | 1 | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| SLN | | | 1 | | 1 | | | 1 | 1 | 1 | | | 5 |
| 2017 | | | 1 | | 1 | | | 1 | | | | | 3 |
| Customer Service | | | | | | | | 1 | | | | | 1 |
| TSO | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | 1 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| 2018 | | | | | | | | | 1 | 1 | | | 2 |
| Mishandling of Passenger Property | | | | | | | | | 1 | 1 | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | 1 | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| SMF | 92 | 112 | 130 | 114 | 115 | 128 | 114 | 116 | 98 | 97 | 117 | 86 | 1,319 | |
| 2016 | | | | 38 | 27 | 32 | 33 | 43 | 30 | 36 | 48 | 27 | 314 | |
| Civil Rights | | | | 1 | | | 1 | 2 | | 1 | | 1 | 6 | |
| Racial Profiling or Discrimination | | | | 1 | | | | 2 | | | | 1 | 4 | |
| Screening of Religious or Cultural Garments | | | | | | | 1 | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | | | 1 | |
| Customer Service | | | | 3 | 6 | 3 | 5 | 9 | 3 | 9 | 10 | 3 | 51 | |
| Others | | | | | 1 | | 1 | 4 | 1 | | | | 7 | |
| TSO | | | | 3 | 5 | 3 | 4 | 5 | 2 | 9 | 10 | 3 | 44 | |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 | |
| Domestic | | | | | 1 | | | | | | | | 1 | |
| Locks | | | | | 3 | 2 | 2 | 1 | | 1 | 2 | 2 | 13 | |
| Missing or Damaged Lock | | | | | 3 | 2 | 2 | 1 | | 1 | 2 | 2 | 13 | |
| Lost and Found | | | | 1 | | | 1 | 1 | 1 | 1 | 2 | 1 | 8 | |
| Airport/TSA | | | | 1 | | | 1 | 1 | 1 | 1 | 2 | 1 | 8 | |
| Mishandling of Passenger Property | | | | 23 | 15 | 19 | 18 | 23 | 22 | 16 | 26 | 18 | 180 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | 2 | 4 | 1 | 2 | 2 | 12 | |
| Damaged/Missing Items--Checked Baggage | | | | 21 | 15 | 16 | 18 | 20 | 17 | 14 | 24 | 14 | 159 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | 1 | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | 2 | | 1 | | 1 | 1 | 1 | | 1 | 7 | |
| Patdown | | | | 1 | 1 | 1 | 1 | 2 | 1 | 2 | 4 | 1 | 14 | |
| Flyer | | | | 1 | 1 | | 1 | 2 | 1 | 2 | 2 | 1 | 11 | |
| General | | | | | | | | | | | 2 | | 2 | |
| Non-Flyer | | | | | | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | 2 | | 1 | 1 | 1 | | | 6 | |
| General | | | | 1 | | 1 | | | 1 | | | | 3 | |
| Internal Medical Devices | | | | | | 1 | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 | |
| Touch Aversion (pain/trauma) | | | | | | | | 1 | | | | | 1 | |
| Request for Assistance | | | | | | | | | | | 1 | | 1 | |
| Other | | | | | | | | | | | 1 | | 1 | |
| Screening | | | | 8 | 1 | 5 | 5 | 4 | 2 | 5 | 3 | 1 | 34 | |
| Classified Materials | | | | | | | | 1 | | | | | 1 | |
| Crew Member or Airline Employee | | | | | | 1 | | | | | | | 1 | |
| Inconsistency | | | | 3 | 1 | | | 1 | | | 1 | | 6 | |
| Lengthy Lines | | | | 1 | | | 1 | 2 | 1 | 1 | | | 6 | |
| Procedures/Process | | | | 4 | | 4 | 2 | | 1 | 4 | 2 | 1 | 18 | |
| Retrieving Abandoned/Confiscated Items | | | | | | | 1 | | | | | | 1 | |
| Security Breach | | | | | | | 1 | | | | | | 1 | |
| 2017 | 25 | 37 | 54 | 30 | 40 | 35 | 19 | 34 | 30 | 32 | 34 | 28 | 398 | |
| Advanced Imaging Technology (AIT) | | | | | | 1 | | | | | | | 1 | |
| Flyer | | | | | | 1 | | | | | | | 1 | |
| Civil Rights | 1 | | 1 | | | | 1 | | | 1 | | | 4 | |
| National Origin | | | | | | | | | | 1 | | | 1 | |
| Racial Profiling or Discrimination | 1 | | | | | | 1 | | | | | | 2 | |
| Screening of Religious Cultural and Ceremonial Items | | | 1 | | | | | | | | | | 1 | |
| Customer Service | 3 | 6 | 1 | 1 | 6 | 2 | 1 | 3 | 3 | 4 | 3 | 3 | 36 | |
| CSM | | 1 | | | | | | | | | | | 1 | |
| Others | | 1 | | | | | | | | | 1 | | 2 | |
| TSO | 3 | 4 | 1 | 1 | 6 | 2 | 1 | 3 | 3 | 4 | 2 | 3 | 33 | |
| Identification (ID) Requirements | | | | | 1 | | | | | | | | 1 | |
| Domestic | | | | | 1 | | | | | | | | 1 | |
| Locks | | 1 | | 2 | 3 | 3 | | 3 | | 3 | 1 | | 16 | |
| General | | | | | | | | 1 | | | | | 1 | |
| Missing or Damaged Lock | | 1 | | 2 | 3 | 3 | | 2 | | 3 | 1 | | 15 | |
| Lost and Found | 2 | 1 | | 5 | 1 | | | | | | | | 9 | |
| Airport/TSA | 2 | 1 | | 5 | 1 | | | | | | | | 9 | |
| Mishandling of Passenger Property | 16 | 27 | 44 | 18 | 21 | 24 | 10 | 12 | 17 | 17 | 12 | 15 | 233 | |
| Damaged/Missing Items--Carry-on Luggage | 4 | 1 | 3 | 1 | 1 | 1 | | | | 1 | | | 12 | |
| Damaged/Missing Items--Checked Baggage | 10 | 23 | 37 | 16 | 17 | 21 | 9 | 10 | 15 | 13 | 11 | 11 | 193 | |
| Damaged/Missing Items--Unspecified Luggage | 1 | 1 | | 1 | | | | | | | 1 | | 4 | |
| Disarrayed Items--Carry-on or Checked | 1 | 2 | 4 | 1 | 2 | 2 | 1 | 2 | 2 | 3 | | 4 | 24 | |
| Patdown | 1 | | 2 | | 3 | 2 | 1 | 2 | | 1 | 1 | | 13 | |
| Flyer | | | 2 | | 2 | 2 | 1 | 2 | | 1 | 1 | | 11 | |
| Flyer as Observer | | | | | 1 | | | | | | | | 1 | |
| General | 1 | | | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | 1 | 1 | | 1 | 2 | 6 | |
| Diabetes | | | | | | | | | | | | 1 | 1 | |
| General | | | | | 1 | | | | | | | | 1 | |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | 1 | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | | 1 | 1 | |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 | |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 | |
| Lighters/Matches | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | | | | | | | 4 | 13 | 5 | 4 | 10 | 6 | 42 | |
| Damaged Items - Checked | | | | | | | | 4 | 1 | 1 | 3 | 1 | 10 | |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Checked | | | | | | | 3 | 9 | 4 | 3 | 7 | 5 | 31 | |
| Request for Assistance | | | | | 1 | | | | | | | | 1 | |
| Other | | | | | 1 | | | | | | | | 1 | |
| Screening | 2 | 2 | 6 | 4 | 3 | 3 | 2 | | 4 | 1 | 6 | 2 | 35 | |
| Inconsistency | 1 | | | 1 | 1 | | | | | | 1 | | 4 | |
| Lengthy Lines | | | | | | 1 | 1 | | | | 1 | | 3 | |
| Procedures/Process | 1 | 2 | 2 | 3 | 2 | 1 | 1 | | 4 | 1 | 2 | 2 | 21 | |

| Airport, Fiscal Year, Category | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | Total |
|--|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | |
| Retrieving Abandoned/Confiscated Items | | | 4 | | | | | | | | 2 | | 6 |
| Security Breach | | | | | | 1 | | | | | | | 1 |
| 2018 | 29 | 35 | 38 | 27 | 27 | 31 | 32 | 39 | 38 | 29 | 35 | 31 | 391 |
| Civil Rights | | | 1 | | 1 | | 2 | | | | 1 | | 5 |
| Hair Patdowns | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | 1 | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | 1 |
| Transgender Screening | | | 1 | | | | 1 | | | | | | 2 |
| Customer Service | 3 | 7 | 6 | 2 | 2 | 2 | 4 | 2 | 5 | 8 | 6 | 6 | 53 |
| Others | | | 1 | | | | | | 1 | 1 | | | 3 |
| TSO | 3 | 7 | 5 | 2 | 2 | 2 | 4 | 2 | 4 | 7 | 6 | 6 | 50 |
| Locks | 1 | 1 | 2 | 2 | 1 | 5 | | 2 | 2 | 2 | 2 | 5 | 25 |
| General | | 1 | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 1 | | 2 | 2 | 1 | 5 | | 2 | 2 | 2 | | 5 | 24 |
| Lost and Found | | | | | | | | | | | 1 | | 1 |
| Airport/TSA | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 6 | 11 | 15 | 14 | 9 | 9 | 9 | 15 | 6 | 10 | 12 | 9 | 125 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | 1 | | 2 | | 1 | | | 5 |
| Damaged/Missing Items--Checked Baggage | 3 | 9 | 13 | 8 | 8 | 5 | 7 | 10 | 3 | 8 | 11 | 6 | 91 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | 1 | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | 3 | 2 | 2 | 4 | 1 | 3 | 1 | 3 | 3 | 1 | 1 | 3 | 27 |
| Patdown | 1 | | 1 | | 2 | 1 | | 1 | 5 | | 3 | 2 | 16 |
| Flyer | 1 | | 1 | | 2 | 1 | | 1 | 4 | | 2 | 2 | 14 |
| Flyer as Observer | | | | | | | | | | | | | 1 |
| Non-Flyer | | | | | | | | | 1 | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | 4 | | 1 | 3 | 4 | | 2 | 1 | 2 | 2 | 20 |
| Diabetes | | | | | | 1 | | | | | | 2 | 3 |
| Diapers/Garments/Dressings/Masks | | | | | | | | | | 1 | | | 1 |
| General | | | | | | | 2 | | | | | | 2 |
| Hearing Impairment | | | | | | 1 | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | 1 | | | | | | 1 | | 1 | | 3 |
| Metal Implants (joint) | | | | | 1 | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | 1 | | | | 1 | | | | | | 3 |
| Ostomy/Ostomates | | | | | | | | | 1 | | | | 1 |
| Prosthesis/Amputees and Casts | | | 1 | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | 1 | 1 | | | | 1 | | 4 |
| Property - Special Handling | 10 | 5 | 6 | 3 | 8 | 7 | 10 | 11 | 10 | 8 | 7 | 5 | 90 |
| Damaged Items - Carry-On | | | 1 | 1 | | 1 | 2 | 1 | 2 | 1 | 1 | 2 | 12 |
| Damaged Items - Checked | 5 | 2 | 3 | 2 | 4 | 2 | 1 | 1 | 4 | 3 | 2 | 1 | 30 |
| Missing Items - Carry-On | | 1 | | | | 1 | | 1 | | | 1 | 1 | 5 |
| Missing Items - Checked | 5 | 2 | 2 | | 4 | 3 | 7 | 8 | 4 | 4 | 3 | 1 | 43 |
| Request for Assistance | | | | 1 | | | | | | | | | 1 |
| Other | | | | 1 | | | | | | | | | 1 |
| Screening | 8 | 10 | 3 | 5 | 3 | 4 | 3 | 8 | 8 | | 1 | 2 | 55 |
| Inconsistency | 1 | 1 | | | | | | | | | | | 2 |
| Lengthy Lines | 3 | 3 | 1 | | | 1 | | 2 | 2 | | | | 12 |
| Procedures/Process | 3 | 6 | 2 | 4 | 2 | 2 | 3 | 4 | 5 | | 1 | 2 | 34 |
| Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | 1 | | | | 2 |
| Security Breach | 1 | | | 1 | | | | 2 | | | | | 4 |
| Shoe Screening | | | | | 1 | | | | | | | | 1 |
| 2019 | 38 | 40 | 38 | 19 | 21 | 30 | 30 | | | | | | 216 |
| Civil Rights | 1 | 4 | 4 | | 1 | | 1 | | | | | | 11 |
| Racial Profiling or Discrimination | | 1 | 2 | | | | 1 | | | | | | 4 |
| Screening of Religious Cultural and Ceremonial Items | | 1 | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | 2 | 2 | | | | | | | | | | 5 |
| Sexual Orientation - Not Transgender | | | | | 1 | | | | | | | | 1 |
| Customer Service | 10 | 4 | 10 | 2 | 3 | 5 | 3 | | | | | | 37 |
| Others | 3 | | | | 1 | 1 | 1 | | | | | | 6 |
| TSO | 7 | 4 | 10 | 2 | 2 | 4 | 2 | | | | | | 31 |
| Locks | | 2 | 1 | 2 | 3 | 1 | 3 | | | | | | 12 |
| Missing or Damaged Lock | | 2 | 1 | 2 | 3 | 1 | 3 | | | | | | 12 |
| Lost and Found | | 1 | | | | | | | | | | | 1 |
| Airport/TSA | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 8 | 13 | 8 | 5 | 10 | 5 | 5 | | | | | | 54 |
| Damaged/Missing Items--Carry-on Luggage | | 2 | | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | 6 | 9 | 6 | 4 | 7 | 5 | 3 | | | | | | 40 |
| Disarrayed Items--Carry-on or Checked | 2 | 2 | 2 | 1 | 3 | | 2 | | | | | | 12 |
| Patdown | 3 | 3 | 1 | | | 3 | 1 | | | | | | 11 |
| Flyer | 3 | 3 | | | | 2 | 1 | | | | | | 9 |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | 3 | | 2 | 1 | | | | | | 8 |
| Diabetes | | | | 1 | | | | | | | | | 1 |
| General | | 1 | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | 1 | | 1 | | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | 1 | 1 | | | | | | 3 |
| Touch Aversion (pain/trauma) | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | 7 | 6 | 7 | 6 | 3 | 11 | 9 | | | | | | 49 |
| Damaged Items - Carry-On | | 1 | 1 | 1 | | 1 | 2 | | | | | | 6 |
| Damaged Items - Checked | 1 | 2 | | | 1 | 3 | 2 | | | | | | 9 |
| Missing Items - Carry-On | 1 | 1 | | | 1 | 3 | 1 | | | | | | 7 |
| Missing Items - Checked | 5 | 2 | 6 | 5 | 1 | 4 | 4 | | | | | | 27 |
| Screening | 9 | 6 | 6 | 1 | 1 | 3 | 7 | | | | | | 33 |
| Inconsistency | 1 | | | | | | 1 | | | | | | 2 |
| Procedures/Process | 8 | 5 | 3 | 1 | 1 | 2 | 4 | | | | | | 24 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Retrieving Abandoned/Confiscated Items | | 1 | 2 | | | | 2 | | | | | | 5 |
| Security Breach | | | 1 | | | 1 | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|----------|-----|-----|----------|----------|-----|----------|----------|----------|----------|----------|----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SMX | | 1 | | | 1 | 1 | | 1 | 2 | 1 | 1 | 1 | 9 |
| 2016 | | | | | 1 | 1 | | | 2 | 1 | | 1 | 6 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 2 | 1 | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 2 | 1 | | | 3 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Non-Flyer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | 1 | | | | | | | | 1 |
| 2017 | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | | | | | | | | 1 |
| 2018 | | | | | | | | 1 | | | 1 | | 2 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| SNA | 67 | 62 | 60 | 68 | 57 | 76 | 66 | 66 | 57 | 59 | 56 | 46 | 740 | |
| 2016 | | | | 17 | 17 | 26 | 21 | 20 | 18 | 18 | 20 | 14 | 171 | |
| Civil Rights | | | | | | 1 | | | 3 | | | 1 | 5 | |
| National Origin | | | | | | | | | 1 | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | | | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | 2 | | | | 1 | |
| Sexual Orientation - Not Transgender | | | | | | | | | | | | 1 | 1 | |
| Customer Service | | | | 3 | | 3 | 3 | 3 | 5 | 4 | 5 | 2 | 28 | |
| Others | | | | | | 1 | | | | 1 | | | 2 | |
| TSO | | | | 3 | | 2 | 3 | 3 | 5 | 3 | 5 | 2 | 26 | |
| Locks | | | | 1 | 1 | | 1 | 2 | | | | | 5 | |
| Missing or Damaged Lock | | | | 1 | 1 | | 1 | 2 | | | | | 5 | |
| Lost and Found | | | | 1 | | | | | | | | | 1 | |
| Airport/TSA | | | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 11 | 12 | 19 | 13 | 12 | 8 | 11 | 10 | 6 | 102 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 2 | 3 | 1 | 2 | | | 3 | | 11 | |
| Damaged/Missing Items--Checked Baggage | | | | 9 | 10 | 14 | 11 | 9 | 7 | 10 | 7 | 5 | 82 | |
| Disarrayed Items--Carry-on or Checked | | | | 2 | | 2 | 1 | 1 | 1 | 1 | | 1 | 9 | |
| Patdown | | | | | 1 | 2 | 2 | 2 | 1 | 3 | 3 | 2 | 16 | |
| Children | | | | | | 1 | | | | 1 | | | 2 | |
| Flyer | | | | | 1 | 1 | 2 | 2 | 1 | 2 | 3 | 2 | 14 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | 1 | | 2 | |
| Autism Spectrum | | | | | | | | | | | 1 | | 1 | |
| General | | | | | | | 1 | | | | | | 1 | |
| Screening | | | | 1 | 3 | 1 | 1 | 1 | 1 | | 1 | 3 | 12 | |
| Crew Member or Airline Employee | | | | | 1 | | | | | | | | 1 | |
| Inconsistency | | | | | 1 | | | | | | | | 1 | |
| Procedures/Process | | | | 1 | 1 | 1 | 1 | 1 | 1 | | 1 | 3 | 10 | |
| 2017 | 20 | 28 | 32 | 27 | 12 | 14 | 16 | 24 | 17 | 24 | 24 | 18 | 256 | |
| Civil Rights | 1 | 2 | 2 | 2 | | 1 | 1 | | | 3 | 1 | | 13 | |
| Constitutional Rights | | | | 1 | | | | | | | | | 1 | |
| Hair Patdowns | | | | | | | | | | 1 | | | 1 | |
| National Origin | | 1 | | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | 1 | 1 | 2 | | | 1 | | | | 1 | | | 6 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | 1 | | | | | | | 1 | | 2 | |
| Transgender Screening | | | | | | | 1 | | | 1 | | | 2 | |
| Customer Service | 4 | 1 | 5 | 1 | 1 | 1 | 1 | 4 | 4 | 5 | 3 | 3 | 33 | |
| TSO | 4 | 1 | 5 | 1 | 1 | 1 | 1 | 4 | 4 | 5 | 3 | 3 | 33 | |
| Flying Armed | | 1 | | | | | | | | | | | 1 | |
| General | | 1 | | | | | | | | | | | 1 | |
| Locks | 2 | 3 | | 1 | | 2 | 3 | 2 | 1 | | 2 | 1 | 17 | |
| Missing or Damaged Lock | 2 | 3 | | 1 | | 2 | 3 | 2 | 1 | | 2 | 1 | 17 | |
| Lost and Found | | | | | | | | | 1 | | | | 1 | |
| Airport/TSA | | | | | | | | | 1 | | | | 1 | |
| Mishandling of Passenger Property | 12 | 11 | 16 | 19 | 8 | 7 | 7 | 7 | 7 | 6 | 8 | 11 | 119 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | 1 | | 1 | | 1 | | | 1 | | | 5 | |
| Damaged/Missing Items--Checked Baggage | 10 | 11 | 15 | 17 | 5 | 6 | 5 | 5 | 5 | 5 | 7 | 9 | 100 | |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | 1 | | | 1 | 2 | 1 | 1 | 2 | 2 | | 1 | 2 | 13 | |
| Patdown | | 3 | 5 | | 1 | | | 3 | | 3 | 3 | | 18 | |
| Flyer | | 3 | 5 | | 1 | | | 3 | | 3 | 3 | | 18 | |
| Persons w/ Disabilities (PWD) | | 2 | 1 | 2 | | 1 | | 3 | 1 | 1 | 1 | 1 | 13 | |
| Autism Spectrum | | 1 | | | | | | | | | | | 1 | |
| Breast Cancer | | | | | | | | 1 | | | | | 1 | |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 | |
| Medical Devices - Attached to the Body | | | | | | | | 1 | | | | | 1 | |
| Metal Implants (joint) | | | | | | 1 | | | | | 1 | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | | | 1 | | | | 2 | |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | 1 | | | 2 | |
| Respiratory and Inhaler Equipment | | 1 | | | | | | | | | | 1 | 2 | |
| Wounded Warrior | | | 1 | | | | | | | | | | 1 | |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 | |
| Alcohol and Tobacco | | | | | | | | | | 1 | | | 1 | |
| Property - Special Handling | | | | | | | 3 | 4 | 3 | 5 | 3 | 1 | 19 | |
| Damaged Items - Checked | | | | | | | | | 1 | 3 | 2 | 1 | 7 | |
| Missing Items - Carry-On | | | | | | | 1 | 1 | | 1 | | | 3 | |
| Missing Items - Checked | | | | | | | 2 | 3 | 2 | 1 | 1 | | 9 | |
| Request for Assistance | | | | | | | | | | | 1 | | 1 | |
| Other | | | | | | | | | | | 1 | | 1 | |
| Screening | 1 | 5 | 3 | 2 | 2 | 2 | 1 | 1 | | | 2 | 1 | 20 | |
| Inconsistency | | | | | | 1 | | | | | | | 1 | |
| Lengthy Lines | | | | | 1 | | | | | | | | 1 | |
| Procedures/Process | 1 | 5 | 3 | 2 | 1 | 1 | 1 | 1 | | | 2 | 1 | 18 | |
| 2018 | 31 | 17 | 16 | 16 | 13 | 18 | 18 | 22 | 22 | 17 | 12 | 14 | 216 | |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | | 1 | |
| Flyer | | | | | | | | 1 | | | | | 1 | |
| Civil Rights | 2 | | | | | 1 | | | 1 | | | 2 | 6 | |
| Racial Profiling or Discrimination | 1 | | | | | | | | | | | 1 | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | | | | 1 | 2 | |
| Sexual Orientation - Not Transgender | 1 | | | | | | | | | | | | 1 | |
| Transgender Screening | | | | | | | | | 1 | | | | 1 | |
| Customer Service | 2 | 3 | 1 | 2 | 4 | 3 | 3 | 5 | 2 | 3 | 2 | 2 | 32 | |
| TSO | 2 | 3 | 1 | 2 | 4 | 3 | 3 | 5 | 2 | 3 | 2 | 2 | 32 | |
| Locks | 2 | 1 | | 3 | 1 | | | 1 | 2 | | 1 | 1 | 12 | |
| General | 1 | 1 | | | | | | | 1 | | | | 3 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----------|-----------|-----------|----------|-----------|-----------|-----------|-----|-----|-----|-----|-----|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Missing or Damaged Lock | 1 | | | 3 | 1 | | | 1 | 1 | | 1 | 1 | 9 |
| Mishandling of Passenger Property | 10 | 6 | 7 | 3 | 5 | 6 | 9 | 7 | 7 | 4 | 4 | 3 | 71 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | 2 | | | | | 2 | 2 | | | | 7 |
| Damaged/Missing Items--Checked Baggage | 8 | 3 | 5 | 3 | 5 | 6 | 7 | 4 | 4 | 3 | 3 | 1 | 52 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | 2 | 2 | | | | | 2 | 1 | 1 | 1 | | 2 | 11 |
| Patdown | 4 | 1 | 2 | 2 | | 2 | 2 | 1 | 2 | 2 | 2 | | 20 |
| Flyer | 3 | 1 | 2 | 2 | | 2 | 2 | 1 | 2 | 1 | 2 | | 18 |
| Flyer as Observer | 1 | | | | | | | | | 1 | | | 2 |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | 1 | 2 | | 2 | 1 | | | 1 | 9 |
| Cancer (general) Not Breast Cancer | | | | | | | | | 1 | | | | 1 |
| Diabetes | | | | | 1 | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | 1 | | | | | 1 |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | 1 | | | | 1 | 3 |
| Touch Aversion (pain/trauma) | 1 | | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 7 | 3 | 5 | 4 | 2 | 1 | 2 | 2 | 6 | 6 | 2 | 5 | 45 |
| Damaged Items - Carry-On | | | 1 | 2 | | | | | | | 1 | | 4 |
| Damaged Items - Checked | | 1 | 1 | | 1 | | | | | 3 | 1 | | 7 |
| Missing Items - Carry-On | | 1 | 2 | 1 | | | | | 1 | 2 | | 3 | 10 |
| Missing Items - Checked | 7 | 1 | 1 | 1 | 1 | 1 | 2 | 2 | 5 | 1 | | 2 | 24 |
| Screening | 3 | 2 | 1 | 2 | | 3 | 2 | 3 | 1 | 2 | 1 | | 20 |
| Inconsistency | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | 3 | 1 | 1 | 2 | | 3 | 2 | 3 | 1 | 1 | 1 | | 18 |
| Retrieving Abandoned/Confiscated Items | | 1 | | | | | | | | | | | 1 |
| 2019 | 16 | 17 | 12 | 8 | 15 | 18 | 11 | | | | | | 97 |
| Civil Rights | 4 | 1 | 1 | | | 2 | 1 | | | | | | 9 |
| Age | 2 | | | | | | | | | | | | 2 |
| National Origin | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 2 | 1 | 1 | | | | | | | | | | 4 |
| Transgender Screening | | | | | | 1 | | | | | | | 1 |
| Customer Service | 1 | 3 | 2 | | 5 | 5 | 2 | | | | | | 18 |
| TSO | 1 | 3 | 2 | | 5 | 5 | 2 | | | | | | 18 |
| Locks | | 1 | | 1 | 1 | | | | | | | | 3 |
| Missing or Damaged Lock | | 1 | | 1 | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property | 5 | 7 | 3 | 2 | 3 | 2 | 1 | | | | | | 23 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 3 | 6 | 1 | 1 | 3 | 1 | 1 | | | | | | 16 |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | 1 | 1 | | 1 | | | | | | | 6 |
| Patdown | 1 | | 2 | | | 1 | | | | | | | 4 |
| Flyer | 1 | | 2 | | | 1 | | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 1 | | | | 1 | 2 | 1 | | | | | | 5 |
| Diabetes | 1 | | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 |
| Ostomy/Ostomates | | | | | | | 1 | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | 2 | 5 | 1 | 4 | 3 | 5 | 2 | | | | | | 22 |
| Damaged Items - Checked | 2 | 1 | | 2 | 1 | 3 | | | | | | | 9 |
| Missing Items - Carry-On | | 1 | | | 1 | | | | | | | | 2 |
| Missing Items - Checked | | 3 | 1 | 2 | 1 | 2 | 2 | | | | | | 11 |
| Request for Assistance | 1 | | | | | | | | | | | | 1 |
| Other | 1 | | | | | | | | | | | | 1 |
| Screening | 1 | | 3 | 1 | 2 | 1 | 4 | | | | | | 12 |
| Inconsistency | | | | | 1 | | | | | | | | 1 |
| Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | 1 | | 3 | 1 | | 1 | 4 | | | | | | 10 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SOW | 1 | | 1 | 1 | | | | | 1 | | | | 4 |
| 2017 | 1 | | 1 | 1 | | | | | 1 | | | | 4 |
| Mishandling of Passenger Property | 1 | | 1 | 1 | | | | | 1 | | | | 4 |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | 1 | | | | | 1 | | | | 3 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SPI | | 2 | 3 | 1 | 3 | 3 | 3 | 2 | 1 | 1 | 2 | 1 | 22 | |
| 2016 | | | | | 1 | 3 | | 1 | 1 | 1 | | 1 | 4 | |
| Mishandling of Passenger Property | | | | | 1 | | | 1 | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | 1 | | | | | 2 | |
| Screening | | | | | | | | | | | 1 | | 1 | |
| Procedures/Process | | | | | | | | | | | | | 1 | |
| Security Breach | | | | | | | | | | | 1 | | 1 | |
| 2017 | | | 1 | | | | 1 | 1 | 1 | 1 | | 1 | 6 | |
| Civil Rights | | | | | | | | | | 1 | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | 1 | | | 1 | |
| Customer Service | | | | | | | 1 | | | | | | 1 | |
| TSO | | | | | | | 1 | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | 1 | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | | 1 | 2 | |
| Patdown | | | | | | | | 1 | | | | | 1 | |
| Flyer | | | | | | | | 1 | | | | | 1 | |
| Screening | | | | 1 | | | | | | | | | 1 | |
| Procedures/Process | | | | 1 | | | | | | | | | 1 | |
| 2018 | | 2 | 2 | 1 | 2 | 1 | | | | | | 1 | 9 | |
| Civil Rights | | | | 1 | | | | | | | | | 1 | |
| Constitutional Rights | | | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 1 | | 1 | | | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 | |
| Missing Items - Checked | | | | | | | | | | | | 1 | 1 | |
| Screening | | 2 | | 1 | 1 | 1 | | | | | | | 5 | |
| Inconsistency | | | | 1 | | | | | | | | | 1 | |
| Lengthy Lines | | | | | | | 1 | | | | | | 1 | |
| Procedures/Process | | 2 | | | 1 | | | | | | | | 3 | |
| 2019 | | | | | | | 1 | 2 | | | | | 3 | |
| Customer Service | | | | | | | 1 | 1 | | | | | 2 | |
| TSO | | | | | | | 1 | 1 | | | | | 2 | |
| Patdown | | | | | | | | 1 | | | | | 1 | |
| Flyer | | | | | | | | 1 | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SPS | 3 | 1 | 1 | 1 | 1 | 3 | 2 | 1 | 2 | 4 | 3 | 1 | 22 |
| 2016 | | | | | 1 | 3 | 2 | 1 | 2 | 4 | 3 | 1 | 6 |
| Mishandling of Passenger Property | | | | | 1 | | 1 | | 1 | 2 | | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 1 | | 1 | 2 | | | 5 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | 1 | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | | | | | 1 | | | 1 |
| 2017 | 2 | | | 1 | | 2 | | 1 | 1 | | 1 | 1 | 9 |
| Civil Rights | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | | | 1 | | 1 | 1 | | 1 | 1 | 5 |
| TSO | | | | | | 1 | | 1 | 1 | | 1 | 1 | 5 |
| Mishandling of Passenger Property | | 1 | | 1 | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | 1 | | 1 | | | | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Metal Implants (joint) | | 1 | | | | | | | | | | | 1 |
| 2018 | 1 | 1 | | | | | | | | 1 | 2 | | 5 |
| Customer Service | | 1 | | | | | | | | | | | 1 |
| TSO | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | | 1 |
| Property - Special Handling | | | | | | | | | | | 2 | | 2 |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 2019 | | | | | | 1 | 1 | | | | | | 2 |
| Property - Special Handling | | | | | | 1 | 1 | | | | | | 2 |
| Missing Items - Checked | | | | | | 1 | 1 | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| SRQ | | 8 | 10 | 7 | 6 | 7 | 21 | 12 | 4 | 6 | 3 | 6 | 5 | 95 |
| 2016 | | | | | | 3 | 5 | 1 | 2 | | 1 | 1 | | 13 |
| Customer Service | | | | | | | 1 | | | | | 1 | | 2 |
| Others | | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | | | | | | | 1 | | 1 |
| Locks | | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | 1 | 3 | 1 | 1 | | 1 | | | 7 |
| Damaged/Missing Items Private Screening Contractor | | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | 2 | | 1 | | 1 | | | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | | 1 |
| Patdown | | | | | | | 1 | | 1 | | | | | 2 |
| Flyer | | | | | | | 1 | | 1 | | | | | 2 |
| Screening | | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | | 1 |
| 2017 | | 2 | 2 | 1 | 2 | 2 | 4 | 1 | 2 | 3 | 1 | 4 | 2 | 26 |
| Civil Rights | | | | | | | | | 1 | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | 1 | 1 | | 1 | 2 | | | 1 | | 2 | | 8 |
| Others | | | | 1 | | | | | | | | 1 | | 2 |
| TSO | | | 1 | | | 1 | 2 | | | 1 | | 1 | | 6 |
| Locks | | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | | 1 | | 1 |
| Lost and Found | | | 1 | | | | | | | | | | | 1 |
| Airport/TSA | | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | 2 | | 1 | | | | | 1 | 1 | 6 |
| Damaged/Missing Items Private Screening Contractor | | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | 1 | 1 | 3 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | | 1 |
| Patdown | | | | | | 1 | 1 | | 1 | 1 | 1 | | | 5 |
| Flyer | | | | | | 1 | 1 | | | 1 | | | | 3 |
| Flyer as Observer | | | | | | | | | | | 1 | | | 1 |
| Non-Flyer | | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | 1 | | | | | | 1 |
| Missing Items - Carry-On | | | | | | | | 1 | | | | | | 1 |
| Screening | | 1 | | | | | | | | 1 | | | 1 | 3 |
| Procedures/Process | | 1 | | | | | | | | 1 | | | 1 | 3 |
| 2018 | | 1 | 1 | 2 | 3 | 1 | 7 | 8 | | 3 | 1 | 1 | 3 | 31 |
| Civil Rights | | | | | | 1 | | 1 | | | | | | 2 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | | | | | 1 |
| Sexual Orientation - Not Transgender | | | | | | 1 | | | | | | | | 1 |
| Customer Service | | | | 1 | 2 | | | 1 | | | | | 1 | 5 |
| Others | | | | | 1 | | | | | | | | | 1 |
| TSO | | | | 1 | 1 | | | 1 | | | | | 1 | 4 |
| Lost and Found | | | | | | | 1 | | | | | | | 1 |
| Airport/TSA | | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | | | | | | 1 | | 1 | | 1 | | 4 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | 1 | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | | 1 |
| Patdown | | | 1 | 1 | | | 3 | 2 | | 1 | 1 | | | 9 |
| Flyer | | | | 1 | | | 3 | | | 1 | 1 | | | 6 |
| Flyer as Observer | | | | | | | | 1 | | | | | | 1 |
| General | | | 1 | | | | | 1 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | | 1 |
| General | | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | 1 | | | | 1 |
| Damaged Items - Checked | | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | 1 | | 2 | 3 | | | | | 2 | 8 |
| Procedures/Process | | | | | | | 2 | 3 | | | | | 1 | 6 |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | | | 1 | 2 |
| 2019 | | 5 | 7 | 4 | 1 | 1 | 5 | 2 | | | | | | 25 |
| Advanced Imaging Technology (AIT) | | 1 | | | | | | | | | | | | 1 |
| Flyer | | 1 | | | | | | | | | | | | 1 |
| Civil Rights | | | | | | | 1 | 1 | | | | | | 2 |
| Constitutional Rights | | | | | | | 1 | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | | 1 |
| Customer Service | | 1 | | | 1 | 1 | | | | | | | | 3 |
| TSO | | 1 | | | 1 | 1 | | | | | | | | 3 |
| Mishandling of Passenger Property | | | 2 | 1 | | | | | | | | | | 3 |
| Damaged/Missing Items Private Screening Contractor | | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | 2 | | | | | | | | | | | 2 |
| Patdown | | | 1 | | | | 1 | 1 | | | | | | 3 |
| Flyer | | | 1 | | | | 1 | 1 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | | 1 | 1 | | | | 1 | | | | | | | 3 |
| Internal Medical Devices | | | | | | | 1 | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 2 | | | | | | | 2 |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | | | | | | 1 | | | | | | | 1 |
| Screening | | 2 | 3 | 3 | | | | | | | | | | 8 |
| Inconsistency | | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | 2 | 3 | 2 | | | | | | | | | | 7 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| STC | | | | 1 | 1 | 1 | | | | | | 1 | 4 | |
| 2017 | | | | | | 1 | | | | | | 1 | 2 | |
| Mishandling of Passenger Property | | | | | | 1 | | | | | | 1 | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | | 1 | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 1 | 1 | |
| 2018 | | | | 1 | 1 | | | | | | | | 2 | |
| Property - Special Handling | | | | | 1 | | | | | | | | 1 | |
| Missing Items - Checked | | | | | 1 | | | | | | | | 1 | |
| Screening | | | | 1 | | | | | | | | | 1 | |
| Procedures/Process | | | | 1 | | | | | | | | | 1 | |

| Airport, Fiscal Year, Category | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|---|---|-----------|-----------|------------|-----------|------------|------------|------------|-----------|------------|-----------|------------|--------------|
| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| STL | 110 | 87 | 97 | 123 | 90 | 127 | 121 | 110 | 79 | 110 | 86 | 100 | 1,240 |
| 2016 | | | | 38 | 24 | 28 | 37 | 45 | 27 | 42 | 30 | 36 | 307 |
| Civil Rights | | | | 1 | 1 | 1 | 1 | | | | 1 | 1 | 6 |
| General Complaint and Discrimination | | | | | 1 | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | | 1 | 1 | | | | 1 | 1 | 5 |
| Customer Service | | | | 16 | 8 | 6 | 7 | 16 | 8 | 11 | 8 | 6 | 86 |
| CSM | | | | | | | 1 | | | | | | 1 |
| Others | | | | 9 | 4 | 3 | 2 | 5 | 3 | 3 | | 1 | 30 |
| TSO | | | | 7 | 4 | 3 | 4 | 11 | 5 | 8 | 8 | 5 | 55 |
| Identification (ID) Requirements | | | | 1 | | | | | | 1 | | | 2 |
| Domestic | | | | | | | | | | 1 | | | 1 |
| ID Matching Ticket and Boarding Pass Issues | | | | 1 | | | | | | | | | 1 |
| Locks | | | | | | 3 | 3 | 1 | 5 | | 2 | 1 | 15 |
| General | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | | | | | 3 | 3 | 1 | 5 | | 1 | 1 | 14 |
| Lost and Found | | | | 1 | | | | | | | | | 1 |
| Airport/TSA | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | 13 | 12 | 10 | 14 | 20 | 9 | 22 | 12 | 24 | 136 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | 2 | 2 | 2 | 1 | | 1 | 9 |
| Damaged/Missing Items--Checked Baggage | | | | 11 | 11 | 10 | 10 | 15 | 7 | 20 | 9 | 23 | 116 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 1 | | 2 | 3 | | 1 | 2 | | 10 |
| Patdown | | | | 1 | | 1 | 4 | | 1 | 2 | 2 | 1 | 12 |
| Flyer | | | | 1 | | | 4 | | 1 | 2 | 2 | | 10 |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Non-Flyer | | | | | | | | | | | | 1 | 1 |
| Persons w/ Disabilities (PWD) | | | | 3 | 1 | 1 | | 3 | 1 | 1 | | | 10 |
| Cognitive /Developmental /Mental Disability | | | | 1 | | | | | | | | | 1 |
| Diabetes | | | | 1 | | | | | | | | | 1 |
| Internal Medical Devices | | | | 1 | | | | | | | | | 1 |
| Metal Implants (joint) | | | | | | | | | | 1 | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 1 | 1 | | | | 2 |
| Ostomy/Ostomates | | | | | | 1 | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | 1 | | | | | | | | 1 |
| Visual Impairment | | | | | | | | 1 | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 1 |
| Screening | | | | 2 | 2 | 6 | 8 | 5 | 3 | 5 | 5 | 3 | 39 |
| Inconsistency | | | | | | | | 1 | 1 | 3 | | 1 | 6 |
| Lengthy Lines | | | | | | 3 | 1 | 4 | | 1 | 3 | 1 | 13 |
| Procedures/Process | | | | 2 | 2 | 2 | 7 | | 2 | 1 | 2 | 1 | 19 |
| Security Breach | | | | | | 1 | | | | | | | 1 |
| 2017 | 43 | 28 | 31 | 30 | 18 | 31 | 29 | 32 | 24 | 27 | 20 | 31 | 344 |
| Civil Rights | 2 | 1 | | 1 | | 4 | 2 | 2 | | 1 | 1 | | 14 |
| Constitutional Rights | | | | | | 1 | | | | | | | 1 |
| National Origin | | | | | | 1 | | | | | | | 1 |
| Perceived Religion | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | | 1 | | 2 | 1 | 1 | | 1 | 1 | | 8 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | | | | 1 |
| Transgender Screening | 1 | | | | | | 1 | | | | | | 2 |
| Customer Service | 13 | 7 | 6 | 5 | 2 | 5 | 5 | 1 | 10 | 8 | 5 | 4 | 71 |
| Others | 2 | | 1 | | | 1 | | 1 | 2 | 2 | | | 9 |
| TSO | 11 | 7 | 5 | 5 | 2 | 4 | 5 | | 8 | 6 | 5 | 4 | 62 |
| Locks | 2 | 2 | 2 | 1 | 1 | 1 | 2 | | | | 1 | | 12 |
| General | | | | 1 | | | | | | | | | 1 |
| Missing or Damaged Lock | 2 | 2 | 2 | | 1 | 1 | 2 | | | | 1 | | 11 |
| Lost and Found | 1 | 1 | | | | | | | | | | | 2 |
| Airport/TSA | 1 | 1 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | 20 | 12 | 14 | 13 | 12 | 14 | 5 | 9 | 10 | 7 | 4 | 10 | 130 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | 2 | 2 | 1 | | | 1 | | | | | 7 |
| Damaged/Missing Items--Checked Baggage | 19 | 8 | 12 | 11 | 11 | 12 | 5 | 7 | 9 | 6 | 3 | 10 | 113 |
| Disarrayed Items--Carry-on or Checked | 1 | 3 | | | | 2 | | 1 | 1 | 1 | 1 | | 10 |
| Patdown | 1 | 2 | 2 | | 1 | 2 | 2 | 5 | | 3 | | 4 | 22 |
| Flyer | 1 | 2 | 2 | | 1 | 2 | 2 | 5 | | 3 | | 4 | 22 |
| Persons w/ Disabilities (PWD) | 2 | 1 | 3 | 2 | | 1 | 2 | 3 | | 2 | 5 | 5 | 26 |
| Cancer (general) Not Breast Cancer | | | | | | | | 1 | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | 1 | | | 1 |
| Diabetes | | | | | | 1 | | | | 1 | | | 2 |
| General | | | | | | | 1 | | | | 1 | | 2 |
| Hearing Impairment | | | | | | | | | | | 1 | | 1 |
| Internal Medical Devices | | | | | | | | 1 | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | | | | | | | | | | | 1 | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | 2 | | | | 1 | 1 | | | | | 5 |
| Ostomy/Ostomates | | | | | | | | | | | | 2 | 2 |
| Prosthesis/Amputees and Casts | | | | 1 | | | | | | | 1 | 1 | 3 |
| Respiratory and Inhaler Equipment | | | 1 | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | | | 2 | 1 | 3 |
| Wheelchair/ Scooter/ Segway | 1 | | | | | | | | | | | | 1 |
| Wounded Warrior | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 7 | 10 | 4 | 5 | | 6 | 32 |
| Damaged Items - Carry-On | | | | | | | 1 | 1 | 1 | | | | 3 |
| Damaged Items - Checked | | | | | | | | | 1 | 1 | | 2 | 4 |
| Missing Items - Carry-On | | | | | | | | 2 | | | | 1 | 3 |
| Missing Items - Checked | | | | | | | 6 | 7 | 2 | 4 | | 3 | 22 |
| Screening | 2 | 2 | 4 | 8 | 2 | 4 | 4 | 2 | | 1 | 4 | 2 | 35 |
| Crew Member or Airline Employee | 1 | | 1 | | | | | | | | | | 2 |

| Airport, Fiscal Year, Category | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | Total |
|---|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | |
| Inconsistency | | | 1 | 2 | | 1 | | | | | | | 4 |
| Lengthy Lines | | | | 1 | 2 | | 1 | | | 1 | 1 | | 6 |
| Procedures/Process | 1 | 2 | 2 | 5 | | 3 | 3 | | | | 2 | 2 | 21 |
| Retrieving Abandoned/Confiscated Items | | | | | | | | 1 | | | 1 | | 2 |
| 2018 | 30 | 36 | 31 | 29 | 30 | 34 | 26 | 33 | 28 | 41 | 36 | 33 | 387 |
| Civil Rights | 2 | | | 1 | | 1 | 3 | | 1 | 1 | 1 | 2 | 12 |
| Hair Patdowns | 1 | | | | | | 1 | | | | | | 2 |
| National Origin | 1 | | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | | | 2 | | 1 | 1 | 1 | 1 | 7 |
| Screening of Religious or Cultural Garments | | | | | | 1 | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | | 1 | 1 |
| Customer Service | 8 | 8 | 5 | 6 | 5 | 9 | 7 | 6 | 5 | 6 | 6 | 6 | 77 |
| Others | | 1 | | | | | | 3 | | | | 1 | 5 |
| TSO | 8 | 7 | 5 | 6 | 5 | 9 | 7 | 3 | 5 | 6 | 6 | 5 | 72 |
| Locks | 1 | 2 | 1 | 2 | | | 1 | 1 | 1 | 3 | | 2 | 14 |
| Missing or Damaged Lock | 1 | 2 | 1 | 2 | | | 1 | 1 | 1 | 3 | | 2 | 14 |
| Lost and Found | 1 | | | | | 1 | | 1 | | | 1 | | 4 |
| Airport/TSA | 1 | | | | | 1 | | 1 | | | 1 | | 4 |
| Mishandling of Passenger Property | 11 | 7 | 12 | 8 | 8 | 5 | 4 | 11 | 7 | 7 | 8 | 5 | 93 |
| Damaged/Missing Items--Carry-on Luggage | 2 | 1 | 1 | | | | | | | | | 1 | 5 |
| Damaged/Missing Items--Checked Baggage | 6 | 5 | 11 | 6 | 7 | 5 | 2 | 7 | 3 | 4 | 6 | 3 | 65 |
| Damaged/Missing Items--Unspecified Luggage | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 3 | | | 2 | 1 | | 2 | 4 | 4 | 3 | 2 | 1 | 22 |
| Patdown | 2 | 3 | 2 | 1 | 2 | 6 | 1 | 3 | 2 | 5 | 5 | | 32 |
| Flyer | 2 | 3 | 1 | 1 | 2 | 6 | 1 | 3 | 2 | 4 | 5 | | 30 |
| Flyer as Observer | | | | | | | | | | 1 | | | 1 |
| Non-Flyer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 3 | 1 | 1 | 3 | 1 | 1 | | | 2 | 5 | 2 | 3 | 22 |
| Autism Spectrum | | 1 | | | | | | | | | | 1 | 2 |
| Cancer (general) Not Breast Cancer | | | | | | | | | 1 | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | 1 | | | 1 |
| Diabetes | | | 1 | 1 | | | | | | | | | 2 |
| General | | | | 1 | | | | | | | | | 1 |
| Internal Medical Devices | | | | 1 | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | 1 | | | 1 |
| Metal Implants (joint) | | | | | | | | | | 1 | 2 | | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | 1 | 1 | | | 3 |
| Ostomy/Ostomates | | | | | | | | | | | | 1 | 1 |
| Prosthesis/Amputees and Casts | 1 | | | | | | | | | 1 | | | 2 |
| Touch Aversion (pain/trauma) | 1 | | | | | 1 | | | | | | | 2 |
| Wheelchair/ Scooter/ Segway | 1 | | | | | | | | | | | 1 | 2 |
| Property - Special Handling | 1 | 5 | 5 | 6 | 9 | 6 | 4 | 6 | 5 | 8 | 6 | 8 | 69 |
| Damaged Items - Carry-On | | | | | | 1 | | 1 | 2 | | | 1 | 5 |
| Damaged Items - Checked | 1 | 2 | 5 | 1 | 5 | 2 | 1 | 2 | 2 | 3 | 3 | | 27 |
| Missing Items - Carry-On | | 2 | | 2 | 3 | 2 | | | | 2 | 1 | 2 | 14 |
| Missing Items - Checked | | 1 | | 3 | 1 | 1 | 3 | 3 | 1 | 3 | 2 | 5 | 23 |
| Screening | 1 | 10 | 5 | 2 | 5 | 5 | 6 | 5 | 5 | 6 | 7 | 7 | 64 |
| Crew Member or Airline Employee | | | | | | | | | | 1 | | | 1 |
| Inconsistency | | 1 | | | | | | | | 1 | 1 | | 3 |
| Lengthy Lines | | 3 | 2 | | 1 | 1 | | 1 | | 1 | 1 | | 10 |
| Procedures/Process | 1 | 6 | 3 | 2 | 4 | 4 | 6 | 4 | 5 | 3 | 4 | 6 | 48 |
| Security Breach | | | | | | | | | | | 1 | 1 | 2 |
| 2019 | 37 | 23 | 35 | 26 | 18 | 34 | 29 | | | | | | 202 |
| Civil Rights | 2 | 1 | 1 | 2 | 1 | 1 | 3 | | | | | | 11 |
| Constitutional Rights | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | 1 | | 1 | 1 | 1 | 2 | | | | | | 7 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | 1 | | | | | | 2 |
| Transgender Screening | | | 1 | | | | | | | | | | 1 |
| Customer Service | 6 | 4 | 5 | 3 | 2 | 10 | 3 | | | | | | 33 |
| Others | | | | | | | 1 | | | | | | 1 |
| TSO | 6 | 4 | 5 | 3 | 2 | 10 | 2 | | | | | | 32 |
| Locks | | | | | | 1 | 1 | | | | | | 2 |
| Missing or Damaged Lock | | | | | | 1 | 1 | | | | | | 2 |
| Lost and Found | | | | | | | 2 | | | | | | 2 |
| Airport/TSA | | | | | | | 2 | | | | | | 2 |
| Mishandling of Passenger Property | 13 | 2 | 8 | 6 | 5 | 6 | 6 | | | | | | 46 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 8 | 1 | 7 | 6 | 3 | 3 | 5 | | | | | | 33 |
| Disarrayed Items--Carry-on or Checked | 4 | 1 | 1 | | 2 | 3 | 1 | | | | | | 12 |
| Patdown | | 1 | 2 | 2 | | 2 | 3 | | | | | | 10 |
| Flyer | | 1 | 2 | 2 | | 2 | 3 | | | | | | 10 |
| Persons w/ Disabilities (PWD) | 1 | 3 | 3 | 1 | 1 | 4 | 1 | | | | | | 14 |
| Breast Cancer | | | | | | 1 | | | | | | | 1 |
| Cancer (general) Not Breast Cancer | | | | 1 | | | | | | | | | 1 |
| Internal Medical Devices | 1 | | | | 1 | | | | | | | | 2 |
| Medical Devices - Attached to the Body | | | 1 | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | 1 | | | 2 | 1 | | | | | | 4 |
| Metal Implants (joint) | | 1 | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 1 | 1 | | | | | | | | | | 2 |
| Property - Special Handling | 3 | 7 | 8 | 6 | 7 | 4 | 8 | | | | | | 43 |
| Damaged Items - Carry-On | | | | | 2 | | | | | | | | 2 |
| Damaged Items - Checked | 1 | 2 | 3 | 2 | 1 | 2 | 4 | | | | | | 15 |
| Missing Items - Carry-On | | 1 | 1 | 1 | 1 | 1 | 1 | | | | | | 6 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Missing Items - Checked | 2 | 4 | 4 | 3 | 3 | 1 | 3 | | | | | | 20 |
| Screening | 12 | 5 | 8 | 6 | 2 | 6 | 2 | | | | | | 41 |
| Inconsistency | 3 | 1 | 1 | | | | 1 | | | | | | 6 |
| Lengthy Lines | | | 2 | | | 3 | | | | | | | 5 |
| Procedures/Process | 9 | 3 | 4 | 4 | 2 | 3 | 1 | | | | | | 26 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | | | | | 1 |
| Security Breach | | 1 | 1 | 1 | | | | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|-----|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| STS | 4 | 3 | 1 | 2 | | 3 | 1 | 4 | 2 | 5 | 2 | 5 | 32 |
| 2016 | | | | | | 1 | 1 | 3 | 1 | 1 | | | 7 |
| Customer Service | | | | | | | | 2 | | | | | 2 |
| TSO | | | | | | | | 2 | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | 1 | | 1 | 1 | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | 1 | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | 1 | | 1 | | | | | 2 |
| Inconsistency | | | | | | 1 | | | | | | | 1 |
| Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| 2017 | 1 | 1 | | | | 1 | | 1 | 1 | 3 | 2 | 2 | 12 |
| Customer Service | | | | | | 1 | | | 1 | 2 | 2 | | 6 |
| TSO | | | | | | 1 | | | 1 | 2 | 2 | | 6 |
| Lost and Found | | | | | | | | 1 | | | | | 1 |
| Airport/TSA | | | | | | | | 1 | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | | | | 2 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 |
| Screening | | | | | | | | | | 1 | | 2 | 3 |
| Lengthy Lines | | | | | | | | | | | | 2 | 2 |
| Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2018 | 2 | 1 | 1 | 2 | | | | | | 1 | | 3 | 10 |
| Customer Service | | 1 | 1 | 1 | | | | | | | | | 3 |
| TSO | | 1 | 1 | 1 | | | | | | | | | 3 |
| Lost and Found | | | | 1 | | | | | | | | | 1 |
| Airport/TSA | | | | 1 | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | | 2 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | | 2 | 2 |
| Patdown | | | | | | | | | | | | 1 | 1 |
| Flyer | | | | | | | | | | | | 1 | 1 |
| Property - Special Handling | 1 | | | | | | | | | 1 | | | 2 |
| Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |
| 2019 | 1 | 1 | | | | 1 | | | | | | | 3 |
| Customer Service | 1 | | | | | | | | | | | | 1 |
| TSO | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Hearing Impairment | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--------------------------------|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| STT | | 6 | 12 | 6 | 25 | 13 | 17 | 17 | 22 | 21 | 16 | 23 | 4 | 182 |
| 2016 | | | | 12 | 7 | 9 | 7 | 14 | 15 | 9 | 7 | 1 | | 81 |
| | Civil Rights | | | | | | 1 | | | 1 | | | | 2 |
| | Racial Profiling or Discrimination | | | | | | 1 | | | 1 | | | | 2 |
| | Customer Service | | | | 2 | 3 | 2 | 1 | 2 | 1 | | | | 11 |
| | Others | | | | 1 | 1 | 1 | | 1 | | | | | 4 |
| | TSO | | | | 1 | 2 | 1 | 1 | 1 | 1 | | | | 7 |
| | Lost and Found | | | | | | | | | | | 1 | | 1 |
| | Airport/TSA | | | | | | | | | | | 1 | | 1 |
| | Mishandling of Passenger Property | | | | 10 | 3 | 4 | 4 | 11 | 12 | 7 | 5 | 1 | 57 |
| | Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | 1 |
| | Damaged/Missing Items--Checked Baggage | | | | 10 | 3 | 4 | 4 | 10 | 12 | 7 | 5 | 1 | 56 |
| | Patdown | | | | | | | | | 1 | | | | 1 |
| | Flyer | | | | | | | | | 1 | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | | | | | | 1 | | 1 | | | 2 |
| | Metal Implants (joint) | | | | | | | | 1 | | | | | 1 |
| | Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 |
| | Screening | | | | | 1 | 2 | 2 | | | 1 | 1 | | 7 |
| | Procedures/Process | | | | | 1 | | 2 | | | 1 | 1 | | 5 |
| | Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | | | | | 1 |
| | Security Breach | | | | | | 1 | | | | | | | 1 |
| 2017 | | 5 | 4 | 3 | 9 | 3 | 3 | 2 | 5 | 5 | 4 | 5 | 1 | 49 |
| | Customer Service | | | | | 1 | | | | 1 | | 1 | | 3 |
| | TSO | | | | | 1 | | | | 1 | | 1 | | 3 |
| | Lost and Found | | | | | | 1 | | | | | | | 1 |
| | Airport/TSA | | | | | | 1 | | | | | | | 1 |
| | Mishandling of Passenger Property | 5 | 3 | 2 | 8 | 2 | 2 | 1 | 2 | 2 | 1 | 3 | | 31 |
| | Damaged/Missing Items--Carry-on Luggage | | | | 2 | 1 | | | | | | | | 4 |
| | Damaged/Missing Items--Checked Baggage | 5 | 2 | 2 | 6 | 1 | 2 | 1 | 2 | 1 | 1 | 3 | | 26 |
| | Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| | Patdown | | 1 | | | | | | | | 1 | | | 2 |
| | Flyer | | 1 | | | | | | | | 1 | | | 2 |
| | Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 |
| | Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 |
| | Property - Special Handling | | | | | | | | 2 | 2 | 2 | 1 | | 7 |
| | Damaged Items - Checked | | | | | | | | 1 | 1 | 1 | 1 | | 4 |
| | Missing Items - Checked | | | | | | | | 1 | 1 | 1 | | | 3 |
| | Screening | | | 1 | | | | 1 | 1 | | | | 1 | 4 |
| | Inconsistency | | | | | | | 1 | | | | | | 1 |
| | Procedures/Process | | | 1 | | | | | 1 | | | | 1 | 3 |
| 2018 | | | 5 | 1 | 3 | 1 | 1 | 4 | 3 | 1 | 3 | 11 | 2 | 35 |
| | Civil Rights | | | | | | 1 | | | | 1 | | | 2 |
| | Racial Profiling or Discrimination | | | | | | 1 | | | | 1 | | | 2 |
| | Customer Service | | 1 | | | | | 1 | | 1 | 1 | 3 | 1 | 8 |
| | CSM | | 1 | | | | | | | | | | | 1 |
| | TSO | | | | | | | 1 | | 1 | 1 | 3 | 1 | 7 |
| | Lost and Found | | | | | | | | 1 | | | | | 1 |
| | Airport/TSA | | | | | | | | 1 | | | | | 1 |
| | Mishandling of Passenger Property | | | | 2 | 1 | | 2 | | | 1 | 3 | | 9 |
| | Damaged/Missing Items--Checked Baggage | | | | 2 | 1 | | 2 | | | 1 | 3 | | 9 |
| | Patdown | | | | | | | | | | | 1 | | 1 |
| | Flyer | | | | | | | | | | | 1 | | 1 |
| | Property - Special Handling | | | 1 | 1 | | | | | | | 2 | | 4 |
| | Damaged Items - Checked | | | | | | | | | | | 2 | | 2 |
| | Missing Items - Checked | | | 1 | 1 | | | | | | | | | 2 |
| | Screening | | 4 | | | | | 1 | 2 | | | 2 | 1 | 10 |
| | Lengthy Lines | | 2 | | | | | | | | | | | 2 |
| | Procedures/Process | | 2 | | | | | 1 | 2 | | | 2 | | 7 |
| | Security Breach | | | | | | | | | | | | 1 | 1 |
| 2019 | | 1 | 3 | 2 | 1 | 2 | 4 | 4 | | | | | | 17 |
| | Civil Rights | | 1 | | | | | | | | | | | 1 |
| | Racial Profiling or Discrimination | | 1 | | | | | | | | | | | 1 |
| | Customer Service | 1 | 1 | | | 1 | 1 | 2 | | | | | | 6 |
| | Others | 1 | 1 | | | | | | | | | | | 2 |
| | TSO | | | | | 1 | 1 | 2 | | | | | | 4 |
| | Lost and Found | | | | | | 1 | | | | | | | 1 |
| | Airport/TSA | | | | | | 1 | | | | | | | 1 |
| | Mishandling of Passenger Property | | 1 | 1 | | 1 | | 1 | | | | | | 4 |
| | Damaged/Missing Items--Checked Baggage | | 1 | 1 | | 1 | | | | | | | | 3 |
| | Damaged/Missing Items--Unspecified Luggage | | | | | | | 1 | | | | | | 1 |
| | Property - Special Handling | | | 1 | 1 | | 2 | 1 | | | | | | 5 |
| | Damaged Items - Checked | | | | 1 | | | | | | | | | 1 |
| | Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| | Missing Items - Checked | | | 1 | | | 1 | 1 | | | | | | 3 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|---|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| STX | | 4 | 3 | 2 | 8 | 8 | 4 | 1 | 4 | 2 | 6 | 9 | 1 | 52 |
| 2016 | | | | | 2 | 3 | 3 | 1 | 2 | 1 | 3 | 5 | 1 | 21 |
| Customer Service | | | | | | | | | | | 1 | 1 | | 2 |
| TSO | | | | | | | | | | | 1 | 1 | | 2 |
| Locks | | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | 2 | 2 | 1 | 2 | 1 | 1 | 4 | | 14 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 3 | | 12 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | | | 1 | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | 1 | 1 | 1 | | | | | | | 3 |
| Lengthy Lines | | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | 1 | | 1 | | | | | | | 2 |
| 2017 | | 3 | 1 | 1 | 4 | 2 | 1 | | 1 | | 1 | 3 | | 17 |
| Civil Rights | | | | | 2 | | | | | | | | | 2 |
| Racial Profiling or Discrimination | | | | | 2 | | | | | | | | | 2 |
| Customer Service | | | | | | 2 | | | | | 1 | | | 3 |
| TSO | | | | | | 2 | | | | | 1 | | | 3 |
| Locks | | 1 | | | | | | | | | | | | 1 |
| Missing or Damaged Lock | | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | 1 | 1 | | 1 | | 1 | | | | | 1 | | 5 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | | 1 | | | | | | | 1 | | 4 |
| Patdown | | | | 1 | | | | | | | | | | 1 |
| Flyer | | | | 1 | | | | | | | | | | 1 |
| Prohibited & Permitted Items | | | | | 1 | | | | | | | | | 1 |
| Firearm/Ammunition | | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 2 | | 2 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | | | | | | | 1 | | 1 |
| Screening | | 1 | | | | | | | 1 | | | | | 2 |
| Procedures/Process | | 1 | | | | | | | 1 | | | | | 2 |
| 2018 | | | 1 | | 1 | 2 | | | 1 | 1 | 2 | 1 | | 9 |
| Customer Service | | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | 2 | | | | | 1 | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | 2 | | | | | 1 | | | 4 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | | 1 |
| Service Animals | | | | | 1 | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 1 | | 1 | 1 | | 3 |
| Missing Items - Checked | | | | | | | | | 1 | | 1 | 1 | | 3 |
| 2019 | | 1 | 1 | 1 | 1 | 1 | | | | | | | | 5 |
| Customer Service | | | | 1 | | | | | | | | | | 1 |
| TSO | | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Checked | | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | 1 | 1 | | | | | | | | 2 |
| Procedures/Process | | | | | 1 | 1 | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|-----|-----|----------|-----|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| SUN | | | | 1 | | 2 | 3 | 2 | 1 | 3 | 6 | 9 | 2 | 29 |
| 2016 | | | | | | | | | | | 2 | 1 | | 3 |
| | Mishandling of Passenger Property | | | | | | | | | | 2 | | | 2 |
| | Damaged/Missing Items--Checked Baggage | | | | | | | | | | 2 | | | 2 |
| | Screening | | | | | | | | | | | 1 | | 1 |
| | Lengthy Lines | | | | | | | | | | | 1 | | 1 |
| 2017 | | | | | | 1 | | 2 | | 2 | | 2 | 2 | 9 |
| | Mishandling of Passenger Property | | | | | | | 1 | | 1 | | 1 | 1 | 4 |
| | Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | 1 | | | 1 | 3 |
| | Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 |
| | Prohibited & Permitted Items | | | | | | | | | 1 | | | | 1 |
| | Food/Beverages | | | | | | | | | 1 | | | | 1 |
| | Property - Special Handling | | | | | | | | | | | 1 | | 1 |
| | Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| | Screening | | | | | 1 | | 1 | | | | | 1 | 3 |
| | Procedures/Process | | | | | 1 | | 1 | | | | | 1 | 3 |
| 2018 | | | | | | 1 | 1 | | 1 | 1 | 4 | 6 | | 14 |
| | Mishandling of Passenger Property | | | | | | 1 | | | 1 | 1 | 1 | | 4 |
| | Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | 1 | 1 | | 3 |
| | Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| | Screening | | | | | 1 | | | 1 | | 3 | 5 | | 10 |
| | Lengthy Lines | | | | | | | | 1 | | 2 | 3 | | 6 |
| | Procedures/Process | | | | | 1 | | | | | 1 | 2 | | 4 |
| 2019 | | | | 1 | | | 2 | | | | | | | 3 |
| | Customer Service | | | 1 | | | | | | | | | | 1 |
| | TSO | | | 1 | | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| | Wheelchair/ Scooter/ Segway | | | | | | 1 | | | | | | | 1 |
| | Screening | | | | | | 1 | | | | | | | 1 |
| | Procedures/Process | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|-----|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SUX | 1 | 2 | 4 | 3 | | 4 | 1 | 1 | 1 | 3 | 5 | 3 | 28 |
| 2016 | | | | | | 1 | | | | 1 | 2 | | 4 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | 2 | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | 2 | | 3 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |
| 2017 | 1 | 1 | | 1 | | 1 | | | 1 | 1 | | 1 | 7 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | 1 | | | | | | | | 1 | | | 3 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | | | | | | | 1 | | | 3 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Missing Items - Checked | | | | | | | | | | | | 1 | 1 |
| Screening | | | | 1 | | | | | 1 | | | | 2 |
| Crew Member or Airline Employee | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | 1 | | | | | | | | | 1 |
| 2018 | | | 3 | | | 1 | | 1 | | 1 | 3 | 2 | 11 |
| Mishandling of Passenger Property | | | 2 | | | | | | | | 1 | 1 | 4 |
| Damaged/Missing Items--Checked Baggage | | | 2 | | | | | | | | 1 | 1 | 4 |
| Property - Special Handling | | | 1 | | | 1 | | 1 | | 1 | 2 | 1 | 7 |
| Damaged Items - Checked | | | 1 | | | | | | | | 1 | 1 | 3 |
| Missing Items - Checked | | | | | | 1 | | 1 | | 1 | 1 | | 4 |
| 2019 | | 1 | 1 | 2 | | 1 | 1 | | | | | | 6 |
| Locks | | 1 | | | | | | | | | | | 1 |
| Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | 1 | 2 | | 1 | 1 | | | | | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | 1 | 1 | | | 1 | | | | | | 3 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|-----------|----------|----------|----------|----------|-----------|----------|----------|----------|-----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SWF | 5 | 10 | 4 | 7 | 6 | 4 | 11 | 4 | 4 | 6 | 11 | 6 | 78 |
| 2016 | | | | 1 | 2 | | 1 | 1 | | 1 | 2 | 3 | 11 |
| Mishandling of Passenger Property | | | | 1 | 1 | | 1 | 1 | | | 2 | 3 | 9 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | | 2 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | | 1 | 1 | | | 2 | 1 | 7 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | | | | | | | | | 1 | | | 1 |
| 2017 | | 1 | 1 | 2 | 1 | | 2 | 2 | 2 | 3 | 3 | | 17 |
| Civil Rights | | | | | | | | | | 1 | | | 1 |
| Transgender Screening | | | | | | | | | | 1 | | | 1 |
| Customer Service | | 1 | | | | | 1 | 1 | | 1 | | | 4 |
| Others | | | | | | | | | | 1 | | | 1 |
| TSO | | 1 | | | | | 1 | 1 | | | | | 3 |
| Mishandling of Passenger Property | | | 1 | 2 | | | | | | 1 | 1 | | 5 |
| Damaged/Missing Items--Checked Baggage | | | 1 | 2 | | | | | | 1 | 1 | | 5 |
| Patdown | | | | | 1 | | | | | | | | 1 |
| Flyer | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | | | | | | 1 | 1 | | | 1 | | 3 |
| Damaged Items - Checked | | | | | | | | 1 | | | | | 1 |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 |
| Screening | | | | | | | | | 2 | | 1 | | 3 |
| Lengthy Lines | | | | | | | | | 1 | | | | 1 |
| Procedures/Process | | | | | | | | | 1 | | 1 | | 2 |
| 2018 | 1 | 6 | 2 | 1 | 2 | 3 | 3 | 1 | 2 | 2 | 6 | 3 | 32 |
| Civil Rights | | | | | | | | | | | | 1 | 1 |
| Age | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | 2 | | 1 | | 1 | 1 | | | 5 |
| TSO | | | | | 2 | | 1 | | 1 | 1 | | | 5 |
| Locks | | | | | | | | | | | 1 | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | 3 | | 1 | | | 1 | 1 | | | 1 | 1 | 8 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 2 | | 1 | | | | 1 | | | | 1 | 5 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | 1 | | 2 |
| Patdown | | | | | | 1 | 1 | | | | 2 | | 4 |
| Flyer | | | | | | 1 | 1 | | | | 2 | | 4 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | 1 | | | | 2 |
| Metal Implants (joint) | | 1 | | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | 1 |
| Property - Special Handling | | 2 | 1 | | | 1 | | | | 1 | 1 | 1 | 7 |
| Damaged Items - Checked | | 1 | | | | | | | | | | | 1 |
| Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | 1 | | | | 1 | 1 | 1 | 5 |
| Screening | 1 | | 1 | | | 1 | | | | | 1 | | 4 |
| Procedures/Process | 1 | | 1 | | | 1 | | | | | 1 | | 4 |
| 2019 | 4 | 3 | 1 | 3 | 1 | 1 | 5 | | | | | | 18 |
| Customer Service | | | | | | | 2 | | | | | | 2 |
| TSO | | | | | | | 2 | | | | | | 2 |
| Mishandling of Passenger Property | 3 | | | 3 | | 1 | 1 | | | | | | 8 |
| Damaged/Missing Items--Checked Baggage | 2 | | | 2 | | 1 | | | | | | | 5 |
| Disarrayed Items--Carry-on or Checked | 1 | | | 1 | | | 1 | | | | | | 3 |
| Patdown | | 1 | | | 1 | | 2 | | | | | | 4 |
| Flyer | | 1 | | | 1 | | 2 | | | | | | 4 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | | | | | | | | | | 2 |
| Damaged Items - Checked | | 1 | | | | | | | | | | | 1 |
| Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|----------|----------|-----|----------|----------|-----|-----|-----|-----|-----|----------|
| SWO | | | 1 | 1 | | 1 | 2 | | | | | | 5 |
| 2019 | | | 1 | 1 | | 1 | 2 | | | | | | 5 |
| Mishandling of Passenger Property | | | | 1 | | | 2 | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | 1 | | | | | | 2 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| Screening | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| SYR | | 28 | 30 | 20 | 23 | 20 | 30 | 27 | 24 | 16 | 22 | 19 | 21 | 280 |
| 2016 | | | | | 4 | 4 | 11 | 7 | 11 | 8 | 5 | 8 | 8 | 66 |
| | Civil Rights | | | | | | 1 | | | 1 | | | 1 | 3 |
| | Civil Rights Violation (TSA Employee) | | | | | | 1 | | | | | | | 1 |
| | Racial Profiling or Discrimination | | | | | | | | | 1 | | | 1 | 2 |
| | Customer Service | | | | | | 2 | 1 | 2 | 1 | 1 | | 2 | 9 |
| | Others | | | | | | 2 | | | 1 | 1 | | 1 | 5 |
| | TSO | | | | | | | 1 | 2 | | | | 1 | 4 |
| | Locks | | | | | | | | 1 | | 1 | | 1 | 3 |
| | Missing or Damaged Lock | | | | | | | | 1 | | 1 | | 1 | 3 |
| | Mishandling of Passenger Property | | | | 3 | 1 | 6 | 2 | 5 | 4 | 3 | 4 | 1 | 29 |
| | Damaged/Missing Items--Carry-on Luggage | | | | 2 | | | | 1 | 1 | | | | 4 |
| | Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | 6 | 2 | 4 | 2 | 3 | 4 | 1 | 24 |
| | Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 |
| | Patdown | | | | 1 | 1 | 1 | | 1 | 1 | | 2 | 2 | 9 |
| | Flyer | | | | | 1 | 1 | | 1 | 1 | | 2 | 2 | 8 |
| | Non-Flyer | | | | 1 | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | 1 | | 2 |
| | Metal Implants (joint) | | | | | | 1 | | | | | 1 | | 2 |
| | Screening | | | | | 2 | | 4 | 2 | 1 | | 1 | 1 | 11 |
| | Inconsistency | | | | | 1 | | 1 | | 1 | | 1 | | 4 |
| | Lengthy Lines | | | | | | | 1 | 1 | | | | 1 | 3 |
| | Procedures/Process | | | | | 1 | | 2 | 1 | | | | | 4 |
| 2017 | | 10 | 9 | 8 | 11 | 8 | 8 | 2 | 7 | 2 | 9 | 8 | 5 | 87 |
| | Civil Rights | | | | 1 | | | | | | | | | 1 |
| | Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| | Customer Service | 3 | 2 | 1 | 1 | 1 | 4 | 1 | | | 1 | 2 | | 16 |
| | Others | 1 | 1 | | | | 3 | | | | | | | 5 |
| | TSO | 2 | 1 | 1 | 1 | 1 | 1 | 1 | | | 1 | 2 | | 11 |
| | Locks | 1 | 1 | | 2 | | | | | 1 | | 1 | | 6 |
| | General | | | | 1 | | | | | 1 | | | | 2 |
| | Missing or Damaged Lock | 1 | 1 | | 1 | | | | | | | 1 | | 4 |
| | Mishandling of Passenger Property | 4 | 3 | 5 | 7 | 2 | 3 | | 3 | | 6 | 3 | 2 | 38 |
| | Damaged/Missing Items--Carry-on Luggage | | | | 1 | 1 | | | | | 1 | | | 3 |
| | Damaged/Missing Items--Checked Baggage | 4 | 3 | 5 | 5 | 1 | 2 | | 3 | | 4 | 3 | 2 | 32 |
| | Disarrayed Items--Carry-on or Checked | | | | 1 | | 1 | | | | 1 | | | 3 |
| | Patdown | 1 | 2 | 1 | | 3 | 1 | | 1 | 1 | | 1 | | 11 |
| | Flyer | 1 | 2 | 1 | | 3 | 1 | | 1 | 1 | | 1 | | 11 |
| | Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | 1 | 2 |
| | General | | | | | | | | 1 | | | | | 1 |
| | Metal Implants (joint) | | | | | | | | | | | | 1 | 1 |
| | Property - Special Handling | | | | | | | | 2 | | 2 | 1 | 1 | 6 |
| | Damaged Items - Checked | | | | | | | | 2 | | 1 | | 1 | 4 |
| | Missing Items - Checked | | | | | | | | | | 1 | 1 | | 2 |
| | Screening | 1 | 1 | 1 | | 2 | | 1 | | | | | 1 | 7 |
| | Inconsistency | | 1 | | | | | 1 | | | | | | 2 |
| | Procedures/Process | 1 | | 1 | | 2 | | | | | | | 1 | 5 |
| 2018 | | 11 | 7 | 5 | 5 | 4 | 3 | 8 | 6 | 6 | 8 | 3 | 8 | 74 |
| | Advanced Imaging Technology (AIT) | | | | 1 | | | | | | | | | 1 |
| | Flyer | | | | 1 | | | | | | | | | 1 |
| | Civil Rights | | | | | | | 1 | | | | 1 | | 2 |
| | Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 |
| | Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | | 1 | | 1 |
| | Customer Service | 1 | 1 | 1 | | | 1 | 1 | 1 | | | | | 6 |
| | Others | 1 | | | | | | 1 | | | | | | 2 |
| | TSO | | 1 | 1 | | | 1 | | 1 | | | | | 4 |
| | Locks | | | | | | | | | | | | 1 | 1 |
| | Missing or Damaged Lock | | | | | | | | | | | | 1 | 1 |
| | Mishandling of Passenger Property | 5 | 2 | 2 | 1 | 1 | 2 | 2 | 1 | | 5 | 1 | 5 | 27 |
| | Damaged/Missing Items--Carry-on Luggage | | | 1 | | | 1 | | | | | | 1 | 3 |
| | Damaged/Missing Items--Checked Baggage | 4 | 2 | 1 | 1 | 1 | 1 | 2 | | | 5 | 1 | 4 | 22 |
| | Disarrayed Items--Carry-on or Checked | 1 | | | | | | | 1 | | | | | 2 |
| | Patdown | | 1 | | | 1 | | 1 | | 1 | | | | 4 |
| | Flyer | | | | | 1 | | 1 | | 1 | | | | 3 |
| | Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| | Persons w/ Disabilities (PWD) | 1 | 1 | | 1 | 2 | | | 2 | | | | | 7 |
| | Metal Implants (joint) | 1 | | | 1 | | | | | | | | | 2 |
| | Mobility Disability (Not Wheelchair or Scooter) | | 1 | | | 1 | | | 1 | | | | | 3 |
| | Prosthesis/Amputees and Casts | | | | | 1 | | | 1 | | | | | 2 |
| | Property - Special Handling | | 2 | 1 | 2 | | | 2 | 1 | 4 | 3 | | 2 | 17 |
| | Damaged Items - Carry-On | | | | 1 | | | | 1 | | 1 | | | 3 |
| | Damaged Items - Checked | | 1 | | | | | | | 4 | | | 1 | 6 |
| | Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| | Missing Items - Checked | | 1 | | 1 | | | 2 | | | 2 | | 1 | 7 |
| | Screening | 4 | | 1 | | | | 1 | 1 | 1 | | 1 | | 9 |
| | Inconsistency | 1 | | | | | | | | | | | | 1 |
| | Lengthy Lines | 1 | | | | | | | | | | | | 1 |
| | Procedures/Process | 2 | | 1 | | | | 1 | 1 | | | 1 | | 6 |
| | Security Breach | | | | | | | | | 1 | | | | 1 |
| 2019 | | 7 | 14 | 7 | 3 | 4 | 8 | 10 | | | | | | 53 |
| | Civil Rights | | | | 1 | | | | | | | | | 1 |
| | National Origin | | | | 1 | | | | | | | | | 1 |
| | Customer Service | 3 | | 1 | 1 | 1 | 1 | 1 | | | | | | 8 |
| | TSO | 3 | | 1 | 1 | 1 | 1 | 1 | | | | | | 8 |
| | Locks | 1 | | | | | 1 | 1 | | | | | | 3 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Missing or Damaged Lock | 1 | | | | | 1 | 1 | | | | | | 3 |
| Mishandling of Passenger Property | 2 | 3 | 2 | | 3 | 2 | 5 | | | | | | 17 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 2 | 2 | 2 | | 3 | 2 | 4 | | | | | | 15 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | | 2 | | | | | | | | | | | 2 |
| Flyer | | 1 | | | | | | | | | | | 1 |
| Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | | | 1 | | | | | | 2 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | 1 | 6 | 1 | | | 3 | 2 | | | | | | 13 |
| Damaged Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Damaged Items - Checked | 1 | 2 | | | | | | | | | | | 3 |
| Missing Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Missing Items - Checked | | 2 | 1 | | | 3 | 2 | | | | | | 8 |
| Screening | | 3 | 2 | 1 | | 1 | | | | | | | 7 |
| Inconsistency | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 2 | 2 | 1 | | 1 | | | | | | | 6 |

| | | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | |
|--|--|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| TBN | | 2 | | | | | 1 | | | 1 | | | | 4 |
| 2016 | | | | | | | 1 | | | | | | | 1 |
| Customer Service | | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | | 1 | | | | | | | 1 |
| 2017 | | | 2 | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | 2 | | | | | | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | | 1 |
| 2018 | | | | | | | | | | 1 | | | | 1 |
| Customer Service | | | | | | | | | | 1 | | | | 1 |
| TSO | | | | | | | | | | 1 | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| TEX | | | | | | | 1 | | | | | | | 1 |
| 2019 | | | | | | | 1 | | | | | | | 1 |
| | Customer Service | | | | | | 1 | | | | | | | 1 |
| | TSO | | | | | | 1 | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| TLH | | 14 | 17 | 21 | 13 | 15 | 7 | 13 | 15 | 9 | 12 | 11 | 6 | 153 |
| 2016 | | | | | 4 | 1 | | 1 | 2 | 2 | 5 | 5 | 1 | 21 |
| Civil Rights | | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | | | | | | 1 | 1 | | | 2 |
| TSO | | | | | | | | | | 1 | 1 | | | 2 |
| Identification (ID) Requirements | | | | | | | | | | | 1 | 2 | | 3 |
| Domestic | | | | | | | | | | | 1 | 2 | | 3 |
| Mishandling of Passenger Property | | | | | 4 | 1 | | 1 | | 1 | 2 | 2 | 1 | 12 |
| Damaged/Missing Items--Checked Baggage | | | | | 4 | 1 | | 1 | | 1 | 2 | 2 | 1 | 12 |
| Patdown | | | | | | | | | 1 | | | | | 1 |
| Flyer | | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | | | | | 1 | 1 | | 2 |
| Lengthy Lines | | | | | | | | | | | 1 | 1 | | 2 |
| 2017 | | 4 | 4 | 4 | 4 | 4 | 1 | 3 | 7 | | 2 | 3 | 2 | 38 |
| Advanced Imaging Technology (AIT) | | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | | 1 | | | | | | 1 |
| Civil Rights | | | 1 | 1 | | | | | 1 | | | | | 3 |
| Racial Profiling or Discrimination | | | 1 | | | | | | 1 | | | | | 2 |
| Transgender Screening | | | | 1 | | | | | | | | | | 1 |
| Customer Service | | 1 | 1 | | 1 | 1 | | | | | | 1 | | 5 |
| Others | | | 1 | | 1 | | | | | | | | | 2 |
| TSO | | 1 | | | | 1 | | | | | | 1 | | 3 |
| Locks | | 2 | | | | | | | | | | | | 2 |
| Missing or Damaged Lock | | 2 | | | | | | | | | | | | 2 |
| Mishandling of Passenger Property | | | | 2 | 3 | 2 | 1 | | 3 | | 2 | 1 | 1 | 15 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 3 | 2 | 1 | | 3 | | 2 | 1 | 1 | 14 |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | | | | | | 1 |
| Patdown | | 1 | | | | | | 1 | | | | 1 | | 3 |
| Flyer | | 1 | | | | | | 1 | | | | 1 | | 3 |
| Persons w/ Disabilities (PWD) | | | 1 | 1 | | | | | 1 | | | | | 3 |
| General | | | | 1 | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | 1 | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 2 | | | | | 2 |
| Damaged Items - Checked | | | | | | | | | 1 | | | | | 1 |
| Missing Items - Checked | | | | | | | | | 1 | | | | | 1 |
| Screening | | | 1 | | | 1 | | 1 | | | | | 1 | 4 |
| Inconsistency | | | | | | 1 | | | | | | | | 1 |
| Lengthy Lines | | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | 1 | 2 |
| 2018 | | 6 | 3 | 5 | 1 | 7 | 4 | 4 | 6 | 7 | 5 | 3 | 3 | 54 |
| Civil Rights | | | | | | | | 2 | | | | | | 2 |
| Hair Patdowns | | | | | | | | 1 | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | 1 | | | | | | 1 |
| Customer Service | | 1 | 1 | | | 1 | | 1 | 2 | | 1 | | | 7 |
| TSO | | 1 | 1 | | | 1 | | 1 | 2 | | 1 | | | 7 |
| Locks | | | | 1 | | 1 | | | | | | | | 2 |
| Missing or Damaged Lock | | | | 1 | | 1 | | | | | | | | 2 |
| Mishandling of Passenger Property | | 2 | 2 | 2 | 1 | 2 | 1 | | 2 | 3 | 2 | 1 | 2 | 20 |
| Damaged/Missing Items--Checked Baggage | | 2 | 2 | 1 | 1 | 2 | 1 | | 2 | 3 | 2 | 1 | 2 | 19 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | | 1 |
| Patdown | | 1 | | | | 2 | | | | 2 | | 2 | 1 | 8 |
| Flyer | | 1 | | | | 2 | | | | 2 | | 1 | 1 | 7 |
| Flyer as Observer | | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | | 1 |
| General | | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 1 | | 2 | | 1 | | | 2 | 1 | 1 | | | 8 |
| Damaged Items - Carry-On | | | | | | | | | | 1 | | | | 1 |
| Damaged Items - Checked | | | | 1 | | 1 | | | 1 | | 1 | | | 4 |
| Missing Items - Checked | | 1 | | 1 | | | | | 1 | | | | | 3 |
| Screening | | 1 | | | | | 2 | 1 | | 1 | 1 | | | 6 |
| Lengthy Lines | | | | | | | | | | 1 | 1 | | | 2 |
| Procedures/Process | | 1 | | | | | 2 | 1 | | | | | | 4 |
| 2019 | | 4 | 10 | 12 | 4 | 3 | 2 | 5 | | | | | | 40 |
| Advanced Imaging Technology (AIT) | | 1 | | 1 | | | | | | | | | | 2 |
| Flyer | | 1 | | 1 | | | | | | | | | | 2 |
| Civil Rights | | | 3 | | | 1 | | | | | | | | 4 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | 2 | | | 1 | | | | | | | | 3 |
| Customer Service | | 1 | | 2 | | | | 1 | | | | | | 4 |
| CSM | | | | 1 | | | | | | | | | | 1 |
| Others | | 1 | | | | | | | | | | | | 1 |
| TSO | | | | 1 | | | | 1 | | | | | | 2 |
| Mishandling of Passenger Property | | | 1 | | 1 | 1 | | 1 | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | 1 | 1 | | 1 | | | | | | 4 |
| Patdown | | | 3 | 1 | | 1 | 2 | | | | | | | 7 |
| Flyer | | | 1 | 1 | | 1 | 2 | | | | | | | 5 |
| Flyer as Observer | | | 1 | | | | | | | | | | | 1 |
| General | | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | 1 | | 1 | | | | | | | | | 2 |
| Metal Implants (joint) | | | | | 1 | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | 1 | 1 | 1 | | | | 1 | | | | | | 4 |
| Missing Items - Checked | | 1 | 1 | 1 | | | | 1 | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Screening | 1 | 1 | 7 | 2 | | | 2 | | | | | | 13 |
| Lengthy Lines | | | 5 | | | | 1 | | | | | | 6 |
| Procedures/Process | 1 | 1 | 2 | 2 | | | 1 | | | | | | 7 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| TOL | 3 | 3 | 3 | 2 | 2 | 4 | 5 | 2 | 2 | 2 | 3 | 1 | 32 |
| 2016 | | | | | | 1 | 2 | | | | 2 | | 5 |
| Customer Service | | | | | | 1 | | | | | 1 | | 2 |
| TSO | | | | | | 1 | | | | | 1 | | 2 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Inconsistency | | | | | | | 1 | | | | | | 1 |
| 2017 | 1 | | 2 | | 1 | | | 1 | | | 1 | 1 | 7 |
| Customer Service | | | 1 | | | | | 1 | | | 1 | | 3 |
| TSO | | | 1 | | | | | 1 | | | 1 | | 3 |
| Mishandling of Passenger Property | | | 1 | | | | | | | | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | | 1 | 2 |
| Screening | 1 | | | | 1 | | | | | | | | 2 |
| Procedures/Process | 1 | | | | 1 | | | | | | | | 2 |
| 2018 | 2 | 2 | 1 | | | 1 | 2 | 1 | 2 | 2 | | | 13 |
| Civil Rights | 1 | 1 | | | | | | | | | | | 2 |
| Hair Patdowns | | 1 | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | | | | | | | 1 |
| Customer Service | 1 | | | | | | | | | 1 | | | 2 |
| TSO | 1 | | | | | | | | | 1 | | | 2 |
| Mishandling of Passenger Property | | | | | | | | 1 | 1 | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | 1 | | | | 2 |
| Patdown | | | | | | 1 | 1 | | 1 | 1 | | | 4 |
| Children | | | | | | | | | 1 | | | | 1 |
| Flyer | | | | | | | 1 | | | 1 | | | 2 |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 1 | | | | | 1 | | | | | | 2 |
| Damaged Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Damaged Items - Checked | | 1 | | | | | | | | | | | 1 |
| Screening | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 2019 | | 1 | | 2 | 1 | 2 | 1 | | | | | | 7 |
| Mishandling of Passenger Property | | 1 | | 1 | | 1 | | | | | | | 3 |
| Damaged/Missing Items--Checked Baggage | | 1 | | 1 | | 1 | | | | | | | 3 |
| Patdown | | | | 1 | 1 | | | | | | | | 2 |
| Flyer | | | | 1 | 1 | | | | | | | | 2 |
| Property - Special Handling | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Procedures/Process | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| TPA | 138 | 181 | 202 | 249 | 214 | 300 | 286 | 167 | 175 | 163 | 146 | 138 | 2,359 |
| 2016 | | | | 73 | 66 | 86 | 75 | 51 | 56 | 62 | 52 | 57 | 578 |
| Advanced Imaging Technology (AIT) | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Civil Rights | | | | | | | | 2 | 2 | 3 | | 3 | 10 |
| National Origin | | | | | | | | 1 | 1 | | | | 2 |
| Racial Profiling or Discrimination | | | | | | | | 1 | 1 | | | 3 | 7 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | | | | 1 | | | 1 |
| Customer Service | | | | 11 | 6 | 11 | 12 | 5 | 11 | 10 | 6 | 9 | 81 |
| Others | | | | 1 | | 1 | 2 | | 1 | | | 1 | 6 |
| TSO | | | | 10 | 6 | 10 | 10 | 5 | 10 | 10 | 6 | 8 | 75 |
| Identification (ID) Requirements | | | | | | | | | 1 | | | | 1 |
| Domestic | | | | | | | | | 1 | | | | 1 |
| Locks | | | | 1 | 4 | 5 | 1 | 2 | 2 | 5 | 5 | 4 | 29 |
| Missing or Damaged Lock | | | | 1 | 4 | 5 | 1 | 2 | 2 | 5 | 5 | 4 | 29 |
| Mishandling of Passenger Property | | | | 52 | 45 | 58 | 49 | 32 | 31 | 31 | 33 | 28 | 359 |
| Damaged/Missing Items--Carry-on Luggage | | | | 7 | 4 | 2 | 7 | 3 | 3 | 7 | 7 | 5 | 45 |
| Damaged/Missing Items--Checked Baggage | | | | 38 | 37 | 48 | 37 | 27 | 23 | 24 | 24 | 19 | 277 |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | 2 | | | | | | 1 | 4 |
| Disarrayed Items--Carry-on or Checked | | | | 7 | 3 | 6 | 5 | 2 | 5 | | 2 | 3 | 33 |
| Patdown | | | | 3 | 3 | 2 | 5 | | 3 | | 1 | 2 | 24 |
| Children | | | | | | | | | | 2 | | | 2 |
| Flyer | | | | 2 | 2 | 1 | 5 | | 2 | 3 | 1 | 1 | 17 |
| Flyer as Observer | | | | | 1 | 1 | | | 1 | | | 1 | 4 |
| Non-Flyer | | | | 1 | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | 1 | | 1 | 2 | 2 | 1 | 4 | 2 | 5 | 18 |
| Breast Cancer | | | | | | | | | | | | 1 | 1 |
| Cancer (general) Not Breast Cancer | | | | | | | | 1 | | 1 | 1 | | 3 |
| Cognitive /Developmental /Mental Disability | | | | | | | | | | | | 1 | 1 |
| General | | | | | | | | | | | | 1 | 1 |
| Internal Medical Devices | | | | 1 | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | 1 | | | 1 | 1 | | | 4 |
| Metal Implants (joint) | | | | | | | 1 | | | 1 | | | 2 |
| Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 1 |
| Wounded Warrior | | | | | | | | | | | 1 | 2 | 3 |
| Screening | | | | 5 | 8 | 8 | 6 | 7 | 5 | 4 | 5 | 6 | 54 |
| Crew Member or Airline Employee | | | | | | 1 | | 1 | | | | | 2 |
| Inconsistency | | | | 1 | | 1 | | | 2 | 1 | | 2 | 7 |
| Lengthy Lines | | | | | | 1 | | 1 | | | | | 2 |
| Procedures/Process | | | | 3 | 8 | 5 | 5 | 5 | 2 | 3 | 4 | 4 | 39 |
| Retrieving Abandoned/Confiscated Items | | | | 1 | | | | | 1 | | 1 | | 3 |
| Security Breach | | | | | | | 1 | | | | | | 1 |
| TSA Contact Information | | | | | | | | 1 | | | | | 1 |
| General | | | | | | | | 1 | | | | | 1 |
| 2017 | 48 | 66 | 66 | 66 | 47 | 53 | 80 | 47 | 68 | 59 | 41 | 40 | 681 |
| Civil Rights | 2 | 1 | | 2 | | 3 | 1 | 2 | | 1 | | | 12 |
| Constitutional Rights | 1 | | | | | | | | | | | | 1 |
| National Origin | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | 1 | | | 1 | | 3 | | | | 1 | | | 6 |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | | 1 | | | | | 1 |
| Sexual Orientation - Not Transgender | | 1 | | 1 | | | | 1 | | | | | 3 |
| Customer Service | 9 | 7 | 7 | 6 | 9 | 1 | 9 | 11 | 8 | 8 | 3 | 7 | 85 |
| Others | | | | | | | 1 | | | | | | 1 |
| TSO | 9 | 7 | 7 | 6 | 9 | 1 | 8 | 11 | 8 | 8 | 3 | 7 | 84 |
| Identification (ID) Requirements | | | | 1 | | | 2 | | | | | | 3 |
| Domestic | | | | 1 | | | 2 | | | | | | 3 |
| Locks | 4 | 1 | 3 | 3 | 3 | 3 | 3 | | 7 | 4 | 1 | 1 | 33 |
| General | | | | | | | | | 1 | | | | 1 |
| Missing or Damaged Lock | 4 | 1 | 3 | 3 | 3 | 3 | 3 | | 6 | 4 | 1 | | 32 |
| Lost and Found | | | | | | | | | | | | 1 | 1 |
| Airport/TSA | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | 22 | 48 | 47 | 43 | 27 | 33 | 38 | 17 | 28 | 26 | 22 | 15 | 366 |
| Damaged/Missing Items--Carry-on Luggage | 3 | 5 | 4 | 4 | 1 | 9 | 1 | 2 | 2 | 1 | | 1 | 33 |
| Damaged/Missing Items--Checked Baggage | 18 | 38 | 38 | 36 | 23 | 23 | 30 | 15 | 24 | 19 | 19 | 13 | 296 |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | 2 | | | 2 |
| Disarrayed Items--Carry-on or Checked | 1 | 5 | 5 | 3 | 3 | 1 | 7 | | 2 | 4 | 3 | 1 | 35 |
| Notice of Violation/Civil Penalties | | | | 1 | | | | | | | | | 1 |
| General | | | | 1 | | | | | | | | | 1 |
| Patdown | | 1 | 4 | 3 | 2 | 6 | 4 | | 3 | 3 | 2 | 1 | 29 |
| Flyer | | | 2 | 2 | 2 | 6 | 4 | | 3 | 3 | 2 | 1 | 25 |
| Flyer as Observer | | | 2 | 1 | | | | | | | | | 3 |
| Non-Flyer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 3 | 2 | 3 | 1 | | 2 | 1 | 4 | | | 4 | 21 |
| Autism Spectrum | | | | | 1 | | 1 | | | | | | 2 |
| Cancer (general) Not Breast Cancer | | 1 | | | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | 1 | | | | | | | | | | 1 |
| Diabetes | | | | 1 | | | | | | | | 1 | 2 |
| Diapers/Garments/Dressings/Masks | | | | | | | | 1 | | | | 1 | 2 |
| General | | | | 1 | | | | | | | | | 1 |
| Hearing Impairment | | | | 1 | | | | | | | | | 1 |
| Internal Medical Devices | | 1 | | | | | 1 | | | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | 1 | | | 2 | 3 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | 1 | | | | | | | 1 | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Wheelchair/ Scooter/ Segway | | | 1 | | | | | | 2 | | | | 3 |
| Property - Special Handling | | | | | | | 15 | 10 | 12 | 11 | 7 | 7 | 62 |
| Damaged Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Damaged Items - Checked | | | | | | | 4 | 1 | | 3 | 1 | 2 | 11 |
| Missing Items - Carry-On | | | | | | | 1 | 5 | 7 | | | 2 | 15 |
| Missing Items - Checked | | | | | | | 10 | 4 | 4 | 8 | 6 | 3 | 35 |
| Request for Assistance | | | | | | | | | | 1 | | | 1 |
| Other | | | | | | | | | | 1 | | | 1 |
| Screening | 10 | 5 | 3 | 4 | 5 | 7 | 6 | 6 | 5 | 5 | 6 | 4 | 66 |
| Crew Member or Airline Employee | 1 | | | | 1 | | | | | | 1 | | 3 |
| Gate Pass | | | | | | | | | | 1 | | | 1 |
| Inconsistency | | 2 | | 2 | | 1 | 1 | | 1 | | | 1 | 8 |
| Lengthy Lines | 1 | | | 1 | | | | | | | 2 | | 4 |
| Procedures/Process | 7 | 3 | 2 | 1 | 3 | 6 | 3 | 6 | 3 | 4 | 3 | 3 | 44 |
| Retrieving Abandoned/Confiscated Items | 1 | | | | | | | | 1 | | | | 2 |
| Security Breach | | | 1 | | 1 | | 2 | | | | | | 4 |
| TSA Contact Information | | | | | | | | | 1 | | | | 1 |
| General | | | | | | | | | 1 | | | | 1 |
| 2018 | 49 | 56 | 64 | 57 | 50 | 85 | 58 | 69 | 51 | 42 | 53 | 41 | 675 |
| Advanced Imaging Technology (AIT) | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Civil Rights | 1 | 3 | 2 | 3 | 2 | 2 | | | 4 | 4 | 2 | | 23 |
| Age | | | | | | | | | 1 | | 1 | | 2 |
| Hair Patdowns | | | | | | | | | 1 | | | | 1 |
| National Origin | | | | | | | | | 1 | | 1 | | 2 |
| Racial Profiling or Discrimination | 1 | 1 | 2 | 2 | 2 | 1 | | | 1 | 4 | | | 14 |
| Screening of Religious Cultural and Ceremonial Items | | 1 | | | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | 1 | | | | | | | 1 |
| Sexual Orientation - Not Transgender | | 1 | | | | | | | | | | | 1 |
| Transgender Screening | | | | 1 | | | | | | | | | 1 |
| Customer Service | 6 | 9 | 8 | 6 | 5 | 15 | 8 | 13 | 5 | 6 | 6 | 7 | 94 |
| Others | | | | | | | 1 | | | | | 1 | 2 |
| TSO | 6 | 9 | 8 | 6 | 5 | 15 | 7 | 13 | 5 | 6 | 6 | 6 | 92 |
| Locks | 2 | 3 | 1 | | 4 | 4 | 7 | 4 | 2 | | 3 | | 30 |
| General | | 1 | | | | | | | | | | | 1 |
| Missing or Damaged Lock | 2 | 2 | 1 | | 4 | 4 | 7 | 4 | 2 | | 3 | | 29 |
| Lost and Found | 1 | | 1 | 1 | | | | | | | | 1 | 4 |
| Airport/TSA | 1 | | 1 | 1 | | | | | | | | 1 | 4 |
| Mishandling of Passenger Property | 17 | 15 | 24 | 18 | 17 | 21 | 17 | 21 | 12 | 10 | 12 | 9 | 193 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | 3 | 1 | | 2 | | 3 | 2 | | 1 | | 13 |
| Damaged/Missing Items--Checked Baggage | 14 | 14 | 19 | 16 | 11 | 16 | 16 | 12 | 9 | 10 | 10 | 6 | 153 |
| Damaged/Missing Items--Unspecified Luggage | | | | | 2 | | | 1 | | | | 1 | 4 |
| Disarrayed Items--Carry-on or Checked | 3 | | 2 | 1 | 4 | 3 | 1 | 5 | 1 | | 1 | 2 | 23 |
| Patdown | 2 | | | 1 | 2 | 6 | 4 | 6 | 5 | 4 | 6 | 1 | 37 |
| Flyer | 2 | | | 1 | 2 | 6 | 4 | 5 | 5 | 3 | 5 | 1 | 34 |
| Flyer as Observer | | | | | | | | | | 1 | 1 | | 2 |
| Non-Flyer | | | | | | | | 1 | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | 3 | 4 | 4 | 2 | 4 | 3 | 7 | 5 | 6 | 4 | 4 | 47 |
| Autism Spectrum | | | 1 | | | | | | 1 | | | | 2 |
| Breast Cancer | | | | | | 2 | | | | | | | 2 |
| Cancer (general) Not Breast Cancer | | | | 1 | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | 1 | | | | | 1 | | | 2 |
| Diabetes | | | | | 1 | | 1 | 1 | | | | | 3 |
| General | | | | | | | | 1 | | | 2 | 1 | 4 |
| Hearing Impairment | | | | | | | | | | 1 | | | 1 |
| Internal Medical Devices | | | | | | 1 | | 1 | | | | | 2 |
| Medically Necessary Medication and Medical | 1 | 1 | 1 | 1 | | | 1 | | | 2 | | | 7 |
| Metal Implants (joint) | | | 1 | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | 2 | | 2 | 2 | 2 | 8 |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 |
| Service Animals | | | 1 | | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | 1 | | | | | | | 1 | | | | 2 |
| Visual Impairment | | | | | | | | | 1 | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 1 | | 2 | | 1 | 1 | 1 | 2 | | | 1 | 9 |
| Property - Special Handling | 14 | 15 | 20 | 18 | 7 | 19 | 12 | 11 | 13 | 8 | 11 | 12 | 160 |
| Damaged Items - Carry-On | 2 | | 3 | 4 | 1 | 7 | 2 | 1 | 2 | | 2 | 2 | 26 |
| Damaged Items - Checked | 5 | 4 | 5 | 5 | | 5 | 5 | | 2 | 5 | 6 | | 42 |
| Missing Items - Carry-On | | 3 | 2 | 1 | 3 | 1 | 2 | 3 | | 1 | | 1 | 17 |
| Missing Items - Checked | 7 | 8 | 10 | 8 | 3 | 6 | 3 | 7 | 9 | 2 | 3 | 9 | 75 |
| Request for Assistance | | | | 2 | | | | | | | | | 2 |
| Other | | | | 1 | | | | | | | | | 1 |
| Wounded Warrior (MSIJSOC) | | | | 1 | | | | | | | | | 1 |
| Screening | 5 | 8 | 4 | 4 | 11 | 13 | 7 | 7 | 5 | 4 | 9 | 7 | 84 |
| Inconsistency | | 2 | 1 | | 1 | 1 | 3 | | 2 | | | 1 | 11 |
| Lengthy Lines | 2 | 1 | | 1 | | 2 | | 1 | | | 2 | | 9 |
| Procedures/Process | 2 | 4 | 2 | 3 | 10 | 10 | 4 | 4 | 3 | 4 | 7 | 4 | 57 |
| Retrieving Abandoned/Confiscated Items | 1 | 1 | 1 | | | | | 1 | | | | 2 | 6 |
| Security Breach | | | | | | | | 1 | | | | | 1 |
| 2019 | 41 | 59 | 72 | 53 | 51 | 76 | 73 | | | | | | 425 |
| Civil Rights | 2 | 2 | 3 | 3 | 2 | 5 | 1 | | | | | | 18 |
| Age | | | 1 | | | 1 | | | | | | | 2 |
| Racial Profiling or Discrimination | | | 1 | 1 | 2 | 3 | 1 | | | | | | 8 |
| Screening of Religious or Cultural Garments | | | | 1 | | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | 2 | 2 | 1 | 1 | | 1 | | | | | | | 7 |
| Customer Service | 4 | 16 | 10 | 8 | 7 | 15 | 12 | | | | | | 72 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| CSM | | | 1 | | | | | | | | | | 1 |
| Others | | 2 | | | | | 1 | | | | | | 3 |
| TSO | 4 | 14 | 9 | 8 | 7 | 15 | 11 | | | | | | 68 |
| Locks | 5 | 4 | 3 | 1 | 3 | 2 | 3 | | | | | | 21 |
| Missing or Damaged Lock | 5 | 4 | 3 | 1 | 3 | 2 | 3 | | | | | | 21 |
| Lost and Found | 2 | 1 | | | | 1 | 1 | | | | | | 5 |
| Airport/TSA | 2 | 1 | | | | 1 | 1 | | | | | | 5 |
| Mishandling of Passenger Property | 12 | 8 | 18 | 12 | 17 | 16 | 26 | | | | | | 109 |
| Damaged/Missing Items--Carry-on Luggage | 3 | 2 | 1 | | 4 | 1 | 1 | | | | | | 12 |
| Damaged/Missing Items--Checked Baggage | 7 | 5 | 17 | 11 | 9 | 14 | 22 | | | | | | 85 |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 2 | 1 | | 1 | 3 | 1 | 3 | | | | | | 11 |
| Patdown | 3 | 3 | 4 | | 4 | | 1 | | | | | | 15 |
| Children | | | 1 | | | | | | | | | | 1 |
| Flyer | 3 | 2 | 3 | | 4 | | 1 | | | | | | 13 |
| Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 6 | 5 | 1 | 3 | 7 | 2 | | | | | | 24 |
| Autism Spectrum | | | | | 1 | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | 1 | 1 | | | | | | | 2 |
| Diabetes | | 1 | 1 | | | | | | | | | | 2 |
| Diapers/Garments/Dressings/Masks | | | 1 | | | | | | | | | | 1 |
| General | | | | | | 2 | 1 | | | | | | 3 |
| Hearing Impairment | | | 1 | | | | | | | | | | 1 |
| Internal Medical Devices | | 1 | | | | | | | | | | | 1 |
| Medical Devices - Attached to the Body | | | 1 | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical Supplies | | 1 | | | | 1 | | | | | | | 2 |
| Metal Implants (joint) | | | | | | 1 | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | 2 | 1 | | 1 | | | | | | | | 4 |
| Respiratory and Inhaler Equipment | | | | 1 | | | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | 1 | | | | | | | 1 |
| Visual Impairment | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | 1 | | | | | 1 | | | | | | 2 |
| Property - Special Handling | 10 | 14 | 18 | 19 | 11 | 20 | 20 | | | | | | 112 |
| Damaged Items - Carry-On | | 2 | 1 | 2 | 2 | 1 | 3 | | | | | | 11 |
| Damaged Items - Checked | 3 | 3 | 6 | 4 | 4 | 4 | 4 | | | | | | 28 |
| Missing Items - Carry-On | 1 | 3 | 2 | 5 | | 3 | 4 | | | | | | 18 |
| Missing Items - Checked | 6 | 6 | 9 | 8 | 5 | 12 | 9 | | | | | | 55 |
| Request for Assistance | | | | | | 1 | | | | | | | 1 |
| Other | | | | | | 1 | | | | | | | 1 |
| Screening | 3 | 5 | 11 | 9 | 4 | 9 | 7 | | | | | | 48 |
| Crew Member or Airline Employee | | | | | | | 1 | | | | | | 1 |
| Inconsistency | | 1 | | 1 | | | | | | | | | 2 |
| Lengthy Lines | | | | | 1 | 1 | | | | | | | 2 |
| Procedures/Process | 3 | 4 | 8 | 7 | 2 | 8 | 6 | | | | | | 38 |
| Retrieving Abandoned/Confiscated Items | | | 2 | 1 | | | | | | | | | 3 |
| Security Breach | | | 1 | | 1 | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| TRI | 8 | 14 | 9 | 11 | 12 | 17 | 10 | 10 | 5 | 5 | 13 | 8 | 122 |
| 2016 | | | | 3 | 4 | 4 | 3 | 3 | | 1 | 6 | 5 | 29 |
| Customer Service | | | | | | 1 | | | | 1 | | | 2 |
| TSO | | | | | | 1 | | | | 1 | | | 2 |
| Identification (ID) Requirements | | | | | | | | | | | 1 | | 1 |
| Domestic | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | 3 | 3 | 3 | 1 | 3 | | | 4 | 5 | 22 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | 3 | 3 | 1 | 3 | | | 2 | 5 | 19 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | 1 | | 2 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Screening | | | | | 1 | | 1 | | | | 1 | | 3 |
| Inconsistency | | | | | | | 1 | | | | 1 | | 2 |
| Lengthy Lines | | | | | 1 | | | | | | | | 1 |
| 2017 | 4 | 3 | 6 | 3 | 3 | 3 | 1 | 5 | 3 | 1 | 3 | 2 | 37 |
| Civil Rights | | 1 | 1 | | | | | | | 1 | | | 3 |
| Racial Profiling or Discrimination | | 1 | 1 | | | | | | | 1 | | | 3 |
| Locks | | | | | | 1 | | | | | | | 1 |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 4 | 2 | 4 | 2 | 3 | 1 | 1 | 4 | 3 | | 3 | | 27 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 2 | 2 | 4 | 2 | 3 | 1 | 1 | 3 | 1 | | 3 | | 22 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | 1 | 2 | | | | 4 |
| Patdown | | | | | | 1 | | 1 | | | | | 2 |
| Flyer | | | | | | 1 | | 1 | | | | | 2 |
| Screening | | | 1 | 1 | | | | | | | | 2 | 4 |
| Procedures/Process | | | 1 | 1 | | | | | | | | 2 | 4 |
| 2018 | 3 | 5 | 1 | 3 | 1 | 2 | 3 | 2 | 2 | 3 | 4 | 1 | 30 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | | 1 | | | | | | | 1 |
| TSO | | | | | | 1 | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 3 | | 1 | | | 2 | | | 2 | 2 | 1 | 13 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | | 1 | | | 2 | | | 2 | | 1 | 9 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | 2 | | 3 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | 1 | 1 | | 2 | 1 | | 1 | 1 | 1 | 1 | 1 | | 10 |
| Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 |
| Damaged Items - Checked | 1 | 1 | | | | | | | | | 1 | | 3 |
| Missing Items - Checked | | | | 1 | 1 | | 1 | 1 | 1 | 1 | | | 6 |
| Screening | | 1 | 1 | | | | | | 1 | | 1 | | 4 |
| Lengthy Lines | | 1 | | | | | | | 1 | | 1 | | 3 |
| Procedures/Process | | | 1 | | | | | | | | | | 1 |
| 2019 | 1 | 6 | 2 | 2 | 4 | 8 | 3 | | | | | | 26 |
| Customer Service | | | 1 | 1 | | 2 | 1 | | | | | | 5 |
| Others | | | | | | | 1 | | | | | | 1 |
| TSO | | | 1 | 1 | | 2 | | | | | | | 4 |
| Mishandling of Passenger Property | 1 | 2 | | 1 | 3 | | | | | | | | 7 |
| Damaged/Missing Items--Checked Baggage | 1 | 2 | | 1 | 2 | | | | | | | | 6 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 |
| Patdown | | | | | | 1 | | | | | | | 1 |
| Flyer | | | | | | 1 | | | | | | | 1 |
| Property - Special Handling | | 2 | 1 | | | 2 | 1 | | | | | | 6 |
| Damaged Items - Checked | | 1 | 1 | | | 1 | | | | | | | 3 |
| Missing Items - Carry-On | | | | | | 1 | | | | | | | 1 |
| Missing Items - Checked | | 1 | | | | | 1 | | | | | | 2 |
| Screening | | 2 | | | 1 | 3 | 1 | | | | | | 7 |
| Lengthy Lines | | 2 | | | 1 | 1 | 1 | | | | | | 5 |
| Procedures/Process | | | | | | 2 | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| TTN | 10 | 6 | 5 | 7 | 7 | 9 | 12 | 8 | 8 | 5 | 11 | 14 | 102 | |
| 2016 | | | | 3 | | 4 | 1 | 4 | 2 | | 4 | 3 | 21 | |
| Customer Service | | | | | | | | | 1 | | 1 | | 2 | |
| TSO | | | | | | | | | 1 | | 1 | | 2 | |
| Lost and Found | | | | | | 1 | | 1 | | | 1 | 1 | 4 | |
| Airport/TSA | | | | | | 1 | | 1 | | | 1 | 1 | 4 | |
| Mishandling of Passenger Property | | | | 3 | | 3 | 1 | 2 | 1 | | 2 | 1 | 13 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | 1 | | 1 | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 2 | 1 | 1 | 1 | | 2 | 1 | 9 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 1 | |
| Screening | | | | | | | | | | | | 1 | 1 | |
| Procedures/Process | | | | | | | | | | | | 1 | 1 | |
| 2017 | 3 | 3 | 3 | 2 | 2 | 2 | 3 | 3 | 3 | 2 | 3 | 8 | 37 | |
| Civil Rights | | | | 1 | | | | | | | 1 | | 2 | |
| Headwear | | | | 1 | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | | 1 | | 1 | |
| Customer Service | 1 | | | | 1 | | | | 1 | | | 1 | 4 | |
| TSO | 1 | | | | 1 | | | | 1 | | | 1 | 4 | |
| Identification (ID) Requirements | 1 | | | | | | | | | | | | 1 | |
| ID Matching Ticket and Boarding Pass Issues | 1 | | | | | | | | | | | | 1 | |
| Locks | | 1 | | | | | | | | | | | 1 | |
| Missing or Damaged Lock | | 1 | | | | | | | | | | | 1 | |
| Lost and Found | | | | | | | | | | 1 | | | 1 | |
| Airport/TSA | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | 1 | 2 | 1 | 1 | 1 | 2 | 2 | 2 | | | | 4 | 16 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | | | | 3 | 12 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | 1 | | | | 1 | 3 | |
| Patdown | | | | | | | | | | | 1 | 1 | 2 | |
| Flyer | | | | | | | | | | | 1 | 1 | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | 1 | | | | 1 | |
| Autism Spectrum | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | | 1 | 1 | | 1 | 4 | |
| Damaged Items - Carry-On | | | | | | | | | | | | 1 | 1 | |
| Damaged Items - Checked | | | | | | | | | 1 | | | | 1 | |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Checked | | | | | | | | | | 1 | | | 1 | |
| Screening | | | 2 | | | | | 1 | | | 1 | 1 | 5 | |
| Gate Pass | | | 1 | | | | | | | | | | 1 | |
| Lengthy Lines | | | | | | | | | | | | 1 | 1 | |
| Procedures/Process | | | 1 | | | | | 1 | | | 1 | | 3 | |
| 2018 | 4 | 3 | 1 | 2 | 1 | | 6 | 1 | 3 | 3 | 4 | 3 | 31 | |
| Civil Rights | 1 | | | | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | | | | | | | 1 | |
| Customer Service | 1 | | | | | | 1 | 1 | 1 | 2 | | 1 | 7 | |
| TSO | 1 | | | | | | 1 | 1 | 1 | 2 | | 1 | 7 | |
| Lost and Found | | | | | | | 1 | | | | | | 1 | |
| Airport/TSA | | | | | | | 1 | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | 1 | 1 | | | | 2 | | 1 | 1 | 1 | | 8 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | 1 | | 2 | |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | | | | 2 | | | 1 | | | 5 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 | |
| Patdown | | | | 1 | | | | | | | | 1 | 2 | |
| Children | | | | 1 | | | | | | | | | 1 | |
| Flyer | | | | | | | | | | | | 1 | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | 1 | | 2 | |
| Diabetes | | | | | | | 1 | | | | | | 1 | |
| Hearing Impairment | | | | | | | | | | | 1 | | 1 | |
| Property - Special Handling | 1 | | | | 1 | | 1 | | 1 | | 1 | | 5 | |
| Damaged Items - Checked | | | | | 1 | | | | | | | | 1 | |
| Missing Items - Carry-On | 1 | | | | | | 1 | | 1 | | | | 3 | |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Screening | | 2 | | 1 | | | | | | | 1 | 1 | 5 | |
| Inconsistency | | | | | | | | | | | 1 | | 1 | |
| Procedures/Process | | 2 | | 1 | | | | | | | | 1 | 4 | |
| 2019 | 3 | | 1 | | 4 | 3 | 2 | | | | | | 13 | |
| Civil Rights | 1 | | | | | | | | | | | | 1 | |
| Transgender Screening | 1 | | | | | | | | | | | | 1 | |
| Customer Service | 1 | | | | 1 | | 2 | | | | | | 4 | |
| TSO | 1 | | | | 1 | | 2 | | | | | | 4 | |
| Lost and Found | 1 | | | | | 1 | | | | | | | 2 | |
| Airport/TSA | 1 | | | | | 1 | | | | | | | 2 | |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 | |
| Patdown | | | | | | 1 | | | | | | | 1 | |
| Flyer as Observer | | | | | | 1 | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | 1 | | | | | | | | 1 | |
| Property - Special Handling | | | | | 1 | | | | | | | | 1 | |
| Missing Items - Carry-On | | | | | 1 | | | | | | | | 1 | |
| Screening | | | 1 | | | 1 | | | | | | | 2 | |
| Procedures/Process | | | 1 | | | 1 | | | | | | | 2 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| TUL | 20 | 32 | 25 | 29 | 14 | 21 | 32 | 18 | 27 | 19 | 21 | 13 | 271 | |
| 2016 | | | | 11 | 4 | 3 | 8 | 4 | 8 | 3 | 7 | 10 | 58 | |
| Civil Rights | | | | 2 | | | | | | | | | 2 | |
| Racial Profiling or Discrimination | | | | 2 | | | | | | | | | 2 | |
| Customer Service | | | | 1 | | | | 1 | 2 | | | 2 | 6 | |
| Others | | | | | | | | 1 | 1 | | | | 2 | |
| TSO | | | | 1 | | | | | 1 | | | 2 | 4 | |
| Identification (ID) Requirements | | | | | | 1 | | | | | | | 1 | |
| Domestic | | | | | | 1 | | | | | | | 1 | |
| Locks | | | | 2 | | | | | | 1 | | | 3 | |
| Missing or Damaged Lock | | | | 2 | | | | | | 1 | | | 3 | |
| Mishandling of Passenger Property | | | | 5 | 3 | 2 | 6 | | 7 | 2 | 4 | 5 | 34 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | 1 | | | | | 1 | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | 5 | 2 | 2 | 5 | | 7 | 2 | 4 | 2 | 29 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | | 2 | 2 | |
| Patdown | | | | | 1 | | 1 | 2 | | | | 1 | 5 | |
| Flyer | | | | | 1 | | 1 | 1 | | | | 1 | 4 | |
| Flyer as Observer | | | | | | | | 1 | | | | | 1 | |
| Screening | | | | 1 | | | | | | 1 | 3 | 2 | 7 | |
| Inconsistency | | | | | | | | | | 1 | | | 1 | |
| Procedures/Process | | | | | | | | | | | 2 | 2 | 4 | |
| Security Breach | | | | 1 | | | | | | | 1 | | 2 | |
| 2017 | 5 | 9 | 10 | 11 | 2 | 6 | 4 | 6 | 8 | 6 | 11 | 3 | 81 | |
| Civil Rights | | 1 | 2 | 2 | | | | | | | | | 5 | |
| National Origin | | | | 1 | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | 2 | 1 | | | | | | | | | 3 | |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | | | 1 | |
| Customer Service | | 1 | 1 | 1 | 1 | 1 | 1 | | 3 | 2 | 2 | 1 | 14 | |
| TSO | | 1 | 1 | 1 | 1 | 1 | 1 | | 3 | 2 | 2 | 1 | 14 | |
| Locks | | 1 | | 1 | | | | | | | 3 | | 5 | |
| General | | | | | | | | | | | 1 | | 1 | |
| Missing or Damaged Lock | | 1 | | 1 | | | | | | | 2 | | 4 | |
| Mishandling of Passenger Property | 3 | 4 | 5 | 5 | 1 | 2 | 1 | 5 | 3 | 4 | 2 | 1 | 36 | |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 3 | 4 | 4 | 4 | 1 | 2 | | 4 | 3 | 4 | 2 | 1 | 32 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | 1 | 1 | | | | | 3 | |
| Patdown | | 1 | | 1 | | 2 | | | | | 1 | | 5 | |
| Flyer | | 1 | | 1 | | 2 | | | | | 1 | | 5 | |
| Persons w/ Disabilities (PWD) | 1 | 1 | | | | | | | | | | | 2 | |
| Medically Necessary Medication and Medical | 1 | 1 | | | | | | | | | | | 2 | |
| Property - Special Handling | | | | | | | 1 | | 1 | | 1 | 1 | 4 | |
| Damaged Items - Carry-On | | | | | | | | | | | | 1 | 1 | |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Missing Items - Checked | | | | | | | 1 | | 1 | | | | 2 | |
| Screening | 1 | | 2 | 1 | | 1 | 1 | 1 | 1 | | 2 | | 10 | |
| Procedures/Process | 1 | | 2 | 1 | | | 1 | 1 | 1 | | 2 | | 9 | |
| Retrieving Abandoned/Confiscated Items | | | | | | 1 | | | | | | | 1 | |
| 2018 | 8 | 16 | 8 | 5 | 6 | 6 | 10 | 8 | 11 | 10 | 3 | | 91 | |
| Civil Rights | | | | | 1 | 1 | | 1 | | | | | 3 | |
| Racial Profiling or Discrimination | | | | | 1 | 1 | | 1 | | | | | 3 | |
| Customer Service | | 3 | 2 | 1 | 2 | 1 | 3 | 2 | 1 | 1 | | | 16 | |
| Others | | 2 | | | | | | 1 | | | | | 3 | |
| TSO | | 1 | 2 | 1 | 2 | 1 | 3 | 1 | 1 | 1 | | | 13 | |
| Locks | 1 | | | | | | 1 | | | 1 | 1 | | 4 | |
| Missing or Damaged Lock | 1 | | | | | | 1 | | | 1 | 1 | | 4 | |
| Mishandling of Passenger Property | 2 | 2 | 3 | | 1 | 3 | 4 | | 7 | 1 | 2 | | 25 | |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | 2 | | 1 | 3 | 3 | | 6 | 1 | 2 | | 21 | |
| Disarrayed Items--Carry-on or Checked | | 1 | 1 | | | | 1 | | 1 | | | | 4 | |
| Patdown | 1 | | 1 | 2 | | | | | | 1 | | | 5 | |
| Flyer | 1 | | 1 | 2 | | | | | | 1 | | | 5 | |
| Persons w/ Disabilities (PWD) | 2 | 2 | | 1 | | | | 2 | 1 | | | | 8 | |
| Cancer (general) Not Breast Cancer | | | | | | | | 1 | | | | | 1 | |
| General | 1 | | | | | | | | | | | | 1 | |
| Metal Implants (joint) | | 2 | | | | | | | | | | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | | | | | | | | | 1 | |
| Prosthesis/Amputees and Casts | | | | | | | | 1 | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | 1 | | | | 2 | |
| Property - Special Handling | 1 | 1 | 1 | | 1 | 1 | 2 | 1 | 1 | 3 | | | 12 | |
| Damaged Items - Checked | | 1 | 1 | | 1 | | | 1 | | | | | 4 | |
| Missing Items - Carry-On | | | | | | 1 | 1 | | | | | | 2 | |
| Missing Items - Checked | 1 | | | | | | 1 | | 1 | 3 | | | 6 | |
| Screening | 1 | 8 | 1 | 1 | 1 | | | 2 | 1 | 3 | | | 18 | |
| Crew Member or Airline Employee | | 2 | | | | | | | | | | | 2 | |
| Inconsistency | | 1 | | 1 | | | | | | 1 | | | 3 | |
| Lengthy Lines | | 1 | | | | | | | | 1 | | | 2 | |
| Procedures/Process | 1 | 4 | 1 | | 1 | | | 2 | 1 | 1 | | | 11 | |
| 2019 | 7 | 7 | 7 | 2 | 2 | 6 | 10 | | | | | | 41 | |
| Civil Rights | | 1 | | | | | 1 | | | | | | 2 | |
| Racial Profiling or Discrimination | | | | | | | 1 | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | | | 1 | |
| Customer Service | 1 | 2 | 2 | | | | 2 | | | | | | 7 | |
| TSO | 1 | 2 | 2 | | | | 2 | | | | | | 7 | |
| Locks | | | | | | 1 | 1 | | | | | | 2 | |
| Missing or Damaged Lock | | | | | | 1 | 1 | | | | | | 2 | |
| Mishandling of Passenger Property | 2 | 1 | 2 | | | 2 | 4 | | | | | | 11 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 2 | | | | | 2 | 2 | | | | | | 6 |
| Disarrayed Items--Carry-on or Checked | | 1 | 1 | | | | 2 | | | | | | 4 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Persons w/ Disabilities (PWD) | 1 | | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 2 | 1 | 1 | 2 | 3 | 1 | | | | | | 12 |
| Damaged Items - Carry-On | | | | | 1 | | | | | | | | 1 |
| Damaged Items - Checked | | | | 1 | 1 | | | | | | | | 2 |
| Missing Items - Carry-On | 1 | | 1 | | | | | | | | | | 2 |
| Missing Items - Checked | 1 | 2 | | | | 3 | 1 | | | | | | 7 |
| Screening | 1 | 1 | 2 | 1 | | | | | | | | | 5 |
| Inconsistency | | | 1 | | | | | | | | | | 1 |
| Procedures/Process | 1 | 1 | 1 | 1 | | | | | | | | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| TUS | 42 | 49 | 40 | 48 | 73 | 81 | 66 | 44 | 33 | 33 | 30 | 27 | 566 | |
| 2016 | | | | 17 | 26 | 22 | 18 | 21 | 8 | 9 | 10 | 9 | 140 | |
| Civil Rights | | | | 1 | 1 | 2 | | | | | | | 4 | |
| General Complaint and Discrimination | | | | 1 | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | 1 | 2 | | | | | | | 3 | |
| Customer Service | | | | 6 | 10 | 10 | 4 | 5 | 1 | 2 | 1 | 3 | 42 | |
| Others | | | | 3 | 6 | 5 | 1 | 3 | | 2 | 1 | 1 | 22 | |
| TSO | | | | 3 | 4 | 5 | 3 | 2 | 1 | | | 2 | 20 | |
| Locks | | | | | | 1 | | 1 | | | | | 2 | |
| Missing or Damaged Lock | | | | | | 1 | | 1 | | | | | 2 | |
| Lost and Found | | | | | 1 | | | | | 1 | | | 2 | |
| Airport/TSA | | | | | 1 | | | | | 1 | | | 2 | |
| Mishandling of Passenger Property | | | | 9 | 13 | 4 | 10 | 9 | 1 | 5 | 8 | 4 | 63 | |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | 2 | | | 1 | | 2 | | | 6 | |
| Damaged/Missing Items--Checked Baggage | | | | 7 | 9 | 4 | 9 | 6 | | 3 | 7 | 4 | 49 | |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 2 | | 1 | 2 | 1 | | 1 | | 8 | |
| Patdown | | | | | | | | 1 | | | | | 1 | |
| Flyer | | | | | | | | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | 1 | | 2 | | | | | 4 | |
| Diabetes | | | | | | 1 | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | 2 | | | | | 2 | |
| Prohibited & Permitted Items | | | | | | | | | | 1 | | | 1 | |
| Firearm/Ammunition | | | | | | | | | | 1 | | | 1 | |
| Screening | | | | | 1 | 4 | 4 | 3 | 6 | | 1 | 2 | 21 | |
| Inconsistency | | | | | | | | | 1 | | | | 1 | |
| Lengthy Lines | | | | | 1 | 3 | 2 | 2 | 3 | | | | 11 | |
| Procedures/Process | | | | | | | 2 | 1 | 1 | | 1 | 1 | 6 | |
| Security Breach | | | | | | 1 | | | 1 | | | 1 | 3 | |
| 2017 | 15 | 12 | 21 | 10 | 18 | 30 | 20 | 11 | 14 | 19 | 10 | 12 | 192 | |
| Civil Rights | | | 1 | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 | |
| Customer Service | 6 | 5 | 4 | 3 | 4 | 9 | 4 | 2 | 5 | 7 | 5 | 5 | 59 | |
| CSM | | | | | | | | | | | 1 | | 1 | |
| Others | 5 | 3 | 1 | 1 | 1 | 5 | 2 | 2 | 1 | 6 | 2 | 4 | 33 | |
| TSO | 1 | 2 | 3 | 2 | 3 | 4 | 2 | | 4 | 1 | 2 | 1 | 25 | |
| Locks | 2 | | | 1 | | 3 | | | | 1 | | 1 | 8 | |
| General | | | | | | 1 | | | | | | | 1 | |
| Missing or Damaged Lock | 2 | | | 1 | | 2 | | | | 1 | | 1 | 7 | |
| Lost and Found | | | 1 | | 1 | | | 2 | | | 1 | | 5 | |
| Airport/TSA | | | 1 | | 1 | | | 2 | | | 1 | | 5 | |
| Mishandling of Passenger Property | 4 | 3 | 11 | 5 | 8 | 15 | 7 | 3 | 5 | 4 | 3 | 2 | 70 | |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | 1 | 1 | | | | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | 3 | 2 | 8 | 4 | 6 | 13 | 5 | 3 | 4 | 4 | 2 | 1 | 55 | |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | 2 | | 1 | 2 | 2 | | 1 | | 1 | 1 | 12 | |
| Patdown | 2 | 3 | | | | 1 | 1 | 1 | | 1 | | 2 | 11 | |
| Flyer | 2 | 3 | | | | 1 | 1 | 1 | | 1 | | 2 | 11 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | 4 | 1 | 3 | 4 | 1 | | 13 | |
| Damaged Items - Checked | | | | | | | | | | 2 | | | 2 | |
| Missing Items - Carry-On | | | | | | | 1 | | | | 1 | | 2 | |
| Missing Items - Checked | | | | | | | 3 | 1 | 3 | 2 | | | 9 | |
| Screening | 1 | 1 | 4 | | 5 | 2 | 4 | 2 | 1 | 2 | | 2 | 24 | |
| Inconsistency | | | 1 | | 1 | | | | | | | | 2 | |
| Lengthy Lines | | | | | 1 | | 3 | | | 1 | | 2 | 7 | |
| Procedures/Process | 1 | 1 | 2 | | 3 | 2 | 1 | 2 | 1 | 1 | | | 14 | |
| Security Breach | | | 1 | | | | | | | | | | 1 | |
| 2018 | 11 | 22 | 11 | 14 | 15 | 15 | 16 | 12 | 11 | 5 | 10 | 6 | 148 | |
| Civil Rights | | 1 | | | | | 1 | 1 | 1 | | 1 | | 5 | |
| Hair Patdowns | | | | | | | | 1 | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | 1 | | 1 | | | | 2 | |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | | | | | | | | | 1 | | 2 | |
| Customer Service | 3 | 5 | 2 | 3 | 1 | 1 | 8 | | 1 | 1 | 2 | 1 | 28 | |
| Others | 2 | 2 | 1 | 2 | | | 5 | | | | | | 12 | |
| TSO | 1 | 3 | 1 | 1 | 1 | 1 | 3 | | 1 | 1 | 2 | 1 | 16 | |
| Locks | | 2 | | 1 | 1 | 1 | 2 | 2 | 2 | | 1 | | 12 | |
| Missing or Damaged Lock | | 2 | | 1 | 1 | 1 | 2 | 2 | 2 | | 1 | | 12 | |
| Lost and Found | | 2 | | | | | 1 | | | | | | 3 | |
| Airport/TSA | | 2 | | | | | 1 | | | | | | 3 | |
| Mishandling of Passenger Property | 1 | 5 | 1 | 5 | 5 | 7 | 1 | 5 | 5 | 3 | 4 | 3 | 45 | |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | 1 | | | | 1 | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | 1 | 3 | | 3 | 4 | 7 | 1 | 4 | 1 | 2 | 4 | 2 | 32 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | 1 | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | 1 | 1 | 1 | | | | | 4 | 1 | | 1 | 9 | |
| Patdown | | 1 | 1 | 1 | 1 | | 1 | 1 | | | 1 | | 7 | |
| Flyer | | 1 | | 1 | 1 | | 1 | 1 | | | 1 | | 6 | |
| Flyer as Observer | | | 1 | | | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | 2 | 1 | | 1 | | | | 1 | | | | | 5 | |
| Medically Necessary Medication and Medical | 1 | 1 | | | | | | | | | | | 2 | |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | | | | | | | | | | | | 1 | |
| Prosthesis/Amputees and Casts | | | | 1 | | | | | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 1 | |
| Property - Special Handling | 4 | 1 | 2 | 3 | 5 | 4 | 1 | | 1 | | | 1 | 22 | |
| Damaged Items - Carry-On | | | | | | 1 | | | | | | 1 | 2 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Damaged Items - Checked | | 1 | | 1 | 1 | 3 | 1 | | | | | | 7 |
| Missing Items - Carry-On | 1 | | 1 | | | | | | | | | | 2 |
| Missing Items - Checked | 3 | | 1 | 2 | 4 | | | | 1 | | | | 11 |
| Screening | 1 | 4 | 5 | | 2 | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 21 |
| Inconsistency | | 2 | 1 | | | | | | | | | | 3 |
| Lengthy Lines | | 2 | 1 | | | | 1 | | | | | | 4 |
| Procedures/Process | 1 | | 3 | | 2 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 14 |
| 2019 | 16 | 15 | 8 | 7 | 14 | 14 | 12 | | | | | | 86 |
| Civil Rights | 2 | 1 | | | 1 | 1 | 2 | | | | | | 7 |
| Hair Patdowns | | | | | | | 1 | | | | | | 1 |
| Perceived Religion | | 1 | | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | 2 | | | | 1 | 1 | 1 | | | | | | 5 |
| Customer Service | 2 | 1 | 1 | 1 | 2 | | | | | | | | 7 |
| Others | 1 | 1 | | | 1 | | | | | | | | 3 |
| TSO | 1 | | 1 | 1 | 1 | | | | | | | | 4 |
| Locks | 1 | 2 | | 1 | | 1 | | | | | | | 5 |
| Missing or Damaged Lock | 1 | 2 | | 1 | | 1 | | | | | | | 5 |
| Mishandling of Passenger Property | 7 | 3 | 4 | 2 | 3 | 4 | 2 | | | | | | 25 |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 5 | 2 | 3 | 2 | 1 | 3 | 2 | | | | | | 18 |
| Disarrayed Items--Carry-on or Checked | 1 | 1 | 1 | | 2 | 1 | | | | | | | 6 |
| Patdown | | 1 | 1 | | | | 2 | | | | | | 4 |
| Flyer | | 1 | 1 | | | | 2 | | | | | | 4 |
| Persons w/ Disabilities (PWD) | 1 | 3 | | | | | | | | | | | 4 |
| Internal Medical Devices | | 1 | | | | | | | | | | | 1 |
| Mobility Disability (Not Wheelchair or Scooter) | 1 | 1 | | | | | | | | | | | 2 |
| Visual Impairment | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 1 | 2 | 1 | 2 | 7 | 6 | 2 | | | | | | 21 |
| Damaged Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Damaged Items - Checked | | 1 | | | 2 | 2 | | | | | | | 5 |
| Missing Items - Carry-On | | | | | | | 1 | | | | | | 1 |
| Missing Items - Checked | | 1 | 1 | 2 | 5 | 4 | 1 | | | | | | 14 |
| Screening | 2 | 2 | 1 | 1 | 1 | 2 | 4 | | | | | | 13 |
| Inconsistency | 1 | | | | | | | | | | | | 1 |
| Lengthy Lines | | | | | | 2 | | | | | | | 2 |
| Procedures/Process | 1 | 2 | 1 | 1 | 1 | | 3 | | | | | | 9 |
| Security Breach | | | | | | | 1 | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| TVC | 5 | 2 | | 2 | 4 | 1 | 3 | 8 | 8 | 12 | 11 | 8 | 64 |
| 2016 | | | | | 3 | | | 6 | 2 | 5 | 2 | 5 | 23 |
| Customer Service | | | | | 1 | | | 1 | 1 | 1 | 1 | 1 | 6 |
| TSO | | | | | 1 | | | 1 | 1 | 1 | 1 | 1 | 6 |
| Locks | | | | | 1 | | | 1 | | | | | 2 |
| Missing or Damaged Lock | | | | | 1 | | | 1 | | | | | 2 |
| Mishandling of Passenger Property | | | | | | | | 2 | 1 | 3 | 1 | 3 | 10 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | 1 | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 2 | | 2 | 1 | 3 | 8 |
| Screening | | | | | 1 | | | 2 | | 1 | | 1 | 5 |
| Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | 1 | | | 1 | | 1 | | 1 | 4 |
| 2017 | 4 | | | | | | 2 | | 2 | 4 | 6 | 1 | 19 |
| Customer Service | | | | | | | | | | 2 | | 1 | 3 |
| Others | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | 1 | 2 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Lost and Found | | | | | | | 1 | | | 1 | | | 2 |
| Airport/TSA | | | | | | | 1 | | | 1 | | | 2 |
| Mishandling of Passenger Property | 4 | | | | | | | | 2 | | 6 | | 12 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | 3 | | | | | | | | 2 | | 5 | | 10 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | 1 | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | | | 1 | | | | | | 1 |
| 2018 | | 2 | | 2 | | 1 | | 2 | 4 | 3 | 3 | 2 | 19 |
| Civil Rights | | | | | | | | | 1 | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | 1 | | | | 1 |
| Customer Service | | | | | | | | | 1 | | | 1 | 2 |
| TSO | | | | | | | | | 1 | | | 1 | 2 |
| Mishandling of Passenger Property | | | | | | 1 | | 1 | | 1 | 1 | 1 | 5 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | 1 | 1 | 1 | 4 |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 |
| Patdown | | 1 | | | | | | 1 | | | | | 2 |
| Flyer | | | | | | | | 1 | | | | | 1 |
| Flyer as Observer | | 1 | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 |
| Internal Medical Devices | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | | | | | | | | | 2 | 1 | 1 | | 4 |
| Damaged Items - Checked | | | | | | | | | | 1 | | | 1 |
| Missing Items - Carry-On | | | | | | | | | | | 1 | | 1 |
| Missing Items - Checked | | | | | | | | | 2 | | | | 2 |
| Screening | | | | 2 | | | | | | 1 | 1 | | 4 |
| Inconsistency | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | | | 2 | | | | | | | 1 | | 3 |
| 2019 | 1 | | | | 1 | | 1 | | | | | | 3 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | 1 | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| TVF 2018 | | | | | | | | | | | | 1 | | 1 |
| | | | | | | | | | | | | 1 | | 1 |
| | Customer Service | | | | | | | | | | | 1 | | 1 |
| | TSO | | | | | | | | | | | 1 | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| TWF | 1 | 3 | 4 | 3 | 3 | 1 | 4 | 2 | 2 | 3 | 1 | 5 | | |
| 2016 | | | | | 1 | | | | | | | | | |
| Civil Rights | | | | | | | | 1 | | | | | 1 | |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 | |
| Customer Service | | | | | | | | | | 1 | | | 1 | |
| TSO | | | | | | | | | | 1 | | | 1 | |
| Locks | | | | | | | | | | | 1 | | 1 | |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 | |
| Mishandling of Passenger Property | | | | | 1 | | | 1 | | | | | 2 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | 1 | | | | | 1 | |
| 2017 | | | 3 | 4 | 1 | 3 | 1 | 1 | | 1 | 1 | | 15 | |
| Customer Service | | | | | | 2 | | | | | | | 2 | |
| TSO | | | | | | 2 | | | | | | | 2 | |
| Locks | | | 1 | | | | | | | | | | 1 | |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | | 1 | 1 | | 1 | | 1 | | | 4 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | 1 | | 1 | | 1 | | | 4 | |
| Persons w/ Disabilities (PWD) | | | | 2 | | | | | | | | | 2 | |
| Prosthesis/Amputees and Casts | | | | 1 | | | | | | | | | 1 | |
| Respiratory and Inhaler Equipment | | | | 1 | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | | | | 1 | | 2 | |
| Damaged Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Missing Items - Checked | | | | | | | 1 | | | | | | 1 | |
| Screening | | | 2 | 2 | | | | | | | | | 4 | |
| Inconsistency | | | 2 | | | | | | | | | | 2 | |
| Procedures/Process | | | | 2 | | | | | | | | | 2 | |
| 2018 | | | | | 1 | | | 1 | | | 1 | 1 | 4 | |
| Customer Service | | | | | | | | 1 | | | | 1 | 2 | |
| TSO | | | | | | | | 1 | | | | 1 | 2 | |
| Locks | | | | | | | | | | | 1 | | 1 | |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | 1 | |
| Mishandling of Passenger Property | | | | | 1 | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | | | | | 1 | |
| 2019 | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | | 1 | | | | | | | | | | | 1 | |
| Damaged Items - Checked | | 1 | | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| TXK | 2 | 2 | 6 | 1 | 1 | 5 | 1 | 2 | 2 | | | 1 | 23 | |
| 2016 | | | | | 1 | 1 | | 1 | 1 | | | | 4 | |
| Locks | | | | | | | | 1 | | | | | 1 | |
| Missing or Damaged Lock | | | | | | | | 1 | | | | | 1 | |
| Mishandling of Passenger Property | | | | | 1 | 1 | | | 1 | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | | | 1 | | | | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | | | | | 1 | |
| 2017 | 1 | 1 | 4 | 1 | | 1 | | | | | | 1 | 9 | |
| Customer Service | | | | | | 1 | | | | | | 1 | 2 | |
| TSO | | | | | | 1 | | | | | | 1 | 2 | |
| Mishandling of Passenger Property | 1 | | 4 | 1 | | | | | | | | | 6 | |
| Damaged/Missing Items--Checked Baggage | 1 | | 4 | 1 | | | | | | | | | 6 | |
| Screening | | 1 | | | | | | | | | | | 1 | |
| Procedures/Process | | 1 | | | | | | | | | | | 1 | |
| 2018 | | | | | | 1 | | 1 | 1 | | | | 3 | |
| Customer Service | | | | | | 1 | | | | | | | 1 | |
| TSO | | | | | | 1 | | | | | | | 1 | |
| Patdown | | | | | | | | | 1 | | | | 1 | |
| Flyer as Observer | | | | | | | | | 1 | | | | 1 | |
| Screening | | | | | | | | 1 | | | | | 1 | |
| Procedures/Process | | | | | | | | 1 | | | | | 1 | |
| 2019 | 1 | 1 | 2 | | | 2 | 1 | | | | | | 7 | |
| Customer Service | 1 | | | | | | | | | | | | 1 | |
| TSO | 1 | | | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | 1 | 1 | | | 1 | | | | | | | 3 | |
| Damaged/Missing Items--Checked Baggage | | 1 | | | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | 1 | | | | | | | 2 | |
| Patdown | | | | | | 1 | | | | | | | 1 | |
| Flyer | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | | | | | | 1 | |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 | |
| Screening | | | 1 | | | | | | | | | | 1 | |
| Procedures/Process | | | 1 | | | | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| TYR | 5 | 4 | 9 | 5 | 2 | 4 | 4 | 3 | 2 | 6 | 2 | 2 | 48 |
| 2016 | | | | 3 | 1 | 2 | | 1 | 1 | 1 | | | 9 |
| Locks | | | | 1 | | | | | 1 | 1 | | | 3 |
| Missing or Damaged Lock | | | | 1 | | | | | 1 | 1 | | | 3 |
| Mishandling of Passenger Property | | | | 2 | 1 | 2 | | | | | | | 5 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 1 | 2 | | | | | | | 4 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | | | | | | | 1 |
| Screening | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | | | | | | | 1 | | | | | 1 |
| 2017 | 3 | 2 | 1 | 2 | 1 | 1 | 2 | | 1 | 3 | | 1 | 17 |
| Customer Service | | | | 1 | | 1 | | | | | | | 2 |
| TSO | | | | 1 | | 1 | | | | | | | 2 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | 3 | 2 | 1 | 1 | 1 | | 1 | | | 1 | | | 10 |
| Damaged/Missing Items--Carry-on Luggage | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 3 | 1 | 1 | | | | 1 | | | 1 | | | 7 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | 1 | | | | | | | | 2 |
| Property - Special Handling | | | | | | | 1 | | | 2 | | 1 | 4 |
| Damaged Items - Checked | | | | | | | 1 | | | | | 1 | 2 |
| Missing Items - Checked | | | | | | | | | | 2 | | | 2 |
| 2018 | 1 | 2 | 5 | | | 1 | | 2 | | 2 | 2 | 1 | 16 |
| Civil Rights | | | 1 | | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | | 1 | 1 |
| Mishandling of Passenger Property | | 1 | 3 | | | 1 | | 2 | | | 2 | | 9 |
| Damaged/Missing Items--Checked Baggage | | 1 | 2 | | | 1 | | 2 | | | 2 | | 8 |
| Disarrayed Items--Carry-on or Checked | | | 1 | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | 1 | | | 2 |
| Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | | | | | | | | | 1 | | | 1 |
| Screening | 1 | 1 | | | | | | | | 1 | | | 3 |
| Inconsistency | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | 1 | 1 | | | | | | | | | | | 2 |
| 2019 | 1 | | 3 | | | | 2 | | | | | | 6 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 2 | | | | | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | 2 | | | | | | | | | | 2 |
| Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| TYS | 14 | 18 | 19 | 17 | 6 | 19 | 11 | 26 | 12 | 12 | 13 | 20 | 187 | |
| 2016 | | | | 4 | 1 | 2 | 2 | 7 | 5 | 3 | 5 | 7 | 36 | |
| Civil Rights | | | | | | | | | | | | 1 | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 | |
| Customer Service | | | | 1 | | | 2 | 2 | | 1 | 1 | 1 | 8 | |
| Others | | | | | | | 1 | | | | | | 1 | |
| TSO | | | | 1 | | | 1 | 2 | | 1 | 1 | 1 | 7 | |
| Locks | | | | 1 | | | | | | | | | 1 | |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 2 | 1 | 2 | | 3 | 2 | 1 | 3 | 5 | 19 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | 1 | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 2 | | | | 3 | 2 | 1 | 3 | 4 | 15 | |
| Damaged/Missing Items--Unspecified Luggage | | | | | | | | | | | | 1 | 1 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | 1 | | | | | | | 2 | |
| Patdown | | | | | | | | 1 | 1 | | 1 | | 3 | |
| Flyer | | | | | | | | 1 | 1 | | 1 | | 3 | |
| Request for Assistance | | | | | | | | | 1 | | | | 1 | |
| Wounded Warrior (MSIJSOC) | | | | | | | | | 1 | | | | 1 | |
| Screening | | | | | | | | 1 | 1 | 1 | | | 3 | |
| Inconsistency | | | | | | | | | | 1 | | | 1 | |
| Lengthy Lines | | | | | | | | 1 | 1 | | | | 2 | |
| 2017 | 4 | 3 | 4 | 4 | 2 | 7 | 2 | 7 | 3 | 4 | 4 | 11 | 55 | |
| Civil Rights | 1 | | 1 | 1 | | 1 | 1 | | | | | | 5 | |
| Hair Patdowns | | | | | | 1 | | | | | | | 1 | |
| National Origin | 1 | | | | | | | | | | | | 1 | |
| Racial Profiling or Discrimination | | | 1 | 1 | | | 1 | | | | | | 3 | |
| Customer Service | | 1 | | | 1 | 2 | | 2 | 1 | | | 1 | 8 | |
| TSO | | 1 | | | 1 | 2 | | 2 | 1 | | | 1 | 8 | |
| Locks | | | | | | 1 | | 1 | | | | | 2 | |
| Missing or Damaged Lock | | | | | | 1 | | 1 | | | | | 2 | |
| Mishandling of Passenger Property | 2 | 2 | 3 | 2 | 1 | 3 | | 3 | 1 | 4 | | 4 | 25 | |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | 3 | 1 | 1 | 3 | | 2 | | 3 | | 4 | 20 | |
| Damaged/Missing Items--Unspecified Luggage | | | | 1 | | | | | | | | | 1 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | 1 | 1 | 1 | | | 4 | |
| Patdown | | | | | | | | | 1 | | | 4 | 5 | |
| Flyer | | | | | | | | | 1 | | | 3 | 4 | |
| Flyer as Observer | | | | | | | | | | | | 1 | 1 | |
| Property - Special Handling | | | | | | | 1 | | | | 3 | | 4 | |
| Damaged Items - Checked | | | | | | | 1 | | | | 2 | | 3 | |
| Missing Items - Checked | | | | | | | | | | | 1 | | 1 | |
| Screening | 1 | | | 1 | | | | 1 | | | 1 | 2 | 6 | |
| Crew Member or Airline Employee | 1 | | | | | | | | | | | | 1 | |
| Inconsistency | | | | 1 | | | | 1 | | | | | 2 | |
| Lengthy Lines | | | | | | | | | | | | 1 | 1 | |
| Procedures/Process | | | | | | | | | | | 1 | 1 | 2 | |
| 2018 | 6 | 7 | 10 | 6 | 2 | 5 | 4 | 12 | 4 | 5 | 4 | 2 | 67 | |
| Civil Rights | 1 | | | 1 | | | 1 | 2 | 1 | | | | 6 | |
| Hair Patdowns | | | | | | | | 1 | 1 | | | | 2 | |
| National Origin | | | | | | | 1 | | | | | | 1 | |
| Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | 1 | | | | | | | 1 | | | | | 2 | |
| Customer Service | | 1 | 2 | 2 | | 3 | | 2 | 1 | 3 | | | 14 | |
| Others | | 1 | | 1 | | 2 | | | | | | | 4 | |
| TSO | | | 2 | 1 | | 1 | | 2 | 1 | 3 | | | 10 | |
| Locks | | 1 | | | | | 1 | | | | | | 2 | |
| Missing or Damaged Lock | | 1 | | | | | 1 | | | | | | 2 | |
| Mishandling of Passenger Property | 3 | 1 | | | 1 | 1 | | 2 | 1 | 1 | 1 | 1 | 12 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 3 | 1 | | | 1 | | | 1 | | 1 | 1 | 1 | 9 | |
| Disarrayed Items--Carry-on or Checked | | | | | | 1 | | | 1 | | | | 2 | |
| Patdown | 2 | | 1 | | | | | 1 | | | 2 | | 6 | |
| Flyer | 2 | | 1 | | | | | 1 | | | 2 | | 6 | |
| Persons w/ Disabilities (PWD) | | 2 | | | | | | | | | | | 2 | |
| Metal Implants (joint) | | 1 | | | | | | | | | | | 1 | |
| Prosthesis/Amputees and Casts | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | | | | 3 | | | 1 | 3 | | | | | 7 | |
| Damaged Items - Carry-On | | | | 1 | | | | | | | | | 1 | |
| Damaged Items - Checked | | | | 1 | | | | | | | | | 1 | |
| Missing Items - Carry-On | | | | | | | 1 | 1 | | | | | 2 | |
| Missing Items - Checked | | | | 1 | | | | 2 | | | | | 3 | |
| Screening | | 2 | 7 | | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 18 | |
| Inconsistency | | | 2 | | | | | | | | | | 2 | |
| Lengthy Lines | | | 3 | | 1 | | | | | | | | 4 | |
| Procedures/Process | | 2 | 2 | | | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 12 | |
| 2019 | 4 | 8 | 5 | 3 | 1 | 5 | 3 | | | | | | 29 | |
| Civil Rights | | | 1 | | | | 1 | | | | | | 2 | |
| National Origin | | | | | | | 1 | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | | | | 1 | |
| Customer Service | | | 1 | | | 3 | | | | | | | 4 | |
| Others | | | | | | 3 | | | | | | | 3 | |
| TSO | | | 1 | | | | | | | | | | 1 | |
| Locks | 1 | 1 | | 1 | | | | | | | | | 3 | |
| Missing or Damaged Lock | 1 | 1 | | 1 | | | | | | | | | 3 | |
| Mishandling of Passenger Property | 1 | 1 | | 1 | | | 1 | | | | | | 4 | |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | | 1 | | | 1 | | | | | | 4 | |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---------------------------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| Patdown | 1 | 1 | | 1 | | | | | | | | | 3 |
| Flyer | 1 | 1 | | 1 | | | | | | | | | 3 |
| Property - Special Handling | 1 | 3 | | | | | 1 | | | | | | 5 |
| Damaged Items - Carry-On | 1 | | | | | | 1 | | | | | | 2 |
| Missing Items - Checked | | 3 | | | | | | | | | | | 3 |
| Request for Assistance | | 1 | | | | | | | | | | | 1 |
| Other | | 1 | | | | | | | | | | | 1 |
| Screening | | 1 | 3 | | 1 | 2 | | | | | | | 7 |
| Procedures/Process | | 1 | 3 | | 1 | 2 | | | | | | | 7 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| UIN | 1 | | | | | | 1 | | | | | | 2 |
| 2018 | 1 | | | | | | | | | | | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| 2019 | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|--------------|
| UNV | 1 | 4 | 2 | 3 | 1 | 2 | 3 | 3 | 3 | | 3 | 3 | 28 |
| 2016 | | | | | | | | 1 | 1 | | 1 | 1 | 4 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | | | | | 1 | | 1 | | 2 |
| Others | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Procedures/Process | | | | | | | | | | | | 1 | 1 |
| 2017 | | | | | | | 2 | | 1 | | | 2 | 5 |
| Locks | | | | | | | 1 | | | | | | 1 |
| Missing or Damaged Lock | | | | | | | 1 | | | | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | 1 | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Property - Special Handling | | | | | | | | | | | | 1 | 1 |
| Damaged Items - Checked | | | | | | | | | | | | 1 | 1 |
| Screening | | | | | | | | | | | | 1 | 1 |
| Crew Member or Airline Employee | | | | | | | | | | | | 1 | 1 |
| 2018 | 1 | 1 | 1 | 2 | | 1 | 1 | 2 | 1 | | 2 | | 12 |
| Customer Service | | | | | | 1 | | 1 | | | | | 2 |
| TSO | | | | | | 1 | | 1 | | | | | 2 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | | | | | | | | | | | | 1 |
| Patdown | | | | 2 | | | | | | | 1 | | 3 |
| Flyer | | | | 2 | | | | | | | | | 2 |
| Flyer as Observer | | | | | | | | | | | 1 | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | 1 | 1 | | | | | | | | | | 2 |
| Damaged Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Screening | | | | | | | 1 | 1 | 1 | | | | 3 |
| Procedures/Process | | | | | | | 1 | 1 | 1 | | | | 3 |
| 2019 | | 3 | 1 | 1 | 1 | 1 | | | | | | | 7 |
| Civil Rights | | | | 1 | | | | | | | | | 1 |
| Racial Profiling or Discrimination | | | | 1 | | | | | | | | | 1 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| Others | | | | | 1 | | | | | | | | 1 |
| Property - Special Handling | | 1 | 1 | | | | | | | | | | 2 |
| Missing Items - Carry-On | | 1 | | | | | | | | | | | 1 |
| Missing Items - Checked | | | 1 | | | | | | | | | | 1 |
| Screening | | 2 | | | | 1 | | | | | | | 3 |
| Inconsistency | | 1 | | | | | | | | | | | 1 |
| Procedures/Process | | 1 | | | | 1 | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| VCT | | | 1 | | | 1 | | | | | | | 2 | |
| 2018 | | | 1 | | | | | | | | | | 1 | |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 | |
| Missing Items - Checked | | | 1 | | | | | | | | | | 1 | |
| 2019 | | | | | | 1 | | | | | | | 1 | |
| Locks | | | | | | 1 | | | | | | | 1 | |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| VLD | 4 | 8 | 5 | 6 | 6 | 1 | 4 | 6 | 8 | 5 | 5 | 5 | 63 |
| 2016 | | | | 1 | | | | 1 | | | 3 | | 5 |
| Mishandling of Passenger Property | | | | 1 | | | | 1 | | | 2 | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | | | 1 | | | 2 | | 4 |
| Screening | | | | | | | | | | | 1 | | 1 |
| Inconsistency | | | | | | | | | | | 1 | | 1 |
| 2017 | 1 | 3 | | 3 | 1 | 1 | 1 | 1 | 3 | 4 | 2 | 4 | 24 |
| Civil Rights | | | | | | | | 1 | | | | | 1 |
| Racial Profiling or Discrimination | | | | | | | | 1 | | | | | 1 |
| Customer Service | | | | | 1 | | | | | | | | 1 |
| TSO | | | | | 1 | | | | | | | | 1 |
| Locks | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | 1 | 3 | | 3 | | 1 | 1 | | 2 | | 2 | 2 | 15 |
| Damaged/Missing Items--Carry-on Luggage | | | | 1 | | | | | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | 1 | 3 | | 1 | | 1 | | | 1 | | | 1 | 8 |
| Disarrayed Items--Carry-on or Checked | | | | 1 | | | 1 | | 1 | | 2 | 1 | 6 |
| Patdown | | | | | | | | | | 2 | | 1 | 3 |
| Flyer | | | | | | | | | | 2 | | 1 | 3 |
| Property - Special Handling | | | | | | | | | 1 | 1 | | 1 | 3 |
| Damaged Items - Checked | | | | | | | | | | 1 | | 1 | 2 |
| Missing Items - Checked | | | | | | | | | 1 | | | | 1 |
| 2018 | | 4 | | 2 | 2 | | 3 | 4 | 5 | 1 | | 1 | 22 |
| Customer Service | | | | | | | 1 | | | | | 1 | 2 |
| Others | | | | | | | 1 | | | | | | 1 |
| TSO | | | | | | | | | | | | 1 | 1 |
| Locks | | | | | | | | | 1 | | | | 1 |
| Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 |
| Mishandling of Passenger Property | | 1 | | 2 | 2 | | | 2 | 2 | | | | 9 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | 1 | | 2 | 1 | | | 2 | | | | | 6 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | 1 | | | | 2 |
| Property - Special Handling | | 1 | | | | | 1 | 1 | 2 | | | | 5 |
| Damaged Items - Checked | | | | | | | | 1 | 1 | | | | 2 |
| Missing Items - Checked | | 1 | | | | | 1 | | 1 | | | | 3 |
| Screening | | 2 | | | | | 1 | 1 | | 1 | | | 5 |
| Lengthy Lines | | | | | | | | 1 | | | | | 1 |
| Procedures/Process | | 2 | | | | | 1 | | | 1 | | | 4 |
| 2019 | 3 | 1 | 5 | | 3 | | | | | | | | 12 |
| Locks | | | | | 1 | | | | | | | | 1 |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 |
| Mishandling of Passenger Property | 2 | 1 | 2 | | 1 | | | | | | | | 6 |
| Damaged/Missing Items--Checked Baggage | 1 | 1 | 2 | | 1 | | | | | | | | 5 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | 3 | | 1 | | | | | | | | 4 |
| Missing Items - Carry-On | | | 1 | | | | | | | | | | 1 |
| Missing Items - Checked | | | 2 | | 1 | | | | | | | | 3 |
| Screening | 1 | | | | | | | | | | | | 1 |
| Procedures/Process | 1 | | | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | | | | | | | | | | | | | | |
| VPS | | 10 | 12 | 7 | 21 | 11 | 16 | 25 | 18 | 10 | 19 | 23 | 14 | 186 |
| 2016 | | | | | 4 | 2 | 3 | 1 | 5 | 4 | 5 | 10 | 6 | 40 |
| Civil Rights | | | | | 1 | | | | 1 | | | | | 2 |
| Racial Profiling or Discrimination | | | | | 1 | | | | 1 | | | | | 2 |
| Customer Service | | | | | 1 | | | | | 1 | 1 | 2 | 1 | 6 |
| TSO | | | | | 1 | | | | | 1 | 1 | 2 | 1 | 6 |
| Locks | | | | | | | | | | | 1 | | | 1 |
| Missing or Damaged Lock | | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | 1 | 2 | 1 | 1 | 2 | 2 | 2 | 7 | 4 | 22 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | 1 | | 1 | 2 | 2 | 6 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | 2 | 1 | 1 | 1 | 2 | 1 | 5 | 2 | 16 |
| Patdown | | | | | | | 1 | | | 1 | | | | 2 |
| Flyer | | | | | | | 1 | | | 1 | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | | 1 | | | | 1 | | 1 | 1 | | 4 |
| Cancer (general) Not Breast Cancer | | | | | | | | | | | | 1 | | 1 |
| Medically Necessary Medication and Medical Supplies | | | | | | | | | | | 1 | | | 1 |
| Metal Implants (joint) | | | | | 1 | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | | | | | | 1 | | | | | 1 |
| Screening | | | | | | | 1 | | 1 | | | | 1 | 3 |
| Inconsistency | | | | | | | | | 1 | | | | 1 | 2 |
| Procedures/Process | | | | | | | 1 | | | | | | | 1 |
| 2017 | | 4 | 1 | 1 | 7 | 3 | 3 | 13 | 3 | 1 | 5 | 5 | 1 | 47 |
| Civil Rights | | 2 | | | | | | 1 | | | 2 | | | 5 |
| Hair Patdowns | | | | | | | | | | | 1 | | | 1 |
| Racial Profiling or Discrimination | | 2 | | | | | | 1 | | | 1 | | | 4 |
| Customer Service | | | | | 1 | | 1 | 1 | 1 | | 1 | 2 | | 7 |
| TSO | | | | | 1 | | 1 | 1 | 1 | | 1 | 2 | | 7 |
| Locks | | | | | 1 | | | 1 | | | | 1 | | 3 |
| Missing or Damaged Lock | | | | | 1 | | | 1 | | | | 1 | | 3 |
| Mishandling of Passenger Property | | 1 | 1 | 1 | 4 | 1 | | 5 | | 1 | 1 | 1 | | 16 |
| Damaged/Missing Items--Carry-on Luggage | | | | | 1 | | | | | | 1 | | | 2 |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | 1 | 2 | 1 | | 5 | | | | 1 | | 12 |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | 1 | | | | 2 |
| Patdown | | | | | | 1 | | 1 | 1 | | | | | 3 |
| Flyer | | | | | | 1 | | 1 | | | | | | 2 |
| Non-Flyer | | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | | | | | 2 | | | 1 | 1 | | 4 |
| Missing Items - Carry-On | | | | | | | | | | | 1 | | | 1 |
| Missing Items - Checked | | | | | | | | 2 | | | | 1 | | 3 |
| Screening | | 1 | | | 1 | 1 | 2 | 2 | 1 | | | | 1 | 9 |
| Children | | | | | | | | | 1 | | | | | 1 |
| Crew Member or Airline Employee | | | | | | 1 | | | | | | | | 1 |
| Inconsistency | | | | | | | 1 | | | | | | | 1 |
| Procedures/Process | | 1 | | | 1 | | 1 | 2 | | | | | 1 | 6 |
| 2018 | | 1 | 3 | 3 | 6 | 5 | 4 | 9 | 10 | 5 | 9 | 8 | 7 | 70 |
| Advanced Imaging Technology (AIT) | | | | | | | | | | | 1 | 1 | | 2 |
| Flyer | | | | | | | | | | | 1 | 1 | | 2 |
| Civil Rights | | | | | | | | | | | | 1 | | 1 |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | | 1 |
| Customer Service | | | 1 | | 2 | 1 | 1 | 1 | 3 | 1 | 1 | 1 | | 12 |
| Others | | | | | 1 | | | | | | | | | 1 |
| TSO | | | 1 | | 1 | 1 | 1 | 1 | 3 | 1 | 1 | 1 | | 11 |
| Locks | | | 2 | 1 | | | | | | | | | | 3 |
| Missing or Damaged Lock | | | 2 | 1 | | | | | | | | | | 3 |
| Mishandling of Passenger Property | | | | | | | 2 | 4 | 2 | | | 1 | 1 | 10 |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | 1 | | | | 1 | | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | 1 | 1 | 2 | | | | 1 | 5 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | 2 | | | | | | 3 |
| Patdown | | 1 | | | | | | 1 | 2 | 1 | | 1 | 1 | 7 |
| Flyer | | | | | | | | 1 | 2 | 1 | | 1 | 1 | 6 |
| Flyer as Observer | | 1 | | | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | 1 | | 2 | 1 | 1 | 6 |
| Diabetes | | | | | | | | | | | 1 | 1 | 1 | 3 |
| Metal Implants (joint) | | | | | | | | | | | 1 | | | 1 |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | | 1 |
| Service Animals | | | | | | | | | 1 | | | | | 1 |
| Property - Special Handling | | | | 1 | 2 | 1 | 1 | 1 | | 1 | 1 | 1 | 1 | 10 |
| Damaged Items - Carry-On | | | | | | 1 | | | | | | 1 | | 2 |
| Damaged Items - Checked | | | | 1 | | | 1 | | | | 1 | | 1 | 4 |
| Missing Items - Checked | | | | | 2 | | | 1 | | 1 | | | | 4 |
| Screening | | | | 1 | 2 | 2 | | 2 | 2 | 2 | 4 | 1 | 3 | 19 |
| Inconsistency | | | | | | | | 1 | | | | | 1 | 2 |
| Lengthy Lines | | | | | | | | | 1 | 1 | 2 | | 1 | 5 |
| Procedures/Process | | | | 1 | 1 | 2 | | 1 | 1 | 1 | 2 | 1 | 1 | 11 |
| Security Breach | | | | | 1 | | | | | | | | | 1 |
| 2019 | | 5 | 8 | 3 | 4 | 1 | 6 | 2 | | | | | | 29 |
| Civil Rights | | | 1 | | | | 1 | 1 | | | | | | 3 |
| Racial Profiling or Discrimination | | | 1 | | | | 1 | 1 | | | | | | 3 |
| Customer Service | | | 3 | 1 | | | | 1 | | | | | | 5 |
| TSO | | | 3 | 1 | | | | 1 | | | | | | 5 |
| Mishandling of Passenger Property | | 1 | | | 1 | | 2 | | | | | | | 4 |
| Damaged/Missing Items--Checked Baggage | | | | | 1 | | 2 | | | | | | | 3 |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | | 1 |
| Patdown | | | | 1 | 1 | | | | | | | | | 2 |
| Flyer | | | | | 1 | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Flyer as Observer | | | 1 | | | | | | | | | | 1 |
| Persons w/ Disabilities (PWD) | | 1 | | | | 1 | | | | | | | 2 |
| Cognitive /Developmental /Mental Disability | | | | | | 1 | | | | | | | 1 |
| Diabetes | | 1 | | | | | | | | | | | 1 |
| Property - Special Handling | 2 | 1 | | | | | | | | | | | 3 |
| Damaged Items - Checked | 1 | 1 | | | | | | | | | | | 2 |
| Missing Items - Carry-On | 1 | | | | | | | | | | | | 1 |
| Screening | 2 | 2 | 1 | 2 | 1 | 2 | | | | | | | 10 |
| Inconsistency | | 1 | | | | | | | | | | | 1 |
| Lengthy Lines | | | | | 1 | 1 | | | | | | | 2 |
| Procedures/Process | 2 | | 1 | 2 | | 1 | | | | | | | 6 |
| Security Breach | | 1 | | | | | | | | | | | 1 |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| WRG | | | | | | | | | 1 | 2 | 1 | 1 | 5 |
| 2016 | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | | 1 | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | | 1 | | 1 |
| 2017 | | | | | | | | | | 1 | | 1 | 2 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | 1 | 2 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | | | 1 | | 1 | 2 |
| 2018 | | | | | | | | | 1 | 1 | | | 2 |
| Property - Special Handling | | | | | | | | | 1 | | | | 1 |
| Missing Items - Carry-On | | | | | | | | | 1 | | | | 1 |
| Screening | | | | | | | | | | 1 | | | 1 |
| Procedures/Process | | | | | | | | | | 1 | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| WRL | | | 1 | | 1 | | | | | | | | 2 |
| 2016 | | | | | 1 | | | | | | | | 1 |
| Screening | | | | | 1 | | | | | | | | 1 |
| Procedures/Process | | | | | 1 | | | | | | | | 1 |
| 2018 | | | 1 | | | | | | | | | | 1 |
| Customer Service | | | 1 | | | | | | | | | | 1 |
| TSO | | | 1 | | | | | | | | | | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| WYS | | | | | | | | | | | 2 | 1 | 3 | |
| 2017 | | | | | | | | | | | 2 | | 2 | |
| Customer Service | | | | | | | | | | | 2 | | 2 | |
| TSO | | | | | | | | | | | 2 | | 2 | |
| 2018 | | | | | | | | | | | | | 1 | 1 |
| Customer Service | | | | | | | | | | | | | 1 | 1 |
| TSO | | | | | | | | | | | | | 1 | 1 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| XNA | 11 | 17 | 9 | 9 | 7 | 8 | 10 | 10 | 13 | 5 | 7 | 7 | 113 | |
| 2016 | | | | 3 | 2 | 3 | 4 | 3 | 3 | 4 | 4 | 3 | 29 | |
| Customer Service | | | | 1 | 2 | 1 | | 1 | 1 | | 1 | 1 | 8 | |
| Others | | | | 1 | 1 | | | 1 | | | | 1 | 4 | |
| TSO | | | | | 1 | 1 | | | 1 | | 1 | | 4 | |
| Mishandling of Passenger Property | | | | 1 | | 1 | 4 | 1 | 1 | 2 | 3 | 2 | 15 | |
| Damaged/Missing Items--Carry-on Luggage | | | | | | | | | | 1 | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | | 1 | 4 | 1 | 1 | 1 | 3 | 2 | 14 | |
| Patdown | | | | | | | | 1 | | | | | 1 | |
| Flyer | | | | | | | | 1 | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | 1 | | | | | | | | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | | | | | | | | 1 | |
| Screening | | | | | | 1 | | | 1 | 2 | | | 4 | |
| Crew Member or Airline Employee | | | | | | | | | | 1 | | | 1 | |
| Procedures/Process | | | | | | 1 | | | 1 | 1 | | | 3 | |
| 2017 | 3 | 4 | 3 | 3 | 4 | 2 | 3 | 2 | 3 | | 2 | 1 | 30 | |
| Civil Rights | | | | | | | 1 | | | | | | 1 | |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | | | | 1 | |
| Customer Service | 1 | 1 | | | | 1 | 1 | | | | | | 4 | |
| TSO | 1 | 1 | | | | 1 | 1 | | | | | | 4 | |
| Locks | | | | | | | | | | 1 | | 1 | 2 | |
| General | | | | | | | | | | | 1 | | 1 | |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | 2 | 2 | 3 | 1 | 3 | | | | 2 | | | | 13 | |
| Damaged/Missing Items--Carry-on Luggage | | | 1 | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | 2 | 2 | 2 | 1 | 3 | | | | 1 | | | | 11 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | 1 | | | | 1 | |
| Patdown | | | | | | 1 | | 1 | | | | | 2 | |
| Flyer | | | | | | 1 | | 1 | | | | | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | | | 1 | | | | | 1 | |
| Wheelchair/ Scooter/ Segway | | | | | | | | 1 | | | | | 1 | |
| Property - Special Handling | | | | | | | 1 | | | | | 1 | 2 | |
| Damaged Items - Checked | | | | | | | 1 | | | | | | 1 | |
| Missing Items - Checked | | | | | | | | | | | | 1 | 1 | |
| Screening | | 1 | | 2 | 1 | | | | | | 1 | | 5 | |
| Procedures/Process | | 1 | | 2 | | | | | | | 1 | | 4 | |
| Retrieving Abandoned/Confiscated Items | | | | | 1 | | | | | | | | 1 | |
| 2018 | 3 | 4 | 3 | | 1 | 2 | 1 | 5 | 7 | 1 | 1 | 3 | 31 | |
| Civil Rights | | | | | | | | | | | | 1 | 1 | |
| Racial Profiling or Discrimination | | | | | | | | | | | | 1 | 1 | |
| Customer Service | | | | | | | | | | 1 | | | 1 | |
| TSO | | | | | | | | | | 1 | | | 1 | |
| Locks | | | 1 | | | | | | | | | | 1 | |
| Missing or Damaged Lock | | | 1 | | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | | 2 | | | 1 | | 3 | 1 | | | 1 | 9 | |
| Damaged/Missing Items--Checked Baggage | 1 | | 2 | | | 1 | | 3 | 1 | | | 1 | 9 | |
| Notice of Violation/Civil Penalties | | 1 | | | | | | | | | | | 1 | |
| General | | 1 | | | | | | | | | | | 1 | |
| Patdown | 1 | | | | | | | 1 | 2 | | | | 4 | |
| Flyer | 1 | | | | | | | 1 | 1 | | | | 3 | |
| Non-Flyer | | | | | | | | | 1 | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | 1 | | | | 2 | |
| Diabetes | | | | | | 1 | | | | | | | 1 | |
| Diapers/Garments/Dressings/Masks | | | | | | | | | 1 | | | | 1 | |
| Property - Special Handling | | 2 | | | | | 1 | 1 | 2 | | 1 | 1 | 8 | |
| Damaged Items - Checked | | | | | | | | | 1 | | | | 1 | |
| Missing Items - Carry-On | | | | | | | | | 1 | | | 1 | 2 | |
| Missing Items - Checked | | 2 | | | | | 1 | 1 | | | 1 | | 5 | |
| Screening | 1 | 1 | | | 1 | | | | 1 | | | | 4 | |
| Procedures/Process | 1 | 1 | | | 1 | | | | 1 | | | | 4 | |
| 2019 | 5 | 9 | 3 | 3 | | 1 | 2 | | | | | | 23 | |
| Customer Service | | 2 | 1 | 1 | | | | | | | | | 4 | |
| TSO | | 2 | 1 | 1 | | | | | | | | | 4 | |
| Locks | | | | | | 1 | | | | | | | 1 | |
| Missing or Damaged Lock | | | | | | 1 | | | | | | | 1 | |
| Mishandling of Passenger Property | 1 | 2 | 1 | | | | 1 | | | | | | 5 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | 1 | 1 | | | | 1 | | | | | | 3 | |
| Disarrayed Items--Carry-on or Checked | | 1 | | | | | | | | | | | 1 | |
| Patdown | | 2 | | | | | | | | | | | 2 | |
| Flyer | | 2 | | | | | | | | | | | 2 | |
| Persons w/ Disabilities (PWD) | 2 | 1 | | 1 | | | | | | | | | 4 | |
| Diabetes | | | | 1 | | | | | | | | | 1 | |
| General | 2 | | | | | | | | | | | | 2 | |
| Touch Aversion (pain/trauma) | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | 1 | | 1 | 1 | | | | | | | | | 3 | |
| Missing Items - Checked | 1 | | 1 | 1 | | | | | | | | | 3 | |
| Screening | 1 | 2 | | | | | 1 | | | | | | 4 | |
| Procedures/Process | 1 | 2 | | | | | 1 | | | | | | 4 | |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|----------|----------|----------|-----|-----|-----|----------|-----|-----|----------|----------|----------|-----------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| YAK | 2 | 2 | 1 | | | | 2 | | | 1 | 1 | 1 | 10 |
| 2017 | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | | | | | 1 | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | | 1 |
| 2018 | 1 | 1 | 1 | | | | | | | | | | 5 |
| Customer Service | | | | | | | | | | | 1 | | 1 |
| TSO | | | | | | | | | | | 1 | | 1 |
| Mishandling of Passenger Property | 1 | | | | | | | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | 1 | | | | | | | | | | | | 1 |
| Property - Special Handling | | | 1 | | | | | | | | | | 1 |
| Damaged Items - Checked | | | 1 | | | | | | | | | | 1 |
| Screening | | 1 | | | | | | | | | | 1 | 2 |
| Procedures/Process | | 1 | | | | | | | | | | 1 | 2 |
| 2019 | 1 | 1 | | | | | 2 | | | | | | 4 |
| Mishandling of Passenger Property | | | | | | | 1 | | | | | | 1 |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | | | 1 |
| Patdown | | | | | | | 1 | | | | | | 1 |
| Flyer | | | | | | | 1 | | | | | | 1 |
| Screening | 1 | 1 | | | | | | | | | | | 2 |
| Procedures/Process | 1 | 1 | | | | | | | | | | | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total | |
| YKM | 5 | 4 | 5 | 2 | 8 | 7 | 1 | 2 | 1 | 6 | 4 | 3 | 48 | |
| 2016 | | | | 1 | 4 | 2 | 1 | 1 | | 1 | 1 | 2 | 13 | |
| Customer Service | | | | | | 1 | | | | | | | 1 | |
| Others | | | | | | 1 | | | | | | | 1 | |
| Locks | | | | | 1 | | | | | | | | 1 | |
| Missing or Damaged Lock | | | | | 1 | | | | | | | | 1 | |
| Lost and Found | | | | | | 1 | | | | | | | 1 | |
| Airport/TSA | | | | | | 1 | | | | | | | 1 | |
| Mishandling of Passenger Property | | | | 1 | 3 | | 1 | 1 | | 1 | 1 | 2 | 10 | |
| Damaged/Missing Items--Checked Baggage | | | | 1 | 3 | | | 1 | | 1 | | 2 | 8 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | 1 | | | | 1 | | 2 | |
| 2017 | 2 | 2 | 2 | | 2 | 2 | | 1 | | 3 | 1 | | 15 | |
| Locks | | | | | | | | | | 1 | | | 1 | |
| Missing or Damaged Lock | | | | | | | | | | 1 | | | 1 | |
| Mishandling of Passenger Property | 2 | 1 | 2 | | 2 | 2 | | | | 1 | 1 | | 11 | |
| Damaged/Missing Items--Checked Baggage | 2 | 1 | 2 | | 2 | 2 | | | | 1 | | | 10 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | | 1 | | 1 | |
| Persons w/ Disabilities (PWD) | | 1 | | | | | | | | | | | 1 | |
| General | | 1 | | | | | | | | | | | 1 | |
| Property - Special Handling | | | | | | | | 1 | | | | | 1 | |
| Missing Items - Checked | | | | | | | | 1 | | | | | 1 | |
| Screening | | | | | | | | | | 1 | | | 1 | |
| Procedures/Process | | | | | | | | | | 1 | | | 1 | |
| 2018 | 1 | 1 | 2 | | | 2 | | | 1 | 2 | 2 | 1 | 12 | |
| Locks | | | | | | | | | 1 | | | | 1 | |
| Missing or Damaged Lock | | | | | | | | | 1 | | | | 1 | |
| Mishandling of Passenger Property | 1 | | 1 | | | | | | | 1 | 1 | 1 | 5 | |
| Damaged/Missing Items--Carry-on Luggage | 1 | | | | | | | | | | | | 1 | |
| Damaged/Missing Items--Checked Baggage | | | 1 | | | | | | | | 1 | | 2 | |
| Disarrayed Items--Carry-on or Checked | | | | | | | | | | 1 | | 1 | 2 | |
| Persons w/ Disabilities (PWD) | | | | | | | | | | | 1 | | 1 | |
| Mobility Disability (Not Wheelchair or Scooter) | | | | | | | | | | | 1 | | 1 | |
| Property - Special Handling | | 1 | 1 | | | 2 | | | | 1 | | | 5 | |
| Damaged Items - Checked | | 1 | | | | | | | | 1 | | | 2 | |
| Missing Items - Checked | | | 1 | | | 2 | | | | | | | 3 | |
| 2019 | 2 | 1 | 1 | 1 | 2 | 1 | | | | | | | 8 | |
| Locks | | | | 1 | | | | | | | | | 1 | |
| Missing or Damaged Lock | | | | 1 | | | | | | | | | 1 | |
| Mishandling of Passenger Property | 2 | | 1 | | 1 | | | | | | | | 4 | |
| Damaged/Missing Items--Checked Baggage | 2 | | 1 | | | | | | | | | | 3 | |
| Disarrayed Items--Carry-on or Checked | | | | | 1 | | | | | | | | 1 | |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 | |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 | |
| Property - Special Handling | | 1 | | | 1 | | | | | | | | 2 | |
| Damaged Items - Checked | | 1 | | | | | | | | | | | 1 | |
| Missing Items - Checked | | | | | 1 | | | | | | | | 1 | |

TSA Contact Center Traveler Complaints Tool

| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
|--|-----|-----|-----|----------|-----|----------|----------|----------|----------|----------|----------|----------|-----------|
| YNG | | | | 2 | | 2 | 3 | 3 | 1 | 3 | 4 | 1 | 19 |
| 2016 | | | | 2 | | 2 | 3 | 1 | 1 | 2 | 4 | | 15 |
| Mishandling of Passenger Property | | | | 2 | | 1 | 2 | 1 | 1 | 2 | 4 | | 13 |
| Damaged/Missing Items--Checked Baggage | | | | 2 | | 1 | 2 | 1 | 1 | 2 | 4 | | 13 |
| Persons w/ Disabilities (PWD) | | | | | | 1 | | | | | | | 1 |
| Hearing Impairment | | | | | | 1 | | | | | | | 1 |
| Screening | | | | | | | 1 | | | | | | 1 |
| Inconsistency | | | | | | | 1 | | | | | | 1 |
| 2017 | | | | | | | | 2 | | 1 | | 1 | 4 |
| Customer Service | | | | | | | | | | 1 | | | 1 |
| TSO | | | | | | | | | | 1 | | | 1 |
| Mishandling of Passenger Property | | | | | | | | 1 | | | | | 1 |
| Damaged/Missing Items--Checked Baggage | | | | | | | | 1 | | | | | 1 |
| Patdown | | | | | | | | 1 | | | | 1 | 2 |
| Flyer | | | | | | | | 1 | | | | 1 | 2 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| z None z | 15,134 | 14,502 | 13,125 | 17,724 | 18,236 | 20,256 | 20,424 | 15,846 | 15,133 | 14,850 | 16,616 | 13,575 | 195,421 |
| 2016 | | | | 4,501 | 5,162 | 5,774 | 5,978 | 6,392 | 5,120 | 4,713 | 5,038 | 4,577 | 47,255 |
| Additional Information Required/Insufficient Information | | | | 15 | 20 | 21 | 9 | 21 | 12 | 9 | 15 | 7 | 129 |
| EMAIL ONLY | | | | 15 | 20 | 21 | 9 | 21 | 12 | 9 | 15 | 7 | 129 |
| Advanced Imaging Technology (AIT) | | | | 3 | 2 | | 3 | 1 | | | 1 | | 10 |
| Flyer | | | | 1 | | | 2 | 1 | | | 1 | | 5 |
| General | | | | 1 | 2 | | 1 | | | | | | 4 |
| Non-Flyer | | | | 1 | | | | | | | | | 1 |
| Airline | | | | 160 | 134 | 179 | 158 | 153 | 168 | 187 | 243 | 146 | 1,528 |
| Baggage Requirements | | | | 2 | 1 | 3 | | 7 | 4 | 5 | 2 | 3 | 27 |
| Lost Baggage | | | | 52 | 39 | 43 | 49 | 41 | 54 | 66 | 97 | 66 | 507 |
| Oxygen Regulations | | | | | | | 1 | | 1 | 1 | 1 | | 4 |
| Policy/Regulations/Service | | | | 105 | 93 | 130 | 104 | 103 | 106 | 115 | 142 | 72 | 970 |
| Positive Bag Match Program | | | | 1 | | 1 | 2 | 1 | 1 | | 1 | 3 | 10 |
| Wheelchair Assistance | | | | | 1 | 2 | 2 | 1 | 2 | | | 2 | 10 |
| Business, Suggestions, and Ideas | | | | 1 | | 1 | | 3 | | 1 | | | 6 |
| General | | | | 1 | | 1 | | 3 | | 1 | | | 6 |
| Cargo | | | | 1 | 2 | 3 | 3 | 3 | 1 | 1 | 3 | 6 | 23 |
| Indirect Air Carrier (IAC) | | | | | 2 | | 2 | 2 | | 1 | 1 | 3 | 11 |
| Known Shipper | | | | 1 | | 3 | 1 | 1 | 1 | | 2 | 3 | 12 |
| Civil Rights | | | | 12 | 13 | 4 | 8 | 4 | 8 | 5 | 5 | 4 | 63 |
| Civil Rights Violation (TSA Employee) | | | | 2 | 2 | | 3 | 1 | 5 | 3 | | | 16 |
| General Complaint and Discrimination | | | | 2 | 3 | | | | | | | | 5 |
| Hostile Work Environment (TSA Employee) | | | | | | | | | | | | 1 | 1 |
| Perceived Religion | | | | | | 1 | 1 | | | | | | 2 |
| Racial Profiling or Discrimination | | | | 4 | 5 | 2 | 2 | 3 | 3 | 1 | 5 | 3 | 28 |
| Screening of Religious Cultural and Ceremonial Items | | | | 2 | | | | | | | | | 2 |
| Screening of Religious or Cultural Garments | | | | | 1 | | | | | | | | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | | | | | | 1 | | | 1 | | | 2 |
| Transgender Screening | | | | 2 | 2 | 1 | 1 | | | | | | 6 |
| Claims | | | | 68 | 73 | 56 | 60 | 34 | 37 | 35 | 56 | 43 | 462 |
| General | | | | 5 | 4 | 5 | 14 | 7 | 5 | 4 | 5 | 6 | 55 |
| Status | | | | 63 | 69 | 51 | 46 | 27 | 32 | 31 | 51 | 37 | 407 |
| Current Topic | | | | | | | | | 1 | 3 | | 1 | 5 |
| Current Topic | | | | | | | | | 1 | 3 | | 1 | 5 |
| Customer Service | | | | 45 | 30 | 33 | 57 | 109 | 63 | 37 | 31 | 28 | 433 |
| CSM | | | | | | | 1 | 1 | | | 1 | 2 | 5 |
| Others | | | | 11 | 9 | 15 | 31 | 75 | 40 | 17 | 9 | 10 | 217 |
| TCC | | | | 1 | 2 | 1 | 3 | 10 | 6 | 1 | 4 | 5 | 33 |
| TSO | | | | 33 | 19 | 17 | 22 | 23 | 17 | 19 | 17 | 11 | 178 |
| DHS TRIP | | | | 35 | 39 | 32 | 36 | 30 | 35 | 24 | 38 | 23 | 292 |
| General | | | | 3 | 3 | 1 | 3 | 12 | 6 | 6 | 13 | 8 | 55 |
| Status | | | | 32 | 36 | 31 | 33 | 18 | 29 | 18 | 25 | 15 | 237 |
| Expedited Passenger Screening Program | | | | 3,291 | 4,137 | 4,651 | 4,793 | 5,221 | 4,115 | 3,693 | 3,894 | 3,629 | 37,424 |
| Active Duty Military | | | | 3 | 9 | 5 | 5 | 5 | 4 | 4 | 3 | 5 | 43 |
| DoD | | | | 21 | 26 | 33 | 41 | 45 | 41 | 27 | 39 | 27 | 300 |
| Known Crew Member | | | | 1 | 3 | 2 | 1 | 2 | 1 | 2 | 1 | 2 | 15 |
| Over 75 | | | | 1 | | | | 2 | 2 | | | | 5 |
| TSA Application Program | | | | 229 | 299 | 445 | 491 | 609 | 585 | 751 | 958 | 768 | 5,135 |
| TSA PreCheck | | | | 3,033 | 3,797 | 4,164 | 4,254 | 4,556 | 3,478 | 2,905 | 2,890 | 2,821 | 31,898 |
| TSA/DHS Employees - Opt In | | | | 3 | 3 | 2 | 1 | 2 | 4 | 4 | 3 | 6 | 28 |
| Federal Air Marshall Service (FAMS) | | | | | | | | 2 | | | 2 | 1 | 5 |
| Crewmember Self Defense Training (CMSDT) | | | | | | | | | | | | 1 | 1 |
| General | | | | | | | | 2 | | | 2 | | 4 |
| Flying Armed | | | | 1 | | | | | | | | | 1 |
| General | | | | 1 | | | | | | | | | 1 |
| Freedom of Information Act (FOIA) | | | | | 1 | 1 | | | | | 1 | | 3 |
| General | | | | | 1 | 1 | | | | | 1 | | 3 |
| General Aviation | | | | 3 | 1 | 2 | 3 | 2 | 1 | 1 | | 3 | 16 |
| Alien Flight School Program (AFSP) | | | | 3 | 1 | 1 | 2 | 2 | | 1 | | 3 | 13 |
| General | | | | | | 1 | 1 | | 1 | | | | 3 |
| Hazardous Materials Safety | | | | 193 | 98 | 83 | 93 | 73 | 59 | 86 | 96 | 96 | 877 |
| General | | | | 193 | 98 | 83 | 93 | 73 | 59 | 86 | 96 | 96 | 877 |
| HAZMAT Endorsement | | | | 45 | 55 | 76 | 137 | 52 | 47 | 39 | 33 | 15 | 499 |
| General | | | | 10 | 7 | 8 | 15 | 4 | 7 | 5 | 5 | | 61 |
| Status | | | | 35 | 48 | 68 | 122 | 48 | 40 | 34 | 28 | 15 | 438 |
| Human Capital | | | | 8 | 6 | 11 | 8 | 11 | 12 | 2 | 4 | 6 | 68 |
| Current Employee | | | | | 1 | | | 1 | | | | 1 | 3 |
| Employment Verification | | | | | | | 1 | 1 | | | | | 2 |
| Former Employee | | | | 1 | 1 | 3 | | | | 1 | | | 6 |
| Prospective Employment with TSA | | | | 7 | 4 | 8 | 7 | 9 | 12 | 1 | 4 | 5 | 57 |
| Identification (ID) Requirements | | | | 8 | 11 | 8 | 11 | 6 | 2 | 5 | 4 | 1 | 56 |
| Domestic | | | | 5 | 9 | 4 | 8 | 6 | 1 | 4 | 4 | 1 | 42 |
| ID Matching Ticket and Boarding Pass Issues | | | | 2 | 1 | 2 | 1 | | | | | | 6 |
| International Travel | | | | | | 2 | | | | | | | 2 |
| Minors Domestic | | | | 1 | 1 | | 2 | | 1 | 1 | | | 6 |
| Intranet/Internet Inquiries | | | | 5 | 7 | 5 | 7 | 45 | 18 | 9 | 17 | 6 | 119 |
| General | | | | 5 | 7 | 5 | 7 | 45 | 18 | 9 | 17 | 6 | 119 |
| Locks | | | | 71 | 69 | 59 | 81 | 80 | 53 | 72 | 81 | 67 | 633 |
| General | | | | 8 | 4 | 3 | 11 | 6 | 7 | 13 | 9 | 7 | 68 |
| Missing or Damaged Lock | | | | 63 | 65 | 56 | 70 | 74 | 46 | 59 | 72 | 60 | 565 |
| Lost and Found | | | | 4 | 3 | 5 | 3 | 2 | 3 | 4 | 3 | 4 | 31 |
| Airport/TSA | | | | 4 | 3 | 5 | 3 | 2 | 3 | 4 | 3 | 4 | 31 |
| Mishandling of Passenger Property | | | | 266 | 195 | 194 | 200 | 223 | 211 | 243 | 234 | 233 | 1,999 |
| Damaged/Missing Items Private Screening Contractor | | | | | | 2 | | | | 1 | 1 | | 4 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Damaged/Missing Items--Carry-on Luggage | | | | 9 | 8 | 9 | 10 | 7 | 15 | 11 | 9 | 10 | 88 |
| Damaged/Missing Items--Checked Baggage | | | | 234 | 166 | 154 | 165 | 181 | 162 | 216 | 187 | 193 | 1,658 |
| Damaged/Missing Items--Unspecified Luggage | | | | 10 | 7 | 8 | 8 | 7 | 11 | 10 | 16 | 10 | 87 |
| Disarrayed Items--Carry-on or Checked | | | | 13 | 14 | 21 | 17 | 28 | 23 | 5 | 21 | 20 | 162 |
| No Jurisdiction | | | | 67 | 79 | 124 | 113 | 93 | 115 | 109 | 129 | 110 | 939 |
| No Referral | | | | 22 | 20 | 44 | 33 | 29 | 45 | 39 | 43 | 37 | 312 |
| Refer to CBP | | | | 34 | 48 | 70 | 67 | 54 | 62 | 59 | 70 | 61 | 525 |
| Refer to Department of State | | | | 1 | 2 | 1 | 1 | 4 | 1 | 1 | 1 | 1 | 13 |
| Refer to FAA | | | | 3 | 5 | 4 | 6 | 4 | 7 | 5 | 7 | 6 | 47 |
| Refer to Other | | | | 7 | 4 | 5 | 6 | 2 | | 5 | 8 | 5 | 42 |
| No Subject | | | | | 1 | 1 | 3 | 5 | 3 | 5 | | 1 | 19 |
| General | | | | | 1 | 1 | 3 | 5 | 3 | 5 | | 1 | 19 |
| Notice of Violation/Civil Penalties | | | | 4 | 4 | 9 | 7 | 4 | 6 | 6 | 5 | 7 | 52 |
| General | | | | 4 | 4 | 9 | 7 | 4 | 6 | 6 | 5 | 7 | 52 |
| Ombudsman | | | | 3 | 5 | 2 | 2 | 2 | 3 | 3 | 6 | 1 | 27 |
| General | | | | 3 | 5 | 2 | 2 | 2 | 3 | 3 | 6 | 1 | 27 |
| Patdown | | | | 6 | 6 | 4 | 6 | 3 | 4 | 4 | 3 | 1 | 37 |
| Children | | | | | 1 | 1 | | | 1 | | | | 3 |
| Flyer | | | | 5 | 5 | 3 | 4 | 2 | 2 | 3 | 2 | 1 | 27 |
| Flyer as Observer | | | | | | | | | | 1 | 1 | | 2 |
| General | | | | 1 | | | | 1 | 1 | | | | 3 |
| Non-Flyer | | | | | | | 2 | | | | | | 2 |
| Persons w/ Disabilities (PWD) | | | | 7 | 8 | 16 | 8 | 7 | 8 | 9 | 6 | 5 | 74 |
| Breast Cancer | | | | | | | | 1 | | 1 | | | 2 |
| Cancer (general) Not Breast Cancer | | | | | | | 1 | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | | 1 | 2 | | | | | | | 3 |
| Diabetes | | | | 1 | 1 | 1 | 1 | | | 2 | 1 | | 7 |
| General | | | | 1 | 2 | | 1 | 2 | | | 1 | 2 | 9 |
| Hearing Impairment | | | | | 1 | 1 | | 1 | | | | | 3 |
| Internal Medical Devices | | | | | | 1 | | | 1 | | | | 2 |
| Medical Devices - Attached to the Body | | | | | | | 1 | | 1 | | | | 2 |
| Medically Necessary Medication and Medical Supplies | | | | 1 | 1 | 3 | 1 | | 1 | | 2 | | 9 |
| Metal Implants (joint) | | | | | | 2 | 2 | 1 | 1 | 2 | 1 | 2 | 11 |
| Mobility Disability (Not Wheelchair or Scooter) | | | | 1 | | 2 | | 1 | 1 | 2 | | | 7 |
| Ostomy/Ostomates | | | | | | | 1 | | | | | | 1 |
| Prosthesis/Amputees and Casts | | | | 2 | | 2 | | | 1 | | 1 | | 6 |
| Respiratory and Inhaler Equipment | | | | | | 1 | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | | | | | | | | | 1 | | | 1 |
| Visual Impairment | | | | | | 1 | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | | 1 | 2 | | | 1 | 1 | 1 | | 1 | 7 |
| Wounded Warrior | | | | | | | | | 1 | | | | 1 |
| Prohibited & Permitted Items | | | | 12 | 11 | 10 | 8 | 11 | 10 | 10 | 7 | 9 | 88 |
| Alcohol and Tobacco | | | | 2 | | | 1 | 1 | | 1 | | 1 | 6 |
| Beauty & Grooming Items | | | | 2 | 1 | 1 | | | | | 1 | | 5 |
| Breast Milk/Baby Formula/Breast Pump | | | | | | | | 1 | 2 | | | | 3 |
| Chemical/Household Products | | | | 1 | 1 | | | | 1 | | 1 | | 4 |
| Electronic Devices | | | | | 2 | 2 | 2 | | | 2 | | | 8 |
| Firearm/Ammunition | | | | | 1 | 2 | 2 | | 1 | 1 | | 1 | 8 |
| Food/Beverages | | | | 2 | | | 1 | 1 | 3 | 2 | 1 | | 10 |
| General | | | | 1 | 1 | 1 | | 1 | 1 | 4 | | 3 | 12 |
| Knives/Tools/Razors/Sharp Objects | | | | | | | | 2 | | | 2 | 1 | 5 |
| Lighters/Matches | | | | | 2 | 1 | | 1 | 1 | | | 1 | 6 |
| Liquids/Gels/Aerosols | | | | 2 | 1 | 2 | 1 | 1 | 1 | | | | 8 |
| Medication/Prescription/Medically Necessary Items | | | | | | 1 | 1 | 1 | | | 1 | 1 | 5 |
| Remains | | | | 1 | 1 | | | 1 | | | | 1 | 4 |
| Sporting Goods | | | | 1 | 1 | | | 1 | | | 1 | | 4 |
| Screening | | | | 125 | 97 | 122 | 108 | 139 | 77 | 70 | 79 | 83 | 900 |
| Children | | | | | | | 1 | | | 1 | | | 2 |
| Crew Member or Airline Employee | | | | 2 | | | 1 | | | 4 | | 1 | 8 |
| Cruise Ships | | | | 1 | | 1 | | | | 1 | | | 3 |
| Gate Pass | | | | 3 | | | 3 | 1 | 1 | 1 | | 2 | 11 |
| Inconsistency | | | | 2 | 1 | 3 | 3 | 2 | 2 | 1 | 1 | 6 | 21 |
| International Screening | | | | 32 | 18 | 34 | 33 | 24 | 31 | 26 | 22 | 27 | 247 |
| Lengthy Lines | | | | 14 | 18 | 17 | 17 | 54 | 7 | 2 | 3 | 5 | 137 |
| Procedures/Process | | | | 59 | 50 | 59 | 43 | 49 | 31 | 30 | 49 | 40 | 410 |
| Rail | | | | | 1 | 1 | 1 | 1 | | | | | 4 |
| Retrieving Abandoned/Confiscated Items | | | | 12 | 6 | 7 | 4 | 6 | 4 | 4 | 4 | 1 | 48 |
| Security Breach | | | | | 2 | | 1 | 2 | 1 | | | 1 | 7 |
| Shoe Screening | | | | | | | 1 | | | | | | 1 |
| Traveling with Cash | | | | | 1 | | | | | | | | 1 |
| SIDA (Security Identification Display Area) | | | | 1 | 5 | | 2 | | 3 | 2 | | 1 | 14 |
| General | | | | 1 | 5 | | 2 | | 3 | 2 | | 1 | 14 |
| TSA Contact Information | | | | 3 | 3 | 2 | 5 | 4 | 4 | 2 | 1 | 2 | 26 |
| General | | | | 3 | 3 | 2 | 5 | 4 | 4 | 2 | 1 | 2 | 26 |
| TWIC | | | | 38 | 47 | 60 | 46 | 49 | 41 | 37 | 41 | 38 | 397 |
| General | | | | 4 | 5 | 8 | 8 | 2 | 7 | 4 | 5 | 5 | 48 |
| Required Documents | | | | | | 2 | 2 | | 1 | 2 | 1 | | 8 |
| Status | | | | 34 | 42 | 50 | 36 | 47 | 33 | 31 | 35 | 33 | 341 |
| 2017 | 4,095 | 4,200 | 3,952 | 4,140 | 3,814 | 4,061 | 3,452 | 3,993 | 4,710 | 4,651 | 4,974 | 4,218 | 50,260 |
| Additional Information Required/Insufficient Infor | 15 | 12 | 19 | 28 | 8 | 16 | 14 | 14 | 8 | 16 | 34 | 28 | 212 |
| EMAIL ONLY | 15 | 12 | 19 | 28 | 8 | 16 | 14 | 14 | 8 | 16 | 34 | 28 | 212 |
| Advanced Imaging Technology (AIT) | | 1 | 2 | 2 | 1 | | 1 | 2 | 2 | | 1 | | 12 |
| Flyer | | 1 | 2 | 1 | 1 | | 1 | 2 | 2 | | 1 | | 11 |
| General | | | | 1 | | | | | | | | | 1 |
| Airline | 106 | 136 | 233 | 210 | 139 | 143 | 172 | 127 | 177 | 174 | 175 | 133 | 1,925 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Baggage Requirements | 2 | 2 | 2 | 3 | 1 | 3 | 2 | 1 | 3 | 10 | 3 | 1 | 33 |
| Lost Baggage | 27 | 27 | 120 | 80 | 44 | 35 | 27 | 37 | 61 | 55 | 71 | 32 | 616 |
| Policy/Regulations/Service | 76 | 104 | 106 | 127 | 91 | 103 | 142 | 87 | 109 | 103 | 97 | 98 | 1,243 |
| Positive Bag Match Program | | 1 | 1 | | 1 | 2 | 1 | 1 | 1 | 3 | 1 | | 12 |
| Wheelchair Assistance | 1 | 2 | 4 | | 2 | | | 1 | 3 | 3 | 3 | 2 | 21 |
| Business, Suggestions, and Ideas | | | 1 | | | 4 | | | | 1 | 1 | | 7 |
| General | | | 1 | | | 4 | | | | 1 | 1 | | 7 |
| Cargo | 2 | 1 | 3 | | 5 | 1 | 3 | 3 | 6 | 1 | 2 | 1 | 28 |
| Indirect Air Carrier (IAC) | 2 | | 2 | | 4 | 1 | 1 | 2 | 5 | | 2 | | 19 |
| Known Shipper | | 1 | 1 | | 1 | | 2 | 1 | 1 | 1 | | 1 | 9 |
| Civil Rights | 5 | 3 | 7 | 7 | 8 | 2 | 2 | 8 | 4 | 9 | 13 | 9 | 77 |
| Civil Rights Violation (TSA Employee) | 2 | 1 | 3 | 3 | 2 | 2 | | 4 | | 2 | 3 | 4 | 26 |
| Constitutional Rights | | | | 1 | 1 | | | | | | 1 | | 3 |
| Hair Patdowns | | | | | | | | | | | 1 | | 1 |
| Headwear | | | | | | | | | 1 | | | | 1 |
| Hostile Work Environment (TSA Employee) | 1 | 1 | 1 | 1 | | | | 1 | | | | | 5 |
| National Origin | | | | | 1 | | | | | | 1 | | 2 |
| Perceived Religion | | | | 1 | 2 | | | 1 | | 1 | 2 | | 7 |
| Racial Profiling or Discrimination | 1 | 1 | 2 | 1 | 2 | | 1 | 2 | 3 | 3 | 5 | 2 | 23 |
| Sex/Gender/Gender Identity- Not Transgender | | | 1 | | | | | | | 1 | | 1 | 3 |
| Sexual Orientation - Not Transgender | | | | | | | 1 | | | 1 | | 1 | 3 |
| Transgender Screening | 1 | | | | | | | | | 1 | | 1 | 3 |
| Claims | 45 | 34 | 60 | 64 | 69 | 78 | 54 | 84 | 89 | 51 | 66 | 66 | 760 |
| General | 8 | 4 | 9 | 9 | 4 | 4 | 3 | 9 | 6 | 8 | 4 | 6 | 74 |
| Request to be Transferred | | | 1 | | 1 | | | 2 | 1 | | | | 5 |
| Status | 37 | 30 | 50 | 55 | 64 | 74 | 51 | 73 | 82 | 43 | 62 | 60 | 681 |
| Current Topic | | | 2 | 1 | | | | | | 1 | | | 4 |
| Current Topic | | | 2 | 1 | | | | | | 1 | | | 4 |
| Customer Service | 28 | 19 | 21 | 29 | 18 | 30 | 17 | 32 | 47 | 32 | 26 | 22 | 321 |
| CSM | | | 2 | 1 | | | | | | | 1 | | 4 |
| Others | 13 | 6 | 11 | 15 | 11 | 10 | 9 | 19 | 12 | 10 | 11 | 9 | 136 |
| TCC | 2 | | 2 | 5 | | 1 | 1 | 2 | 3 | | | 2 | 18 |
| TSO | 13 | 13 | 6 | 8 | 7 | 19 | 7 | 11 | 32 | 22 | 14 | 11 | 163 |
| DHS TRIP | 24 | 40 | 31 | 25 | 20 | 30 | 16 | 17 | 31 | 24 | 23 | 22 | 303 |
| General | 6 | 3 | 5 | 4 | 6 | 8 | 4 | 7 | 12 | 10 | 5 | 4 | 74 |
| Status | 18 | 37 | 26 | 21 | 14 | 22 | 12 | 10 | 19 | 14 | 18 | 18 | 229 |
| Expedited Passenger Screening Program | 3,256 | 3,311 | 2,819 | 3,008 | 2,936 | 3,073 | 2,529 | 2,971 | 3,541 | 3,467 | 3,779 | 3,279 | 37,969 |
| Active Duty Military | 6 | 5 | 8 | 4 | 8 | 4 | 5 | 1 | 11 | 12 | 3 | 4 | 71 |
| Children Under 12 | | | | | | 1 | | | | | 1 | | 2 |
| DoD | 18 | 17 | 29 | 24 | 20 | 19 | 21 | 19 | 28 | 31 | 30 | 24 | 280 |
| Known Crew Member | 2 | 1 | 1 | | 2 | | | 1 | 1 | 1 | 1 | 2 | 12 |
| Over 75 | | | 1 | | | 1 | 1 | | | 1 | 2 | 1 | 7 |
| TSA Application Program | 388 | 303 | 174 | 219 | 181 | 122 | 81 | 78 | 104 | 99 | 121 | 94 | 1,964 |
| TSA PreCheck | 2,833 | 2,976 | 2,590 | 2,752 | 2,717 | 2,914 | 2,414 | 2,862 | 3,385 | 3,272 | 3,606 | 3,138 | 35,459 |
| TSA/DHS Employees - Opt In | 9 | 9 | 16 | 9 | 8 | 12 | 7 | 10 | 12 | 51 | 15 | 16 | 174 |
| Federal Air Marshall Service (FAMS) | | 1 | | | | | | | | | | 1 | 2 |
| General | | 1 | | | | | | | | | | 1 | 2 |
| Federal Flight Deck Officer (FFDO) Program | | | | | | | | | | 1 | | | 1 |
| General | | | | | | | | | | 1 | | | 1 |
| Flying Armed | | | | 2 | | | | 1 | | | | | 3 |
| General | | | | 2 | | | | 1 | | | | | 3 |
| Freedom of Information Act (FOIA) | | | | | | 1 | | | 2 | | | | 3 |
| General | | | | | | 1 | | | 2 | | | | 3 |
| General Aviation | | 12 | 3 | 5 | 3 | 2 | 1 | 1 | 2 | 1 | 4 | | 34 |
| Alien Flight School Program (AFSP) | | 12 | 3 | 5 | 3 | 2 | | 1 | 2 | 1 | 4 | | 33 |
| General | | | | | | | 1 | | | | | | 1 |
| Hazardous Materials Safety | 96 | 115 | 113 | 134 | 125 | 110 | 99 | 111 | 83 | 79 | 106 | 107 | 1,278 |
| General | 96 | 115 | 113 | 134 | 125 | 110 | 99 | 111 | 83 | 79 | 106 | 107 | 1,278 |
| HAZMAT Endorsement | 20 | 31 | 47 | 44 | 16 | 14 | 11 | 9 | 11 | 7 | 13 | 13 | 236 |
| General | 3 | 3 | 6 | 4 | 3 | 3 | 1 | 4 | 3 | 3 | 5 | 2 | 40 |
| Status | 17 | 28 | 41 | 40 | 13 | 11 | 10 | 5 | 8 | 4 | 8 | 11 | 196 |
| Human Capital | 4 | 6 | 5 | 1 | 2 | 3 | 4 | 2 | 5 | 4 | 5 | 1 | 42 |
| Current Employee | | 2 | | | | | 2 | | 2 | | | | 6 |
| Former Employee | 1 | | | | | 1 | 1 | | | | 2 | 1 | 6 |
| Prospective Employment with TSA | 3 | 4 | 4 | 1 | 2 | 2 | 1 | 2 | 3 | 4 | 3 | | 29 |
| TSA Background Check | | | 1 | | | | | | | | | | 1 |
| Identification (ID) Requirements | 2 | 6 | 11 | 4 | 3 | 9 | 2 | 5 | 7 | 6 | 3 | 6 | 64 |
| Domestic | 2 | 4 | 7 | 2 | 3 | 9 | 2 | 4 | 5 | 4 | 1 | 4 | 47 |
| ID Matching Ticket and Boarding Pass Issues | | 2 | 2 | 1 | | | | | 2 | 1 | 2 | 2 | 12 |
| International Travel | | | | | | | | 1 | | | | | 1 |
| Minors Domestic | | | 2 | 1 | | | | | | 1 | | | 4 |
| Intranet/Internet Inquiries | 3 | 3 | 2 | 6 | 7 | 3 | 2 | 3 | 4 | 2 | 1 | 4 | 40 |
| General | 3 | 3 | 2 | 6 | 7 | 3 | 2 | 3 | 4 | 2 | 1 | 4 | 40 |
| Locks | 78 | 81 | 75 | 78 | 62 | 61 | 59 | 92 | 101 | 95 | 83 | 56 | 921 |
| General | 9 | 3 | 7 | 13 | 4 | 5 | 9 | 15 | 18 | 14 | 12 | 2 | 111 |
| Missing or Damaged Lock | 69 | 78 | 68 | 65 | 58 | 56 | 50 | 77 | 83 | 81 | 71 | 54 | 810 |
| Lost and Found | | 1 | 2 | 3 | | 2 | 2 | 2 | 5 | 2 | 2 | 3 | 24 |
| Airport/TSA | | 1 | 2 | 3 | | 2 | 2 | 2 | 5 | 2 | 2 | 3 | 24 |
| Mishandling of Passenger Property | 205 | 164 | 215 | 232 | 174 | 214 | 169 | 226 | 250 | 320 | 307 | 217 | 2,693 |
| Damaged/Missing Items Private Screening Contractor | | | | | | | | 1 | 1 | | | | 2 |
| Damaged/Missing Items--Carry-on Luggage | 3 | 3 | 4 | 8 | 11 | 4 | 2 | 5 | 9 | 8 | 12 | 5 | 74 |
| Damaged/Missing Items--Checked Baggage | 171 | 133 | 169 | 188 | 128 | 178 | 134 | 179 | 201 | 273 | 249 | 172 | 2,175 |
| Damaged/Missing Items--Unspecified Luggage | 6 | 11 | 14 | 7 | 9 | 5 | 4 | 3 | 10 | 6 | 14 | 3 | 92 |
| Disarrayed Items--Carry-on or Checked | 25 | 17 | 28 | 29 | 26 | 27 | 29 | 38 | 29 | 33 | 32 | 37 | 350 |
| No Jurisdiction | 86 | 100 | 112 | 119 | 93 | 111 | 80 | 71 | 122 | 134 | 115 | 95 | 1,238 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| No Referral | 17 | 28 | 41 | 35 | 35 | 40 | 28 | 25 | 46 | 44 | 31 | 34 | 404 |
| Refer to CBP | 57 | 63 | 63 | 74 | 50 | 65 | 44 | 38 | 58 | 61 | 68 | 51 | 692 |
| Refer to Department of State | 2 | 3 | 2 | 2 | | | 2 | | 3 | 3 | 2 | 1 | 20 |
| Refer to FAA | 7 | 5 | 3 | 6 | 4 | 5 | 1 | 4 | 2 | 10 | 3 | 2 | 52 |
| Refer to Other | 3 | 1 | 3 | 2 | 4 | 1 | 5 | 4 | 13 | 16 | 11 | 7 | 70 |
| No Subject | 1 | 7 | 15 | 1 | | 1 | | 1 | 3 | 1 | | | 30 |
| General | 1 | 7 | 15 | 1 | | 1 | | 1 | 3 | 1 | | | 30 |
| Notice of Violation/Civil Penalties | 3 | 3 | 2 | 3 | 8 | 8 | 5 | 2 | 3 | 1 | 6 | 3 | 47 |
| General | 3 | 3 | 2 | 3 | 8 | 8 | 5 | 2 | 3 | 1 | 6 | 3 | 47 |
| Ombudsman | | 2 | 1 | 2 | 1 | 1 | 1 | 2 | 1 | | 5 | 2 | 18 |
| General | | 2 | 1 | 2 | 1 | 1 | 1 | 2 | 1 | | 5 | 2 | 18 |
| Patdown | 8 | 3 | 14 | 4 | 6 | 9 | 20 | 18 | 5 | 8 | 5 | 9 | 109 |
| Children | | | 1 | | | | 1 | | | | | 1 | 3 |
| Flyer | 5 | 2 | 9 | 4 | 5 | 9 | 17 | 16 | 5 | 4 | 4 | 6 | 86 |
| Flyer as Observer | 1 | | 1 | | | | 1 | | | 2 | | | 5 |
| General | 1 | 1 | 1 | | | | | 1 | | 1 | 1 | 1 | 7 |
| Non-Flyer | 1 | | 2 | | 1 | | 1 | 1 | | 1 | | 1 | 8 |
| Persons w/ Disabilities (PWD) | 4 | 6 | 9 | 8 | 6 | 10 | 1 | 5 | 10 | 8 | 6 | 4 | 77 |
| Autism Spectrum | | | | | | 1 | | | | | | | 1 |
| Breast Cancer | | 1 | 1 | | | | | | | 1 | | | 3 |
| Cancer (general) Not Breast Cancer | 1 | | | | | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | | | | 2 | | 1 | 1 | 1 | 1 | | | | 6 |
| Diabetes | | 1 | | 1 | | | | 1 | 1 | 3 | 1 | | 8 |
| General | | 2 | | 2 | 1 | | | 2 | | | 1 | | 8 |
| Hearing Impairment | | | | | | | | | 1 | | | | 1 |
| Internal Medical Devices | | | 3 | | | 1 | | | | | | 1 | 5 |
| Medical Devices - Attached to the Body | | | | | | 1 | | | 1 | 1 | 1 | | 4 |
| Medically Necessary Medication and Medical | 1 | 1 | | 1 | 2 | | | 1 | 2 | | 1 | | 9 |
| Metal Implants (joint) | | | 2 | 1 | 1 | 1 | | | 1 | | 1 | 2 | 9 |
| Mobility Disability (Not Wheelchair or Scooter | 1 | | | 1 | 1 | 1 | | | 1 | 1 | 1 | | 7 |
| Prosthesis/Amputees and Casts | | | | | | 1 | | | | | | | 1 |
| Respiratory and Inhaler Equipment | 1 | | | | 1 | | | | 1 | | | 1 | 4 |
| Service Animals | | | | | | 1 | | | | | | | 1 |
| Touch Aversion (pain/trauma) | | 1 | | | | 1 | | | 1 | | | | 3 |
| Visual Impairment | | | 1 | | | | | | | | | | 1 |
| Wheelchair/ Scooter/ Segway | | | 2 | | | 1 | | | | 2 | | | 5 |
| Prohibited & Permitted Items | 3 | 11 | 4 | 3 | 2 | 2 | 5 | 11 | 10 | 14 | 13 | 12 | 90 |
| Alcohol and Tobacco | | | 1 | | | | | 1 | | 2 | 1 | | 5 |
| Beauty & Grooming Items | | | | | | | | | | 1 | | | 1 |
| Breast Milk/Baby Formula/Breast Pump | | | | 1 | | | | | | 1 | | | 2 |
| Chemical/Household Products | | 1 | | | | | 1 | | | 2 | | | 4 |
| Electronic Devices | | 1 | | | | | | | | 1 | 2 | | 4 |
| Firearm/Ammunition | | 1 | 1 | | | | | | 3 | 1 | 1 | 2 | 9 |
| Food/Beverages | | 2 | 1 | | | 1 | | 2 | | | 1 | | 7 |
| General | 1 | 1 | | 1 | 2 | | 1 | 4 | 3 | 2 | 6 | 5 | 26 |
| Knives/Tools/Razors/Sharp Objects | | 2 | | | | | | 2 | 1 | 2 | | 2 | 9 |
| Lighters/Matches | | | | 1 | | | | 1 | | | | | 2 |
| Liquids/Gels/Aerosols | 2 | 1 | | | | | 1 | 1 | 2 | 1 | 1 | | 9 |
| Medication/Prescription/Medically Necessary Items | | 1 | 1 | | | 1 | 1 | | 1 | 1 | | 2 | 8 |
| Remains | | 1 | | | | | 1 | | | | | 1 | 3 |
| Sporting Goods | | | | | | | | | | | 1 | | 1 |
| Property - Special Handling | | | | | | | 41 | 40 | 37 | 43 | 46 | 24 | 231 |
| Damaged Items - Carry-On | | | | | | | 1 | 1 | 5 | 3 | 4 | 1 | 15 |
| Damaged Items - Checked | | | | | | | 14 | 8 | 12 | 12 | 15 | 7 | 68 |
| Missing Items - Carry-On | | | | | | | 4 | 4 | 3 | 1 | 1 | 1 | 14 |
| Missing Items - Checked | | | | | | | 22 | 27 | 17 | 27 | 26 | 15 | 134 |
| Request for Assistance | | | 1 | | 1 | | | | 1 | 2 | 2 | 1 | 8 |
| Other | | | 1 | | 1 | | | | 1 | 2 | 1 | | 6 |
| Wounded Warrior (MSIJSOC) | | | | | | | | | | | 1 | 1 | 2 |
| Screening | 71 | 69 | 90 | 80 | 73 | 100 | 119 | 116 | 125 | 129 | 115 | 91 | 1,178 |
| Children | | | | | | | 1 | | | | | | 1 |
| Crew Member or Airline Employee | 1 | | 2 | 1 | 1 | 2 | 2 | 3 | 1 | 4 | | | 17 |
| Cruise Ships | | | | 1 | | | | | | 1 | 2 | 1 | 5 |
| Gate Pass | | | 3 | 1 | 1 | 1 | | | 1 | 5 | | | 12 |
| Inconsistency | 1 | 1 | 3 | 1 | | 5 | 2 | 6 | 5 | 5 | 3 | 3 | 35 |
| International Screening | 29 | 23 | 26 | 33 | 37 | 44 | 30 | 28 | 41 | 35 | 37 | 24 | 387 |
| Lengthy Lines | 3 | 1 | 2 | | | 2 | 3 | 1 | 3 | 8 | 4 | 2 | 29 |
| Procedures/Process | 27 | 37 | 48 | 37 | 26 | 38 | 72 | 71 | 62 | 56 | 67 | 57 | 598 |
| Rail | 1 | 1 | | | | 1 | 1 | | | 1 | | | 5 |
| Retrieving Abandoned/Confiscated Items | 6 | 6 | 6 | 5 | 6 | 7 | 6 | 5 | 10 | 12 | 2 | 4 | 75 |
| Security Breach | 3 | | | 1 | 2 | | 1 | 1 | 2 | 1 | | | 11 |
| Traveling with Cash | | | | | | | 1 | 1 | | 1 | | | 3 |
| SIDA (Security Identification Display Area) | 1 | 1 | 3 | 1 | 2 | | 1 | 1 | 1 | 2 | 1 | | 14 |
| General | 1 | 1 | 3 | 1 | 2 | | 1 | 1 | 1 | 2 | 1 | | 14 |
| SPAM | | | | | | | | | 1 | | | | 1 |
| General | | | | | | | | | 1 | | | | 1 |
| TSA Contact Information | | 1 | 5 | 6 | 3 | 2 | 1 | | 4 | 2 | 6 | 1 | 31 |
| General | | 1 | 5 | 6 | 3 | 2 | 1 | | 4 | 2 | 6 | 1 | 31 |
| TWIC | 29 | 20 | 25 | 30 | 23 | 21 | 21 | 16 | 12 | 14 | 10 | 8 | 229 |
| General | 3 | 4 | 3 | 5 | 5 | 2 | 5 | 3 | 5 | 7 | | 3 | 45 |
| Required Documents | 1 | | | 2 | 2 | | 1 | 1 | 1 | | 1 | | 9 |
| Status | 25 | 16 | 22 | 23 | 16 | 19 | 15 | 12 | 6 | 7 | 9 | 5 | 175 |
| 2018 | 5,197 | 5,139 | 4,446 | 4,740 | 4,511 | 5,007 | 5,147 | 5,461 | 5,303 | 5,486 | 6,604 | 4,780 | 61,821 |
| Additional Information Required/Insufficient Inform | 5 | 7 | 7 | 7 | 7 | 18 | 15 | 19 | 14 | 10 | 9 | 6 | 124 |
| EMAIL ONLY | 5 | 7 | 7 | 7 | 7 | 18 | 15 | 19 | 14 | 10 | 9 | 6 | 124 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Advanced Imaging Technology (AIT) | 1 | 3 | | 1 | | | 1 | | 4 | | | 1 | 11 |
| Flyer | 1 | 3 | | 1 | | | 1 | | 3 | | | 1 | 10 |
| General | | | | | | | | | 1 | | | | 1 |
| Airline | 124 | 126 | 137 | 145 | 134 | 137 | 125 | 119 | 159 | 187 | 201 | 130 | 1,724 |
| Baggage Requirements | 1 | 2 | 3 | 3 | 3 | 1 | 2 | 1 | | 1 | 3 | 1 | 21 |
| Lost Baggage | 27 | 29 | 39 | 43 | 24 | 32 | 28 | 31 | 44 | 69 | 100 | 42 | 508 |
| Oxygen Regulations | | | | | | | 1 | | | 1 | | | 2 |
| Policy/Regulations/Service | 94 | 89 | 90 | 98 | 105 | 102 | 92 | 84 | 111 | 114 | 97 | 84 | 1,160 |
| Positive Bag Match Program | 2 | 3 | 1 | | 1 | 1 | | | 2 | 1 | | 2 | 13 |
| Wheelchair Assistance | | 3 | 4 | | 1 | 1 | 2 | 3 | 2 | 1 | 1 | 1 | 20 |
| Animals | | | | 1 | | | | | | | | | 1 |
| Carry-On | | | | 1 | | | | | | | | | 1 |
| Business, Suggestions, and Ideas | | 1 | 2 | | | | 1 | | | | | | 4 |
| General | | 1 | 2 | | | | 1 | | | | | | 4 |
| Cargo | 4 | 1 | 2 | 1 | 1 | 3 | 1 | 3 | 2 | 4 | 6 | 3 | 31 |
| Indirect Air Carrier (IAC) | 1 | 1 | 1 | | 1 | 1 | 1 | | 1 | 1 | 1 | 1 | 10 |
| Known Shipper | 3 | | 1 | 1 | | 2 | | 3 | 1 | 3 | 5 | 2 | 21 |
| Civil Rights | 6 | 11 | 13 | 13 | 9 | 10 | 7 | 7 | 8 | 12 | 7 | 8 | 111 |
| Age | | 1 | | | 1 | 2 | | | | | 1 | | 5 |
| Civil Rights Violation (TSA Employee) | 3 | 5 | 7 | 6 | 2 | 4 | 1 | 2 | 1 | 2 | 3 | 2 | 38 |
| Constitutional Rights | | | | 1 | 2 | | | | | | | | 3 |
| Hair Patdowns | | | | 1 | 1 | 1 | 2 | | | 2 | | | 7 |
| Hostile Work Environment (TSA Employee) | | 1 | | | | | | | | | | 1 | 2 |
| National Origin | | | 2 | | 2 | | | | | 2 | 1 | | 7 |
| Perceived Religion | | 1 | | 1 | | | 1 | 1 | | | | | 4 |
| Racial Profiling or Discrimination | 3 | 2 | 3 | 3 | 1 | 2 | 3 | 3 | 2 | 4 | 1 | 2 | 29 |
| Screening of Religious Cultural and Ceremonial Items | | | | | | | | | | | | 1 | 1 |
| Sex/Gender/Gender Identity- Not Transgender | | 1 | 1 | | | | | | 1 | 2 | 1 | 1 | 7 |
| Sexual Harassment (TSA Employee) | | | | | | | | | 1 | | | | 1 |
| Sexual Orientation - Not Transgender | | | | | | | | | | | | 1 | 1 |
| Transgender Screening | | | | 1 | | 1 | | 1 | 3 | | | | 6 |
| Claims | 99 | 78 | 60 | 83 | 92 | 78 | 80 | 52 | 55 | 65 | 67 | 44 | 853 |
| General | 6 | 7 | 9 | 3 | 5 | 9 | 8 | 9 | 1 | 4 | 7 | 6 | 74 |
| Request to be Transferred | 1 | | | | 1 | | | | | | | | 2 |
| Status | 92 | 71 | 51 | 80 | 86 | 69 | 72 | 43 | 54 | 61 | 60 | 38 | 777 |
| Current Topic | | | | | | | | | 1 | | | | 1 |
| Current Topic | | | | | | | | | 1 | | | | 1 |
| Customer Service | 35 | 37 | 24 | 39 | 35 | 30 | 38 | 28 | 29 | 42 | 25 | 27 | 389 |
| CSM | | | 1 | 1 | | | | | | | | | 2 |
| Others | 17 | 15 | 7 | 21 | 12 | 17 | 11 | 9 | 12 | 16 | 13 | 9 | 159 |
| TCC | 2 | 5 | 3 | 1 | 3 | 1 | 2 | 5 | | 2 | 2 | 3 | 29 |
| TSO | 16 | 17 | 13 | 16 | 20 | 12 | 25 | 14 | 17 | 24 | 10 | 15 | 199 |
| DHS TRIP | 15 | 20 | 17 | 27 | 18 | 16 | 10 | 14 | 12 | 15 | 12 | 21 | 197 |
| General | 1 | 5 | 8 | 10 | 7 | 5 | 2 | | 3 | 4 | 2 | 5 | 52 |
| Status | 14 | 15 | 9 | 17 | 11 | 11 | 8 | 14 | 9 | 11 | 10 | 16 | 145 |
| Expedited Passenger Screening Program | 4,055 | 4,029 | 3,335 | 3,479 | 3,525 | 3,959 | 4,071 | 4,416 | 4,188 | 4,245 | 5,395 | 3,870 | 48,567 |
| Active Duty Military | 5 | 5 | 6 | 2 | 1 | 3 | 1 | | | | | | 23 |
| Children Under 12 | | | | | | | | | 1 | | | | 1 |
| DoD | 17 | 19 | 17 | 5 | 9 | 11 | 10 | 14 | 16 | 26 | 19 | 17 | 180 |
| Known Crew Member | 2 | 1 | 3 | 2 | 1 | | 1 | 2 | 3 | 8 | 1 | | 24 |
| Over 75 | 1 | 2 | 1 | 1 | | | | | | | 2 | 1 | 8 |
| TSA Application Program | 115 | 99 | 63 | 111 | 76 | 103 | 92 | 128 | 88 | 100 | 819 | 79 | 1,873 |
| TSA PreCheck | 3,896 | 3,891 | 3,239 | 3,354 | 3,430 | 3,834 | 3,959 | 4,262 | 4,076 | 4,106 | 4,549 | 3,772 | 46,368 |
| TSA/DHS Employees - Opt In | 19 | 12 | 6 | 4 | 8 | 8 | 8 | 10 | 4 | 5 | 5 | 1 | 90 |
| Freedom of Information Act (FOIA) | | | | | 1 | 1 | | 1 | | 1 | | | 4 |
| General | | | | | 1 | 1 | | 1 | | 1 | | | 4 |
| General Aviation | | | | 2 | | | | | | | | 1 | 5 |
| Alien Flight School Program (AFSP) | | | | 1 | | | | | | 1 | | 1 | 3 |
| General | | | | 1 | | | | | 1 | | | | 2 |
| Hazardous Materials Safety | 157 | 206 | 244 | 242 | 170 | 168 | 190 | 156 | 161 | 208 | 194 | 133 | 2,229 |
| General | 157 | 206 | 244 | 242 | 170 | 168 | 190 | 156 | 161 | 208 | 194 | 133 | 2,229 |
| HAZMAT Endorsement | 14 | 13 | 13 | 16 | 9 | 14 | 10 | 13 | 9 | 5 | 9 | 6 | 131 |
| General | 2 | 3 | | 2 | 2 | 4 | 1 | 5 | 1 | 1 | 4 | 2 | 27 |
| Status | 12 | 10 | 13 | 14 | 7 | 10 | 9 | 8 | 8 | 4 | 5 | 4 | 104 |
| Human Capital | 1 | 3 | 6 | 2 | 10 | 7 | 7 | 1 | 1 | | 3 | 2 | 43 |
| Current Employee | | | 1 | | 2 | | | | | | | | 3 |
| Former Employee | | 1 | 1 | | 1 | | | | | | | | 3 |
| Prospective Employment with TSA | 1 | 2 | 4 | 2 | 7 | 7 | 7 | 1 | 1 | | 3 | 1 | 36 |
| TSA Background Check | | | | | | | | | | | | 1 | 1 |
| Identification (ID) Requirements | 4 | 5 | 4 | 11 | 3 | 8 | 4 | 6 | 1 | 5 | 4 | 4 | 59 |
| Domestic | 4 | 4 | 3 | 8 | 3 | 7 | 4 | 5 | 1 | 5 | 4 | 4 | 52 |
| ID Matching Ticket and Boarding Pass Issues | | | | 2 | | 1 | | 1 | | | | | 4 |
| International Travel | | 1 | 1 | | | | | | | | | | 2 |
| Minors Domestic | | | | 1 | | | | | | | | | 1 |
| Intranet/Internet Inquiries | 1 | 7 | 5 | 1 | 4 | 5 | 3 | 6 | 3 | 1 | 4 | 4 | 44 |
| General | 1 | 7 | 5 | 1 | 4 | 5 | 3 | 6 | 3 | 1 | 4 | 4 | 44 |
| Locks | 96 | 71 | 51 | 108 | 64 | 70 | 86 | 105 | 95 | 96 | 102 | 70 | 1,014 |
| General | 7 | 2 | 5 | 11 | 5 | 3 | 8 | 5 | 4 | 3 | 3 | 4 | 60 |
| Missing or Damaged Lock | 89 | 69 | 46 | 97 | 59 | 67 | 78 | 100 | 91 | 93 | 99 | 66 | 954 |
| Lost and Found | 8 | 6 | 3 | 12 | 4 | 3 | 5 | 5 | 5 | | 2 | 7 | 60 |
| Airport/TSA | 8 | 6 | 3 | 12 | 4 | 3 | 5 | 5 | 5 | | 2 | 7 | 60 |
| Mishandling of Passenger Property | 250 | 234 | 217 | 239 | 171 | 195 | 185 | 201 | 215 | 220 | 209 | 185 | 2,521 |
| Damaged/Missing Items Private Screening Contractor | | | | | | | 1 | | | | | | 1 |
| Damaged/Missing Items--Carry-on Luggage | 13 | 5 | 4 | 13 | 5 | 8 | 2 | 7 | 5 | 7 | 5 | 6 | 80 |
| Damaged/Missing Items--Checked Baggage | 191 | 190 | 174 | 201 | 140 | 159 | 147 | 168 | 161 | 171 | 167 | 141 | 2,010 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| Damaged/Missing Items--Unspecified Luggag | 14 | 3 | 7 | 9 | 7 | 10 | 5 | 5 | 10 | 10 | 6 | 10 | 96 |
| Disarrayed Items--Carry-on or Checked | 32 | 36 | 32 | 16 | 19 | 18 | 31 | 20 | 39 | 32 | 31 | 28 | 334 |
| No Jurisdiction | 123 | 94 | 93 | 118 | 76 | 101 | 89 | 104 | 111 | 123 | 127 | 93 | 1,252 |
| No Referral | 39 | 39 | 44 | 37 | 17 | 32 | 27 | 31 | 37 | 48 | 39 | 25 | 415 |
| Refer to CBP | 63 | 45 | 46 | 76 | 49 | 62 | 57 | 73 | 73 | 68 | 83 | 63 | 758 |
| Refer to Department of State | 3 | | | | 4 | 2 | 3 | | 1 | 2 | | 2 | 17 |
| Refer to FAA | 6 | 8 | 2 | 2 | 6 | 5 | | | | 2 | 1 | | 32 |
| Refer to Other | 12 | 2 | 1 | 3 | | | 2 | | | 3 | 4 | 3 | 30 |
| No Subject | 1 | 1 | | 3 | 2 | 1 | 1 | 1 | 2 | | | | 12 |
| General | 1 | 1 | | 3 | 2 | 1 | 1 | 1 | 2 | | | | 12 |
| Notice of Violation/Civil Penalties | 2 | 4 | 3 | 1 | 2 | 1 | 2 | 6 | 3 | 1 | 5 | 1 | 31 |
| General | 2 | 4 | 3 | 1 | 2 | 1 | 2 | 6 | 3 | 1 | 5 | 1 | 31 |
| Ombudsman | 1 | 2 | 1 | 1 | 1 | 2 | 1 | | | 1 | | 1 | 11 |
| General | 1 | 2 | 1 | 1 | 1 | 2 | 1 | | | 1 | | 1 | 11 |
| Patdown | 5 | 5 | 3 | 9 | 12 | 8 | 4 | 4 | 15 | 10 | 10 | 5 | 90 |
| Children | | | | | | | | | | 1 | | | 1 |
| Flyer | 3 | 4 | 2 | 7 | 9 | 5 | 3 | 4 | 12 | 7 | 9 | 5 | 70 |
| Flyer as Observer | 1 | | 1 | | 1 | 1 | 1 | | 1 | | | | 6 |
| General | 1 | | | 1 | | 1 | | | | 1 | | | 4 |
| Non-Flyer | | 1 | | 1 | 2 | 1 | | | 2 | 1 | 1 | | 9 |
| Persons w/ Disabilities (PWD) | 8 | 6 | 8 | 7 | 9 | 13 | 10 | 9 | 11 | 9 | 3 | 10 | 103 |
| Autism Spectrum | | | | | | | | | | | | 1 | 1 |
| Breast Cancer | | | 1 | | | 1 | | | | | | 1 | 3 |
| Cancer (general) Not Breast Cancer | | 1 | | | | 1 | | | | | | | 2 |
| Cognitive /Developmental /Mental Disability | | 1 | | | 1 | 1 | 1 | | | | | 1 | 5 |
| Diabetes | | | 1 | 1 | | 1 | | 1 | | 2 | | 1 | 7 |
| Diapers/Garments/Dressings/Masks | | 1 | | | | | 1 | | | | | | 2 |
| General | | 2 | 1 | | 2 | | | 1 | 4 | | | 1 | 11 |
| Hearing Impairment | | | 1 | | | | | | 1 | 1 | | | 3 |
| Internal Medical Devices | 1 | | | | | | 3 | | | 1 | | | 5 |
| Medical Devices - Attached to the Body | | | | | | 1 | | 1 | | | | | 2 |
| Medically Necessary Medication and Medical | 2 | | 1 | 3 | 1 | 2 | | 2 | 2 | 1 | 2 | | 16 |
| Metal Implants (joint) | | | 1 | 1 | | 1 | 1 | | | | 1 | 1 | 6 |
| Mobility Disability (Not Wheelchair or Scooter | 4 | | 1 | | | 4 | 1 | 1 | 3 | 2 | | 2 | 18 |
| Ostomy/Ostomates | | | | | | 1 | | 1 | | | | | 2 |
| Prosthesis/Amputees and Casts | | | | 1 | 2 | | 1 | | | | | 1 | 5 |
| Respiratory and Inhaler Equipment | | | 1 | | | | | | | 1 | | | 2 |
| Touch Aversion (pain/trauma) | | | | | | | | 1 | | 1 | | 1 | 3 |
| Wheelchair/ Scooter/ Segway | 1 | 1 | | 1 | 3 | | 1 | 1 | 1 | | | | 9 |
| Wounded Warrior | | | | | | | 1 | | | | | | 1 |
| Prohibited & Permitted Items | 7 | 7 | 8 | 3 | 5 | 6 | 11 | 5 | 12 | 9 | 4 | 1 | 78 |
| Alcohol and Tobacco | | | 1 | | 1 | | | | 1 | | | | 3 |
| Beauty & Grooming Items | | | | | | | | | 1 | | | | 1 |
| Chemical/Household Products | | | | 1 | | | | | | | 1 | | 2 |
| Electronic Devices | 1 | | 1 | | 1 | | | 1 | 1 | 1 | | | 6 |
| Firearm/Ammunition | 1 | 2 | | | | | 2 | 1 | | 1 | | | 7 |
| Food/Beverages | 1 | | | 1 | | 1 | 1 | | 1 | | | | 5 |
| General | 2 | 3 | 2 | | 2 | 2 | 5 | 2 | 4 | 6 | 1 | | 29 |
| Knives/Tools/Razors/Sharp Objects | 1 | | 3 | | | | | | 2 | | 1 | | 7 |
| Liquids/Gels/Aerosols | 1 | 1 | | | | 1 | 2 | | | | | 1 | 6 |
| Marijuana | | 1 | | | | 1 | | | 1 | | | | 3 |
| Medication/Prescription/Medically Necessary Items | | | 1 | | 1 | 1 | | | | 1 | | | 4 |
| Remains | | | | | | | 1 | | 1 | | | | 2 |
| Sporting Goods | | | | 1 | | | | 1 | | | 1 | | 3 |
| Property - Special Handling | 42 | 41 | 56 | 46 | 42 | 27 | 59 | 32 | 36 | 59 | 57 | 41 | 538 |
| Damaged Items - Carry-On | 1 | 6 | 5 | 3 | 4 | 1 | 2 | 1 | 5 | 2 | 2 | 1 | 33 |
| Damaged Items - Checked | 17 | 17 | 17 | 17 | 19 | 13 | 24 | 9 | 10 | 17 | 32 | 14 | 206 |
| Missing Items - Carry-On | 2 | 3 | 7 | 5 | 2 | 2 | 5 | 3 | 1 | 3 | 4 | 1 | 38 |
| Missing Items - Checked | 22 | 15 | 27 | 21 | 17 | 11 | 28 | 19 | 20 | 37 | 19 | 25 | 261 |
| Request for Assistance | 1 | | 2 | | | | 2 | | 2 | 3 | 1 | | 11 |
| Other | 1 | | 2 | | | | 2 | | 2 | 2 | 1 | | 10 |
| Wounded Warrior (MSIJSOC) | | | | | | | | | | 1 | | | 1 |
| Screening | 124 | 111 | 126 | 113 | 91 | 111 | 112 | 140 | 131 | 149 | 137 | 101 | 1,446 |
| Children | | 1 | | | | | | 1 | | | | | 2 |
| Crew Member or Airline Employee | 1 | 1 | | 1 | | 2 | | 1 | 2 | | | | 8 |
| Cruise Ships | | | 3 | | | 1 | | | 1 | | 1 | | 6 |
| Gate Pass | | | | 1 | | | | | | 2 | 2 | 1 | 6 |
| Inconsistency | 1 | 2 | 7 | 4 | 4 | 3 | 2 | 6 | 4 | 6 | 5 | 1 | 45 |
| International Screening | 32 | 34 | 27 | 35 | 33 | 32 | 48 | 39 | 55 | 37 | 46 | 34 | 452 |
| Lengthy Lines | 8 | 6 | 6 | 3 | 2 | 5 | 3 | 3 | 5 | 6 | 2 | 1 | 50 |
| Procedures/Process | 74 | 58 | 67 | 62 | 42 | 62 | 53 | 71 | 54 | 87 | 76 | 59 | 765 |
| Rail | | | 1 | 1 | | | | | | | | | 2 |
| Retrieving Abandoned/Confiscated Items | 8 | 6 | 13 | 4 | 6 | 2 | 5 | 12 | 5 | 9 | 3 | 4 | 77 |
| Security Breach | | 3 | 1 | 2 | 4 | 4 | 1 | 7 | 5 | 2 | 2 | 1 | 32 |
| Shoe Screening | | | 1 | | | | | | | | | | 1 |
| SIDA (Security Identification Display Area) | 1 | 1 | | | | 1 | 2 | | | 1 | 3 | 1 | 10 |
| General | 1 | 1 | | | | 1 | 2 | | | 1 | 3 | 1 | 10 |
| Transcriptions | | | | | | | 1 | 1 | 1 | | | | 3 |
| Claim Form Request | | | | | | | 1 | 1 | 1 | | | | 3 |
| TSA Contact Information | 2 | 2 | 2 | 1 | 1 | 4 | 4 | | 1 | 2 | 1 | 1 | 21 |
| General | 2 | 2 | 2 | 1 | 1 | 4 | 4 | | 1 | 2 | 1 | 1 | 21 |
| TWIC | 5 | 7 | 4 | 9 | 13 | 10 | 10 | 7 | 15 | 2 | 7 | 3 | 92 |
| General | 2 | 4 | 2 | 3 | 5 | 2 | 6 | 3 | 5 | | 2 | 1 | 35 |
| Required Documents | | | | 1 | 2 | | 1 | 1 | | | | | 5 |
| Status | 3 | 3 | 2 | 5 | 6 | 8 | 3 | 3 | 10 | 2 | 5 | 2 | 52 |

| TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | | |
|--|-------|-------|-------|-------|-------|-------|-------|-----|-----|-----|-----|-----|--------|
| Airport, Fiscal Year, Category | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Total |
| 2019 | 5,842 | 5,163 | 4,727 | 4,343 | 4,749 | 5,414 | 5,847 | | | | | | 36,085 |
| Additional Information Required/Insufficient Information | 8 | 4 | 8 | 5 | 1 | 16 | 5 | | | | | | 47 |
| EMAIL ONLY | 8 | 4 | 8 | 5 | 1 | 16 | 5 | | | | | | 47 |
| Advanced Imaging Technology (AIT) | 1 | 2 | 2 | 2 | 1 | 2 | 1 | | | | | | 11 |
| Flyer | 1 | 1 | 2 | 2 | 1 | 2 | 1 | | | | | | 10 |
| General | | 1 | | | | | | | | | | | 1 |
| Airline | 171 | 110 | 155 | 131 | 106 | 123 | 146 | | | | | | 942 |
| Baggage Requirements | 4 | 2 | 3 | 4 | 2 | 4 | 3 | | | | | | 22 |
| Lost Baggage | 47 | 44 | 79 | 56 | 53 | 53 | 51 | | | | | | 383 |
| Policy/Regulations/Service | 114 | 63 | 70 | 69 | 49 | 62 | 88 | | | | | | 515 |
| Positive Bag Match Program | 2 | 1 | | 1 | | 1 | 2 | | | | | | 7 |
| Wheelchair Assistance | 4 | | 3 | 1 | 2 | 3 | 2 | | | | | | 15 |
| Cargo | 4 | 3 | 1 | 2 | 1 | 1 | | | | | | | 12 |
| Indirect Air Carrier (IAC) | 3 | 2 | 1 | 1 | | 1 | | | | | | | 8 |
| Known Shipper | 1 | 1 | | 1 | 1 | | | | | | | | 4 |
| Civil Rights | 6 | 8 | 8 | 8 | 12 | 4 | 10 | | | | | | 56 |
| Civil Rights Violation (TSA Employee) | 2 | 2 | | 2 | 2 | | 2 | | | | | | 10 |
| Constitutional Rights | 1 | | | 1 | 1 | | 1 | | | | | | 4 |
| Hair Patdowns | | | 1 | | 1 | | 1 | | | | | | 3 |
| National Origin | | | | | 3 | | | | | | | | 3 |
| Perceived Religion | | | | | | | 1 | | | | | | 1 |
| Racial Profiling or Discrimination | 2 | 3 | 4 | 3 | 3 | 1 | 3 | | | | | | 19 |
| Screening of Religious Cultural and Ceremonial Items | | 1 | 1 | | | | 1 | | | | | | 3 |
| Sex/Gender/Gender Identity- Not Transgender | 1 | 2 | 2 | 2 | 1 | 2 | 1 | | | | | | 11 |
| Sexual Harassment (TSA Employee) | | | | | | 1 | | | | | | | 1 |
| Transgender Screening | | | | | 1 | | | | | | | | 1 |
| Claims | 73 | 77 | 47 | 54 | 56 | 71 | 59 | | | | | | 437 |
| General | 9 | 3 | 2 | 2 | 2 | 1 | 4 | | | | | | 23 |
| Status | 64 | 74 | 45 | 52 | 54 | 70 | 55 | | | | | | 414 |
| CSM/Stakeholder Follow-up | | | | | 1 | | | | | | | | 1 |
| General | | | | | 1 | | | | | | | | 1 |
| Current Topic | | | | 1 | | | | | | | | | 1 |
| Current Topic | | | | 1 | | | | | | | | | 1 |
| Customer Service | 26 | 31 | 28 | 19 | 29 | 42 | 34 | | | | | | 209 |
| Others | 12 | 20 | 13 | 6 | 14 | 22 | 14 | | | | | | 101 |
| TCC | 4 | 2 | 2 | 1 | | 3 | 3 | | | | | | 15 |
| TSO | 10 | 9 | 13 | 12 | 15 | 17 | 17 | | | | | | 93 |
| DHS TRIP | 27 | 27 | 11 | 14 | 20 | 23 | 23 | | | | | | 145 |
| General | 5 | 6 | 1 | 4 | 4 | 4 | 5 | | | | | | 29 |
| Status | 22 | 21 | 10 | 10 | 16 | 19 | 18 | | | | | | 116 |
| Expedited Passenger Screening Program | 4,685 | 4,177 | 3,684 | 3,367 | 3,870 | 4,344 | 4,727 | | | | | | 28,854 |
| Active Duty Military | | | 1 | 2 | | 2 | 2 | | | | | | 7 |
| DoD | 18 | 20 | 20 | 14 | 12 | 14 | 19 | | | | | | 117 |
| Known Crew Member | 3 | 5 | 1 | | | 1 | | | | | | | 10 |
| Over 75 | 1 | 1 | | | | | | | | | | | 2 |
| TSA Application Program | 67 | 94 | 71 | 93 | 89 | 90 | 120 | | | | | | 624 |
| TSA PreCheck | 4,588 | 4,055 | 3,586 | 3,253 | 3,761 | 4,229 | 4,577 | | | | | | 28,049 |
| TSA/DHS Employees - Opt In | 8 | 2 | 5 | 5 | 8 | 8 | 9 | | | | | | 45 |
| Federal Flight Deck Officer (FFDO) Program | | | | | | | 1 | | | | | | 1 |
| General | | | | | | | 1 | | | | | | 1 |
| Freedom of Information Act (FOIA) | 2 | | | 1 | 1 | 2 | 1 | | | | | | 7 |
| General | 2 | | | 1 | 1 | 2 | 1 | | | | | | 7 |
| General Aviation | 1 | 2 | | 1 | 1 | | | | | | | | 5 |
| Alien Flight School Program (AFSP) | | 2 | | | | | | | | | | | 2 |
| General | 1 | | | 1 | 1 | | | | | | | | 3 |
| Hazardous Materials Safety | 187 | 209 | 241 | 231 | 159 | 194 | 170 | | | | | | 1,391 |
| General | 187 | 209 | 241 | 231 | 159 | 194 | 170 | | | | | | 1,391 |
| HAZMAT Endorsement | 4 | 13 | 9 | 9 | 4 | 4 | 13 | | | | | | 56 |
| General | 1 | 2 | 4 | 3 | 2 | 3 | 5 | | | | | | 20 |
| Status | 3 | 11 | 5 | 6 | 2 | 1 | 8 | | | | | | 36 |
| Human Capital | 1 | 4 | 6 | 7 | 9 | 7 | 5 | | | | | | 39 |
| Former Employee | | | 1 | | | | | | | | | | 1 |
| Prospective Employment with TSA | 1 | 4 | 5 | 7 | 9 | 6 | 5 | | | | | | 37 |
| Wage Garnishment | | | | | | 1 | | | | | | | 1 |
| Identification (ID) Requirements | 6 | 4 | 3 | 4 | | 6 | 5 | | | | | | 28 |
| Domestic | 5 | 2 | 3 | 3 | | 3 | 5 | | | | | | 21 |
| ID Matching Ticket and Boarding Pass Issues | | 1 | | 1 | | 2 | | | | | | | 4 |
| International Travel | 1 | 1 | | | | | | | | | | | 2 |
| Minors Domestic | | | | | | 1 | | | | | | | 1 |
| Intranet/Internet Inquiries | 7 | 3 | 3 | 6 | 2 | 4 | 3 | | | | | | 28 |
| General | 7 | 3 | 3 | 6 | 2 | 4 | 3 | | | | | | 28 |
| Locks | 110 | 79 | 62 | 79 | 64 | 73 | 81 | | | | | | 548 |
| General | 1 | 7 | 1 | 2 | 1 | 2 | 2 | | | | | | 16 |
| Missing or Damaged Lock | 109 | 72 | 61 | 77 | 63 | 71 | 79 | | | | | | 532 |
| Lost and Found | 3 | | 6 | 1 | | 2 | 4 | | | | | | 16 |
| Airport/TSA | 3 | | 6 | 1 | | 2 | 4 | | | | | | 16 |
| Mishandling of Passenger Property | 198 | 135 | 185 | 160 | 132 | 148 | 145 | | | | | | 1,103 |
| Damaged/Missing Items Private Screening Contractor | | 1 | | | | | | | | | | | 1 |
| Damaged/Missing Items--Carry-on Luggage | 7 | 3 | 2 | 2 | 2 | 4 | 5 | | | | | | 25 |
| Damaged/Missing Items--Checked Baggage | 147 | 110 | 153 | 125 | 111 | 111 | 106 | | | | | | 863 |
| Damaged/Missing Items--Unspecified Luggage | 4 | 7 | 10 | 7 | 2 | 10 | 5 | | | | | | 45 |
| Disarrayed Items--Carry-on or Checked | 40 | 14 | 20 | 26 | 17 | 23 | 29 | | | | | | 169 |
| No Jurisdiction | 117 | 102 | 78 | 95 | 106 | 127 | 220 | | | | | | 845 |
| No Referral | 34 | 38 | 23 | 23 | 27 | 30 | 39 | | | | | | 214 |
| Refer to CBP | 79 | 62 | 54 | 72 | 77 | 89 | 178 | | | | | | 611 |

| Airport, Fiscal Year, Category | TSA Contact Center Traveler Complaints Tool | | | | | | | | | | | | Total |
|---|---|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | |
| Refer to Department of State | 1 | | | | | 1 | 1 | | | | | | 3 |
| Refer to FAA | 1 | 2 | 1 | | 2 | 6 | 1 | | | | | | 13 |
| Refer to Other | 2 | | | | | 1 | 1 | | | | | | 4 |
| No Subject | | 2 | | | 1 | | | | | | | | 3 |
| General | | 2 | | | 1 | | | | | | | | 3 |
| Notice of Violation/Civil Penalties | 3 | 2 | 5 | 5 | 4 | 1 | 4 | | | | | | 24 |
| General | 3 | 2 | 5 | 5 | 4 | 1 | 4 | | | | | | 24 |
| Ombudsman | | | 3 | 1 | 1 | 1 | | | | | | | 6 |
| General | | | 3 | 1 | 1 | 1 | | | | | | | 6 |
| Patdown | 5 | 3 | 8 | 3 | 3 | 11 | 11 | | | | | | 44 |
| Children | | | | | | 1 | | | | | | | 1 |
| Flyer | 5 | 3 | 6 | 3 | 3 | 10 | 9 | | | | | | 39 |
| General | | | 1 | | | | | | | | | | 1 |
| Non-Flyer | | | 1 | | | | 2 | | | | | | 3 |
| Persons w/ Disabilities (PWD) | 9 | 8 | 9 | 3 | 7 | 10 | 5 | | | | | | 51 |
| Autism Spectrum | 1 | | | | | | | | | | | | 1 |
| Breast Cancer | 1 | 1 | | | | | | | | | | | 2 |
| Cancer (general) Not Breast Cancer | | | | | 1 | | | | | | | | 1 |
| Cognitive /Developmental /Mental Disability | 1 | | | | | | | | | | | | 1 |
| Diabetes | | | 2 | | | 2 | 1 | | | | | | 5 |
| Diapers/Garments/Dressings/Masks | | 1 | | | | | | | | | | | 1 |
| General | | | | | 2 | | | | | | | | 2 |
| Internal Medical Devices | | 1 | | | | | | | | | | | 1 |
| Medically Necessary Medication and Medical | 1 | | 3 | 1 | 1 | | | | | | | | 6 |
| Metal Implants (joint) | 1 | 1 | 2 | 2 | 2 | | | | | | | | 8 |
| Mobility Disability (Not Wheelchair or Scooter) | 2 | 1 | | | | 1 | 2 | | | | | | 6 |
| Ostomy/Ostomates | | 1 | | | | | | | | | | | 1 |
| Prosthesis/Amputees and Casts | 1 | | 1 | | | 1 | | | | | | | 3 |
| Respiratory and Inhaler Equipment | | | | | | 2 | | | | | | | 2 |
| Service Animals | 1 | | | | | 1 | | | | | | | 2 |
| Touch Aversion (pain/trauma) | | 2 | | | | 2 | 1 | | | | | | 5 |
| Wheelchair/ Scooter/ Segway | | | 1 | | 1 | | 1 | | | | | | 3 |
| Wounded Warrior | | | | | | 1 | | | | | | | 1 |
| Prohibited & Permitted Items | 8 | 4 | 3 | 3 | 8 | 3 | 2 | | | | | | 31 |
| Beauty & Grooming Items | 2 | | | | | | | | | | | | 2 |
| Breast Milk/Baby Formula/Breast Pump | | | 1 | | | | | | | | | | 1 |
| Chemical/Household Products | | 1 | | | 2 | | 1 | | | | | | 4 |
| Electronic Devices | 1 | 1 | | | 1 | 1 | | | | | | | 4 |
| Firearm/Ammunition | 1 | | | | 1 | | | | | | | | 2 |
| Food/Beverages | | | | | | 1 | | | | | | | 1 |
| General | 1 | 2 | | 2 | 2 | | | | | | | | 7 |
| Knives/Tools/Razors/Sharp Objects | | | | | 1 | | | | | | | | 1 |
| Lighters/Matches | | | 1 | | | | | | | | | | 1 |
| Liquids/Gels/Aerosols | 1 | | | | | | | | | | | | 1 |
| Marijuana | 1 | | | | | | 1 | | | | | | 2 |
| Medication/Prescription/Medically Necessary Items | | | 1 | 1 | | | | | | | | | 2 |
| Remains | | | | | | 1 | | | | | | | 1 |
| Sporting Goods | 1 | | | | 1 | | | | | | | | 2 |
| Property - Special Handling | 57 | 47 | 55 | 49 | 40 | 65 | 59 | | | | | | 372 |
| Damaged Items - Carry-On | 3 | 4 | 1 | 4 | 1 | 5 | 3 | | | | | | 21 |
| Damaged Items - Checked | 21 | 18 | 16 | 22 | 16 | 19 | 19 | | | | | | 131 |
| Missing Items - Carry-On | 7 | 2 | 5 | 3 | 5 | 5 | 4 | | | | | | 31 |
| Missing Items - Checked | 26 | 23 | 33 | 20 | 18 | 36 | 33 | | | | | | 189 |
| Request for Assistance | | | 2 | | 2 | | | | | | | | 4 |
| Other | | | 2 | | 2 | | | | | | | | 4 |
| Screening | 118 | 99 | 99 | 77 | 95 | 116 | 100 | | | | | | 704 |
| Children | | | 1 | | | | 1 | | | | | | 2 |
| Crew Member or Airline Employee | | 1 | | | | | | | | | | | 1 |
| Cruise Ships | | | 1 | | 1 | 1 | | | | | | | 3 |
| Gate Pass | | | 1 | | | 1 | 1 | | | | | | 3 |
| Inconsistency | 3 | 2 | 4 | | 3 | 4 | 3 | | | | | | 19 |
| International Screening | 43 | 32 | 39 | 41 | 39 | 44 | 34 | | | | | | 272 |
| Lengthy Lines | 2 | 1 | 1 | | 1 | 1 | 4 | | | | | | 10 |
| Military | | 1 | | | | | 1 | | | | | | 2 |
| Procedures/Process | 56 | 55 | 45 | 28 | 43 | 50 | 49 | | | | | | 326 |
| Retrieving Abandoned/Confiscated Items | 6 | 6 | 7 | 6 | 4 | 11 | 5 | | | | | | 45 |
| Security Breach | 8 | 1 | | 2 | 4 | 4 | 1 | | | | | | 20 |
| Traveling with Cash | | | | | | | 1 | | | | | | 1 |
| SIDA (Security Identification Display Area) | | | 2 | | 1 | 1 | 1 | | | | | | 5 |
| General | | | 2 | | 1 | 1 | 1 | | | | | | 5 |
| TSA Contact Information | | 2 | 1 | | | | | | | | | | 3 |
| General | | 2 | 1 | | | | | | | | | | 3 |
| TWIC | 5 | 6 | 3 | 5 | 12 | 13 | 12 | | | | | | 56 |
| General | 1 | 2 | 1 | 1 | 5 | 1 | 7 | | | | | | 18 |
| Status | 4 | 4 | 2 | 4 | 7 | 12 | 5 | | | | | | 38 |
| Total | 28,733 | 27,851 | 27,676 | 34,655 | 33,182 | 38,554 | 38,026 | 30,603 | 28,626 | 28,894 | 31,259 | 25,422 | 373,481 |