			TSA Co			CC) Data T	ool - FOIA							
egories	10-Oct	11-Nov	12-D€		I-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BE	5	9)	6	5	8	9	8	15		14	16	8	11
2016					1		1	2	2		2	4	2	1
Civil Rights										1				
Civil Rights - National Origin										1				
Customer Service								1						
Customer Service - TSO								1						
Identification (ID) Requirements									1					
Identification (ID) Requirements - Domest	ic								1					
Locks							1		1			1		
Locks - Missing or Damaged Lock							1		1			1		
Mishandling of Passenger Property					1			1			1	3	2	
Mishandling of Passenger Property - Dam	aged/Missin	g Items(Carry-on	Luggage	е							1		
Mishandling of Passenger Property - Dam	aged/Missin	g Items(Checked	Baç	1			1			1	2	2	
Screening										1	1			
Screening - Procedures/Process										1	1			
2017	1	2	2	3	1	4	3	1	3	3	2	4	1	
Customer Service									1	2		1		
Customer Service - Others												1		
Customer Service - TSO									1	2				
Locks						2			- 1					
						2								
Locks - Missing or Damaged Lock			,	0		2								
Mishandling of Passenger Property	1		2	2	1	2	3		1	1	2	2	1	
Mishandling of Passenger Property - Dam			2	2	1	2	2		1	1	2	2		
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Che	cked			1						1	
Patdown								1						
Patdown - Flyer								1						
Screening				1					1			1		
Screening - Inconsistency				1										
Screening - Procedures/Process									1			1		
2018	1	3	3	3	2	3	5	3	3	2	5	3	3	3
Civil Rights	-						1							
Civil Rights - Racial Profiling or Discrimina	l ation						1							
Customer Service	1						1	1		1	1	1		
Customer Service - Others	'						- '	1		1	- '	- 1		
	4						4	1		1	4	4		
Customer Service - TSO	1						1			ı	1	1		
Locks			2					1						
Locks - Missing or Damaged Lock		- 2	2	_				1						
Mishandling of Passenger Property			_	2	1	1	1	1	1		2	1	2	1
Mishandling of Passenger Property - Dam					е								1	
Mishandling of Passenger Property - Dam				2		1	1	1	1		1	1	1	
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Che		1						1			
Patdown				1	1	1								
Patdown - Flyer				1	1	1								
Property - Special Handling		1									1	1	1	
Property - Special Handling - Damaged Ite	ems - Checl	1										1	1	
Property - Special Handling - Missing Item	ns - Checked										1			
Screening						1	2		2	1	1			
Screening - Inconsistency						1								
Screening - Lengthy Lines										1				
Screening - Procedures/Process							2		2		1			
2019	3	4	ı		1	1		2	7		5	5	2	3
Civil Rights	,	-	•			'			,	1	5	J		•
	l									1				
Civil Rights - Racial Profiling or Discrimina Customer Service					4				^				4	
	1				1				3				1	
Customer Service - Others									3					
Customer Service - TSO	1				1								1	
Locks								1						
Locks - Missing or Damaged Lock								1						
Mishandling of Passenger Property	2		2						1	2	1	2	1	1
Mishandling of Passenger Property - Dam	aged/Missin	g Items0	Carry-on	Luggage	е						1			
Mishandling of Passenger Property - Dam		1							1	1		2	1	
Mishandling of Passenger Property - Dam														
Mishandling of Passenger Property - Disa		1								1				
Patdown	,										1			
Patdown - Children											1			
Persons w/ Disabilities (PWD)									2			1		
Persons w/ Disabilities (PWD) - Medically	Necessan	Medicatio	n and Me	dical S	unnlies							1		
					applies				^			Į.		
Persons w/ Disabilities (PWD) - Mobility E	ภเรลมแนง (เพื่อ I			Jouler)					2		_			
Property - Special Handling		1	l					1	1		2	1		
Property - Special Handling - Damaged Ite										1		1		
Property - Special Handling - Missing Item								1						
Property - Special Handling - Missing Item	ns - Checke	1							1		2			
Screening		1				1				2	1	1		
Screening - Inconsistency		1	1											
Screening - Procedures/Process						1				2	1	1		
•														

2016							CC) Data T								
2016															Total
Customer Service Customer Service Customer Service Customer Service Customer Service Customer Service Mishandling of Passenger Property Mishandling of Passenger Property Secreting Screening Screening - Procedures/Process 1 1 1 2017 Mishandling of Passenger Property 1 1 1 1 Mishandling of Passenger Property - Damaged/Missing Items—Carry-on Luggage Mishandling of Passenger Property - Damaged/Missing Items—Carry-on Luggage Mishandling of Passenger Property - Damaged/Missing Items—Carry-on Luggage Mishandling of Passenger Property - Damaged/Missing Items—Carry-on Crocked Mishandling of Passenger Property - Damaged/Missing Items—Carry-on Crocked Mishandling of Passenger Property - Damaged/Missing Items—Carry-on Crocked Screening Screening 1 1 Screening - Procedures/Process 1 1 1 1 2 2 2 Civil Rights 1 1 1 1 2 2 2 Civil Rights - Racial Profiling or Discrimination 1 1 Customer Service Customer Service Customer Service Customer Service Customer Service Customer Service To Damaged/Missing Items—Checked Baggage Nishandling of Passenger Property - Damaged/Missing Items—Checked Baggage Nishandling of Passenger Property - Damaged/Missing Items—Checked 1 1 Property - Special Handling - Damaged Items - Checked 1 1 Screening - Inconsistency 1 1 2 3 2 2 1 2 1 Civil Rights - Item Rights - Checked 1 1 Screening - Inconsistency 1 1 2 3 2 2 1 2 1 Civil Rights - Item Rights - Checked 1 1 Screening - Lengthy Lines 2 1 1 1 2 3 2 2 1 2 1 Customer Service Customer Service 1 1 1 2 2 3 2 2 1 2 1 Customer Service 1 1 1 2 2 3 2 2 1 2 1 Customer Service 1 1 1 2 2 3 2 2 1 2 1 Customer Service 1 1 1 2 2 3 2 2 1 2 1 Customer Service 1 1 1 2 2 3 2 2 1 2 1 Customer Service 1 1 1 2 2 3 2 2 1 2 1 Customer Service 1 1 1 2 2 3 2 2 1 2 1 Customer Service 1 1 1 2 2 3 2 2 1 2 1 Customer Service 1 1 1 2 2 3 2 2 1 2 1 Customer Service 1 1 1 2 2 3 2 2 1 2 1 Customer Service 1 1 1 2 2 3 2 2 1 2 1 Customer Service 1 1 1 2 2 3 2 2 1 2 1 Customer Service 1 1 1 2 2 3 2 2 1 2 1 Customer Service 1 1 1 2 2 3 2 2 1 2 1 Customer Service 1	ABI	2	3		3	1	2	3	5	2	5	5	2	4	37
Customer Service - TSO	2016						1				2	1	1	1	6
Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage											1				1
Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage	Customer Service - TSO										1				1
Screening							1				1			1	3
Screening - Proceduresi/Process 1	Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked	d Baggage		1				1			1	3
1	Screening											1	1		2
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage	Screening - Procedures/Process											1	1		2
Mishandling of Passenger Property - Damaged/Missis 1 1 1 1 1 1 1 1 1 1	2017		1		1				1		1			1	5
Mishandling of Passenger Property - Damaged/Missi			1						1		1			1	4
Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checked 1			ItemsC	arry-or	n Luggage									1	1
Screening - Procedures/Process 1	Mishandling of Passenger Property - Dam	naged/Missii	1								1				2
Screening - Procedures/Process 1	Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-or	or Che	ecked				1						1
2018	Screening				1										1
Civil Rights	Screening - Procedures/Process				1										1
Customer Service	2018		1		1		1	1	1	2		2			9
Customer Service - TSO	Civil Rights								1						1
Customer Service - TSO	Civil Rights - Racial Profiling or Discrimina	ation							1						1
Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Damaged/Missing Items-Checked Baggage 1 Property - Special Handling 1 1 Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Items - Checked 1 1 Screening - Free Free Free Free Free Free Free Fr	Customer Service											2			2
Mishandling of Passenger Property - Damaged/Missing Items - Checked Baggage 1 Property - Special Handling - Damaged Items - Checked 1 Property - Special Handling - Damaged Items - Checked 1 Property - Special Handling - Damaged Items - Checked 1 Property - Special Handling - Damaged Items - Checked 1 Screening - Inconsistency 1 Screening - Inconsistency 1 Screening - Lengthy Lines 1 2 1 1 Civil Rights 1 1 Civil Rights - Lair Patdowns 1 1 Civil Rights - Screening of Religious or Cultural Garments 1 1 Customer Service - Others 1 1 2 Customer Service - Others 1 1 2 Customer Service - TSO 1 1 1 Human Capital - Prospective Employment with TSA 1 1 Mishandling of Passenger Property 1 1 2 Persons w/ Disabilities (PWD) - Diabetes 1 2 Persons w/ Disabilities (PWD) - Diabetes 1 1 Persons w/ Disabilities (PWD) - Diabetes/Garments/Dressings/Masks </td <td>Customer Service - TSO</td> <td></td> <td>2</td> <td></td> <td></td> <td>2</td>	Customer Service - TSO											2			2
Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage	Mishandling of Passenger Property		1							1					2
Property - Special Handling	Mishandling of Passenger Property - Dam	aged/Missiı	1												1
Property - Special Handling - Damaged Items - Checked	Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	Checked	d Baggage					1					1
Property - Special Handling - Missing Items - Checked	Property - Special Handling						1	1							2
Screening - Inconsistency			ed .				1								1
Screening - Inconsistency 1	Property - Special Handling - Missing Item	ns - Checked						1							1
Screening - Lengthy Lines	Screening				1					1					2
2	Screening - Inconsistency				1										1
Civil Rights 1 1 Civil Rights - Hair Patdowns 1 1 Civil Rights - Screening of Religious or Cultural Garments 1 1 Customer Service 1 1 2 Customer Service - Others 1 1 2 Customer Service - TSO 1 1 1 4 2 Human Capital 1 1 1 4	Screening - Lengthy Lines									1					1
Civil Rights - Hair Patdowns 1 Civil Rights - Screening of Religious or Cultural Garments 1 Customer Service 1 1 2 Customer Service - Others 1 1 2 Customer Service - TSO 1 1 1 Human Capital 1 1 1 Human Capital - Prospective Employment with TSA 1 1 Mishandling of Passenger Property 1 1 1 Persons w/ Disabilities (PWD) 1 1 2 1 Persons w/ Disabilities (PWD) - Diabetes 1 2 1 1 Persons w/ Disabilities (PWD) - Diabetes 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 2 1 2 2 1 2 2 1 2 2 1 2 2 2 1 2 2 2 2	2019	2	1		1	1		2	3		2	2	1	2	17
Civil Rights - Screening of Religious or Cultural Garments	Civil Rights										1	1			2
Customer Service 1 1 2 Customer Service - Others 1 2 Customer Service - TSO 1 1 Human Capital 1 1 Human Capital - Prospective Employment with TSA 1 1 Mishandling of Passenger Property 1 1 1 Mishandling of Passenger Property - Dam 1 1 2 Persons W/ Disabilities (PWD) 1 1 2 Persons w/ Disabilities (PWD) - Diabetes 1 1 Persons w/ Disabilities (PWD) - Mobility Disability (Ni 1 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Property - Special Handling 2 1 Property - Special Handling - Damaged Items - Checked 1	Civil Rights - Hair Patdowns										1				1
Customer Service - Others 1 2 Customer Service - TSO 1 1 Human Capital 1 1 Human Capital - Prospective Employment with TSA 1 1 Mishandling of Passenger Property 1 1 1 Mishandling of Passenger Property - Dam 1 1 2 Persons w/ Disabilities (PWD) 1 1 2 1 Persons w/ Disabilities (PWD) - Diabetes 1 1 1 1 2 1 Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks 1 1 1 2 1 1 1 2 1 1 1 2 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 1 1 1 2 1 1 1 1 1 1 1 1	Civil Rights - Screening of Religious or Cu	ıltural Garme	nts									1			1
Customer Service - TSO 1 1 Human Capital 1 Human Capital - Prospective Employment with TSA 1 Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Dam 1 1 Persons W/ Disabilities (PWD) 1 1 2 Persons W/ Disabilities (PWD) - Diabetes 1 1 Persons W/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks 1 1 Persons W/ Disabilities (PWD) - Mobility Disability (Ni 1 1 Persons W/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Property - Special Handling 2 1 Property - Special Handling - Damaged Items - Checked 1	Customer Service	1			1				1					2	5
Human Capital Human Capital - Prospective Employment with TSA Mishandling of Passenger Property 1 Mishandling of Passenger Property 1 Mishandling of Passenger Property - Dam 1 Persons w/ Disabilities (PWD) 1 1 2 Persons w/ Disabilities (PWD) - Diabetes 1 Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks 1 Persons w/ Disabilities (PWD) - Mobility Disability (Ni 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 Property - Special Handling 2 1 Property - Special Handling - Damaged Items - Checked 1	Customer Service - Others								1					2	3
Human Capital - Prospective Employment with TSA Mishandling of Passenger Property 1 Mishandling of Passenger Property 1 Mishandling of Passenger Property - Dam 1 Persons W Disabilities (PWD) 1 1 2 Persons W Disabilities (PWD) - Diabetes Persons W Disabilities (PWD) - Diapers/Garments/Dressings/Masks 1 Persons W Disabilities (PWD) - Mobility Disability (Ni 1 Persons W Disabilities (PWD) - Prosthesis/Amputees and Casts 1 Property - Special Handling 2 1 Property - Special Handling - Damaged Items - Checked 1	Customer Service - TSO	1			1										2
Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Dam 1 1 Persons w/ Disabilities (PWD) 1 1 2 Persons w/ Disabilities (PWD) - Diabetes 1 1 Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks 1 1 Persons w/ Disabilities (PWD) - Mobility Disability (Ni 1 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Property - Special Handling 2 1 Property - Special Handling - Damaged Items - Checked 1 1	Human Capital											1			1
Mishandling of Passenger Property - Dam 1 1 Persons w/ Disabilities (PWD) 1 1 2 Persons w/ Disabilities (PWD) - Diabetes 1 Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks 1 Persons w/ Disabilities (PWD) - Mobility Disability (Ni Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 Property - Special Handling 2 1 Property - Special Handling - Damaged Items - Checked 1	Human Capital - Prospective Employment	with TSA										1			1
Persons w/ Disabilities (PWD) 1 1 2 Persons w/ Disabilities (PWD) - Diabetes 1 1 Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks 1 Persons w/ Disabilities (PWD) - Mobility Disability (Ni 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 Property - Special Handling 2 1 Property - Special Handling - Damaged Items - Checked 1													1		2
Persons w/ Disabilities (PWD) - Diabetes 1 Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks 1 Persons w/ Disabilities (PWD) - Mobility Disability (Ni 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 Property - Special Handling 2 1 Property - Special Handling - Damaged Items - Checked 1	Mishandling of Passenger Property - Dam	1											1		2
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks Persons w/ Disabilities (PWD) - Mobility Disability (N Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 Property - Special Handling 2 1 Property - Special Handling - Damaged Items - Checked 1	Persons w/ Disabilities (PWD)		1			1			2						4
Persons w/ Disabilities (PWD) - Mobility Disability (N Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 Property - Special Handling 2 1 Property - Special Handling - Damaged Items - Checked 1	Persons w/ Disabilities (PWD) - Diabetes					1									1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 Property - Special Handling 2 1 Property - Special Handling - Damaged Items - Checked 1	Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	ssings/M	asks					1						1
Property - Special Handling 2 1 Property - Special Handling - Damaged Items - Checked 1	Persons w/ Disabilities (PWD) - Mobility D	Disability (N⊢	1												1
Property - Special Handling - Damaged Items - Checked 1	Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	and Casts	5					1						1
								2			1				3
Property - Special Handling - Missing Items - Checked 1 1	Property - Special Handling - Damaged Ite	ems - Checke	d					1							1
	Property - Special Handling - Missing Item	ns - Checked						1			1				2

			A Contact C		•								
gories									06-Jun	07-Jul	08-Aug	09-Sep	Total
Q	80	61	72	75	57	84	76	74	87	84	79	71	90
2016				11	19	15	25	28	20	23	20	20	18
Civil Rights National Origin						2				3	1		
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina	otion					1				2	1		
	311011					I				1	1		
Civil Rights - Transgender Screening				0	4			4		1		4	
Customer Service				2	4		6	4	5			1	- 2
Customer Service - CSM									1				
Customer Service - Others							1	1	1				
Customer Service - TSO				2	4		5	3	3			1	
Identification (ID) Requirements								1					
Identification (ID) Requirements - Domest	ic							1					
Locks						2	1	2		2	1	2	
Locks - Missing or Damaged Lock						2	1	2		2	1	2	
Mishandling of Passenger Property				9	10	8	16	14	12	12	13	12	1
Mishandling of Passenger Property - Dam	aged/Missing It	temsCarr	y-on Luggag	ge		1				1	1		
Mishandling of Passenger Property - Dam	aged/Missing It	temsChe	cked Baç	7	9	7	14	12	12	11	10	11	
Mishandling of Passenger Property - Disa	rrayed ItemsC	Carry-on or	Checked	2	1		2	2			2	1	
Patdown					1	2	1	1	1		1		
Patdown - Flyer					1	2	1	1	1		1		
Persons w/ Disabilities (PWD)										1	3	1	
Persons w/ Disabilities (PWD) - Autism S	oectrum											1	
Persons w/ Disabilities (PWD) - Cognitive		al /Mental I	Disability								1		
Persons w/ Disabilities (PWD) - Medically				Sunnlies							1		
Persons w/ Disabilities (PWD) - Medically				applies						1	1		
Screening	I Sability (1401 VI	VIICCICITALI	or occorer)		4	1	1	6	2	5	1	4	
Screening - Crew Member or Airline Empl	OVER				1	ļ	ı	Ü		5	- 1	4	
	oyee				1			a a				a a	
Screening - Inconsistency								1		1		1	
Screening - Lengthy Lines					1			1		1			
Screening - Procedures/Process	L				2		1	4	2	3	1	3	
Screening - Retrieving Abandoned/Confis						1							
2017	21	22	34	23	23	26	17	18	23	17	14	16	
Civil Rights			2		3	2		2		1		1	
Civil Rights - Civil Rights Violation (TSA E	mployee)		1										
Civil Rights - Hair Patdowns												1	
Civil Rights - Racial Profiling or Discrimina	ation				3	2		1					
Civil Rights - Sex/Gender/Gender Identity	- Not Transgend	der						1		1			
Civil Rights - Transgender Screening			1										
Customer Service	1		3			2		4	3	1	2	2	
Customer Service - Others	·										1		
Customer Service - TSO	1		3			2		4	3	1	1	2	
Identification (ID) Requirements	'									1	'		
Identification (ID) Requirements - Domest	ic									1			
Locks		E	2	2	4		2		4			4	
Locks - General	3	5	2	2	1		2		1	2		1	
		1			4		0		-	1		4	
Locks - Missing or Damaged Lock	3	4	2	2	1	40	2		1	1	0	1	
Mishandling of Passenger Property	15	12	22	11	12	16	6	9	9	9	6	7	
Mishandling of Passenger Property - Dam	1	4	3	1	1	4		1		1			
Mishandling of Passenger Property - Dam		8	17	10	9	11	5	5	7	8	6	4	
Mishandling of Passenger Property - Dam	aged/Missing It	temsUns _l	pecified Lug	gage								1	
Mishandling of Passenger Property - Disa	3		2		2	1	1	3	2			2	
Notice of Violation/Civil Penalties						1							
Notice of Violation/Civil Penalties - Gener	al					1							
Patdown				2	1	4	2	1	1		1		
Patdown - Children						1							
Patdown - Flyer				2	1	2	2	1	1		1		
Patdown - Non-Flyer					'	1					'		
Persons w/ Disabilities (PWD)				2	3	1		1	1	1			
Persons w/ Disabilities (PWD) - General					1			- 1	1	- '			
Persons w/ Disabilities (PWD) - Hearing I	magirmant				ı					1			
Persons w/ Disabilities (PWD) - Hearing in		disation or	ad Madiaal C	Yunnline				4		1			
. , , , ,				supplies				1					
Persons w/ Disabilities (PWD) - Mobility E			or Scooter)		2								
Persons w/ Disabilities (PWD) - Prosthesi		d Casts		1									
Persons w/ Disabilities (PWD) - Service A				1									
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Seg	gway							1				
Prohibited & Permitted Items		1	1										
Prohibited & Permitted Items - Firearm/Ar	nmunition		1										
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols	1											
Property - Special Handling							5	1	5	2	3	2	
Property - Special Handling - Damaged Ite	ems - Checked						2	1	3	2	2	1	
Property - Special Handling - Missing Item							1				1		
Property - Special Handling - Missing Item							2		2			1	
Request for Assistance						1							
Request for Assistance - Other						1							
Screening	2	4	4	6	3	'	2		3		2	3	
Screening - Inconsistency		1	+	1	J		1		J			J	
· · · · · · · · · · · · · · · · · · ·		ļ	2	1			ı		4				
Screening - Lengthy Lines	_	^		-	2		4		1				
Screening - Procedures/Process	2	3	2	5	3		1		2		2	3	
2018	30	19	23	24	11	20	17	16	21	23	24	13	
Civil Rights	1		1		1			1			1		
Civil Rights - Age											1		
Civil Rights - Racial Profiling or Discrimina	1				1			1					
Civil Rights - Sexual Orientation - Not Tra	nsgender		1										
Customer Service	4	2	1	2	1	1	4	1	1	1	2	2	
Customer Service - TSO	4	2	1	2	1	1	4	1	1	1	2	2	
							-						

ories	10-Oct	11-Nov	12-Dec	01-Jan	CC) Data T 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	2	11-1404	12-000	1	2	2	2	2	00-0uii	3		1 1	Total
Locks - General		- 1		- '						1	- '		
Locks - Missing or Damaged Lock	2	1		1	2	2	2	2		2	1	1	1
Lost and Found		- '		'						1	'	1	
Lost and Found - Airport/TSA										1			
·	12	8	0	12	2	4	6	2	0	11	10	E	
Mishandling of Passenger Property	13		8	13	3	4	6	3	9		10	5	(
Mishandling of Passenger Property - Dama	-	1	1		1		1			1			
Mishandling of Passenger Property - Dam	12	7	5	11		4	4	1	4	7	4	4	(
Mishandling of Passenger Property - Dam	1								1	1	1		
Mishandling of Passenger Property - Disar	rayed Items	sCarry-on	2	2	2		1	2	3	2	5	1	
Patdown		1		1		3	1			1	2	1	
Patdown - Flyer		1		1		1	1			1	2		
Patdown - Flyer as Observer						1						1	
Patdown - Non-Flyer						1							
Persons w/ Disabilities (PWD)	1		2	1		3	1	2			1	1	
Persons w/ Disabilities (PWD) - Diabetes											1		
Persons w/ Disabilities (PWD) - General							1						
Persons w/ Disabilities (PWD) - Medical D	evices - Atta	ached to th	1			1							
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication a	and Medica	al Supplies		1		1					
Persons w/ Disabilities (PWD) - Mobility [- ''								1	
Persons w/ Disabilities (PWD) - Prosthesis		and Casts				1							
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Persons w/ Disabilities (PWD) - Wheelcha		Segway	1	- 1				1					
		Segway 6		A	4	4	1	2	0	2	-	0	
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Property - Special Handling - Damaged Ite		1	1					1		1	1		
Property - Special Handling - Damaged Ite	2	1	3	1	1	3			4	1		1	
Property - Special Handling - Missing Item	2		1	2									
Property - Special Handling - Missing Item	2	4	4	1		1	1	1	4	1	4	1	
Screening	3	1	2	2	3	3	2	5	3	3	2	1	
Screening - Inconsistency									1	1			
Screening - Lengthy Lines									2				
Screening - Procedures/Process	2	1	2	1	3	3	2	5		2	2	1	
Screening - Security Breach	1			1									
2019	29	20	15	17	4	23	17	12	23	21	21	22	2
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Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 ender 1 1 3 3 3 3 5 1 4 4 19 ItemsUn: 1 1 1 1 essings/Masces and Casts //trauma) 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 7 6 specified L 1 1 1 1 2	1 1 8 8 uggage 1 1 1 3 3	2 2	1 3 3 3 1 1 1 1 1 1 8 8 8 2 2 2 1 1 1 1 3 3 1 1 2 2	1 1 1 5 2 3 1 1 1 1 4 4 1 1 2	1 1 2 1 1 1 1 1 1 1 1 1 1	1 2 2 2 1 7 2 2 1 1 1	9 1 8 2 2 2 5 1 3	1 2 2 10 1 7 2 3 3 3	1 1 2 2 2 1 1 1 10 6 4 1 1 1	
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Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 ender 1 1 3 3 3 3 5 1 4 4 19 ItemsUn: 1 1 1 1 essings/Masces and Casts //trauma) 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 7 6 specified L 1 1 1 1 2	1 1 8 8 uggage 1 1 1 3 3	2 2	1 3 3 3 1 1 1 1 1 1 8 8 8 2 2 2 1 1 1 1 3 3 1 1 2 2	1 1 1 5 2 3 1 1 1 1 4 4 1 1 2	1 1 2 1 1 1 1 1 1 1 2	1 2 2 2 1 7 2 2 1 1 1	9 1 8 2 2 2 5 1 3	1 2 2 10 1 7 2 3 3 3	1 1 2 2 2 1 1 1 10 6 4 1 1 1	
Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	Not Transg 2 2 2 2 2 2 aged/Missin 10 aged/Missin 2 2 2 2 siarments/Draedical Devices/Amputees mission (pain/ 7 ms - Carry 2 s - Carry-Or 5 4 1	1 ender 1 1 3 3 3 3 5 1 4 4 g ItemsUn: 1 1 1 4 essings/Masces and Casts /trauma) 4 2 1 1 1 1 5 1 1 5 1 1	7 6 specified L 1 ks 1 1 1 2 1	1 1 8 8 uggage 1 1 3 3 3 3 3	2 2	1 3 3 3 3 1 1 1 1 1 1 1 8 8 8 2 2 1 1 1 1 3 3 1 1 2 3 3	1 1 1 1 5 2 3 1 1 1 1 4 4 1 1 2 4	1 4 1 1 2 1 1 1 1 1 1 1 1 1 1 1	10 17 2 2 2 1 1 1 5 3	2 9 1 8 2 2 2 2 5 1 1 3 3	1 2 2 10 11 7 2 3 3 3	1 1 2 2 2 1 1 1 10 6 4 1 1 1	
Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	2 2 2 2 2 2 2 aged/Missin 10 aged/Missin 2 2 2 2 scarments/Drivedical Devices/Amputees nimals ersion (pain/ 7 ems - Carry 2 s - Carry-Or 5 4 1	1 ender 1 1 3 3 3 3 5 1 4 4 g ItemsUn: 1 1 1 1 essings/Masces and Casts /trauma) 4 2 1 1 1 5 1 1 5 1 1 3 3	2 7 6 specified L 1 1 1 1 2	1 1 8 8 uggage 1 1 1 3 3	2 2	1 3 3 3 1 1 1 1 1 1 8 8 8 2 2 2 1 1 1 1 3 3 1 1 2 2	1 1 1 1 5 2 3 1 1 1 1 4 4 1 1 2 4	1 1 2 1 1 1 1 1 1 1 2	1 2 2 2 1 7 2 2 1 1 1	9 1 8 2 2 2 5 1 3	1 2 2 10 11 7 2 3 3 3	1 1 2 2 2 1 1 1 10 6 4 1 1 1	
Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	2 2 2 2 2 2 2 aged/Missin 10 aged/Missin 2 2 2 2 scarments/Drivedical Devices/Amputees nimals ersion (pain/ 7 ems - Carry 2 s - Carry-Or 5 4 1	1 ender 1 1 3 3 3 3 5 1 4 4 g ItemsUn: 1 1 1 4 essings/Masces and Casts /trauma) 4 2 1 1 1 1 5 1 1 5 1 1	7 6 specified L 1 ks 1 1 1 2 1	1 1 8 8 uggage 1 1 3 3 3 3 3	2 2	1 3 3 3 3 1 1 1 1 1 1 1 8 8 8 2 2 1 1 1 1 3 3 1 1 2 3 3	1 1 1 1 5 2 3 1 1 1 1 4 4 1 1 2 4	1 4 1 1 2 1 1 1 1 1 1 1 1 1 1 1	10 17 2 2 2 1 1 1 5 3	2 9 1 8 2 2 2 2 5 1 1 3 3	1 2 2 10 11 7 2 3 3 3	1 1 2 2 2 1 1 1 10 6 4 1 1 1	

TSA Contact Center	(TCC) Data Tool - FOIA

			TSA Conta	ct Center (1	「CC) Data 1	ΓοοΙ - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABR	1	1	1	2	1	1	1	1	1	2	:	2	14
2016				1						1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage						1			1
Screening				1									1
Screening - Procedures/Process				1									1
2017		1				1						1	3
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimin	ation					1							1
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	ggage								1	1
2018			1	1	1		1	1					5
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property				1			1	1					3
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	ggage			1	1					2
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	1									1
Screening					1								1
Screening - Inconsistency					1								1
2019	1								1	1		1	4
Mishandling of Passenger Property	1								1	1		1	4
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage					1	1		1	3
Mishandling of Passenger Property - Disa	1			-									1

			ontact Center (T									
ategories		-Nov 12-E		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ABY	4	4	4	10	5		7	-	_	-	=	66
2016			2	2		5		1	1		3	14
Civil Rights						1						1
Civil Rights - Racial Profiling or Discrimina	ation					1						
Locks						1						1
Locks - Missing or Damaged Lock						1						1
Mishandling of Passenger Property			2	2		2		1	1		2	10
Mishandling of Passenger Property - Dam				2		2			1		2	
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or Ch	ecked					1				
Patdown						1					1	
Patdown - Flyer						1					1	
2017	2			3	1		1	1	4	3		1
Customer Service									1			1
Customer Service - TSO									1			•
Locks					1							
Locks - Missing or Damaged Lock					1							
Mishandling of Passenger Property	2			2			1	1	2	3		1
Mishandling of Passenger Property - Dam	1			2			1	1		1		
Mishandling of Passenger Property - Dam	naged/Missing Ite	emsUnspeci	fied Luggage							1		
Mishandling of Passenger Property - Disa	1								2	1		
Screening				1					1			
Screening - Procedures/Process				1					1			
2018	2	2	2	2	3	3	4		2	2	1	2
Mishandling of Passenger Property		2	2	2		2	2		1	1	1	1
Mishandling of Passenger Property - Dam	naged/Missii	1	2	1			1			1	1	
Mishandling of Passenger Property - Disa	rrayed Item	1		1		2	1		1			
Persons w/ Disabilities (PWD)					1							
Persons w/ Disabilities (PWD) - Medically	Necessary Med	dication and N	ledical Supplies		1							
Property - Special Handling	2					1	2			1		
Property - Special Handling - Damaged It	2					1	1					
Property - Special Handling - Missing Iten	ns - Checked						1			1		
Screening					2				1			
Screening - Procedures/Process					2				1			
2019		2		3	1	3	2	1	1	1		14
Locks					1							
Locks - Missing or Damaged Lock					1							
Mishandling of Passenger Property		1		2		2	1	1		1		
Mishandling of Passenger Property - Dam	naged/Missii	1		2		1				1		
Mishandling of Passenger Property - Dam	naged/Missing Ite	emsUnspeci	fied Luggage				1					
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or Ch	ecked			1		1				
Persons w/ Disabilities (PWD)		1										
Persons w/ Disabilities (PWD) - Diabetes		1										
Property - Special Handling				1		1	1		1			4
Property - Special Handling - Damaged It	ems - Checked			1			1		1			3

				ct Center (
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACK					2		1	_	6	6	13		38
2016								1	2	1		2	6
Customer Service									1				1
Customer Service - TSO									1				1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property								1	1	1		1	4
Mishandling of Passenger Property - Dan	naged/Missir	ng Items(Checked Ba	ggage				1	1	1		1	4
2017					1		1		2	1	3		10
Customer Service											2		2
Customer Service - TSO											2		2
Mishandling of Passenger Property					1							1	2
Mishandling of Passenger Property - Dan	naged/Missir	ng Items(Checked Ba	ggage	1							1	2
Patdown							1			1			2
Patdown - Children							1						1
Patdown - Flyer										1			1
Property - Special Handling											1		1
Property - Special Handling - Missing Iter	ns - Checke	d									1		1
Screening									2			1	3
Screening - Lengthy Lines												1	1
Screening - Procedures/Process									2				2
2018					1			1	2	2	6	2	14
Customer Service											3		3
Customer Service - TSO											3		3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property												2	2
Mishandling of Passenger Property - Dan	naged/Missir	ng Items(Checked Ba	ggage								2	2
Patdown					1								1
Patdown - Flyer					1								1
Persons w/ Disabilities (PWD)										1	1		2
Persons w/ Disabilities (PWD) - Hearing	Impairment									1			1
Persons w/ Disabilities (PWD) - Medically	y Necessary	Medicatio	n and Medic	cal Supplies							1		1
Property - Special Handling									1				1
Property - Special Handling - Missing Iter	ns - Checke	d							1				1
Screening								1	1	1	1		4
Screening - Inconsistency											1		1
Screening - Procedures/Process								1	1	1			3
2019										2	4	2	8
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dan	naged/Missir	ng Items(Checked Ba	ggage								1	1
Property - Special Handling											2		2
Property - Special Handling - Damaged It	tems - Check	ked									1		1
Property - Special Handling - Missing Iter	ns - Checke	d									1		1
Screening										2	2	1	5
Screening - Children											1		1
Screening - Lengthy Lines										1			1
Screening - Procedures/Process											1	1	2
Screening - Security Breach										1			1
· · · · · · · · · · · · · · · · · · ·	1												

					CC) Data T								
Categories			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACT	2	4	7	6	4	8	3			6		3	60
2016					2	3		1	-		3	2	12
Customer Service						1			1				2
Customer Service - TSO						1			1				2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property					2	1		1			2		8
Mishandling of Passenger Property - Dam	naged/Missing It	emsChe	ecked Bago	gage	2	1		1			2	2	8
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Mobility [,							1		1
2017	1	2	3	1	2	1			2	2	1		15
Customer Service			1	1									2
Customer Service - TSO			1	1									2
Mishandling of Passenger Property	1	1	2		2	1			1				3
Mishandling of Passenger Property - Dam		1			1								2
Mishandling of Passenger Property - Dam	1		2		1	1			1				(
Property - Special Handling									1	2			3
Property - Special Handling - Damaged It									1	1			2
Property - Special Handling - Missing Iten	ns - Carry-On									1			1
Screening		1									1		2
Screening - Procedures/Process		1									1		2
2018	1		2	3		3	2		1	1	1	1	16
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property	1		1	2		2	1		1			1	!
Mishandling of Passenger Property - Dam			1	1		1	1		1			1	
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on o	r Checked	1		1							
Patdown						1							•
Patdown - Flyer						1							1
Property - Special Handling			1	1						1			3
Property - Special Handling - Damaged It			1							1			2
Property - Special Handling - Missing Iten	ns - Carry-On			1									
Screening							1				1		
Screening - Procedures/Process							1				1		
2019		2	2	2		1	1		4	3	2		17
Customer Service		1	1										2
Customer Service - TSO		1	1										2
Locks						1			2	1			4
Locks - Missing or Damaged Lock						1			2	1			4
Mishandling of Passenger Property		1	1				1			1	2		(
Mishandling of Passenger Property - Dam	naged/Missii	1	1				1			1	2		(
Patdown				1									
Patdown - Flyer				1									
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	gway							1				
Property - Special Handling										1			
Property - Special Handling - Damaged It	ems - Checked									1			1
Screening				1					1				2
Screening - Procedures/Process				1					1				2

					ICC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ACV		1			1	2	2	1	3	2		2	1-
2016					1	1		1	1	1		1	
Mishandling of Passenger Property					1	1		1	1	1		1	
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	Carry-on Lug	ggage					1				
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	Checked Ba	ggage	1	1		1		1		1	
2017						1				1			
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Respirate	ory and Inha	ler Equipm	ent			1							
Property - Special Handling										1			
Property - Special Handling - Damaged It	ems - Check	ked								1			
2018							2						
Customer Service							1						
Customer Service - TSO							1						
Screening							1						
Screening - Procedures/Process							1						
2019		1							2			1	
Civil Rights									1				
Civil Rights - Racial Profiling or Discrimin	ation								1				
Customer Service									1				
Customer Service - TSO									1				
Property - Special Handling		1										1	
Property - Special Handling - Missing Iter	ns - Carry-C	1										1	

18	rios	10 004	44 N-			CC) Data 1 02-Feb			0E M	06 1	07 11	00 4	00 85	Total
Coll Right February	1169	10-Oct	11-Nov		01-Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Colf Rigits - Headward	016	16		, 19										181 39
Coff Rights - Headrenian					3	4		3		3	3		ə	2
Coll Figure - Facial Profiling or Discommission 1														1
Controver Service 1		ation					1		'					1
Cactores Genice 150 1 2 1 2 1 2 1 1 2 1 1					1			1	1	2			1	8
Lotal and Fazzari August (TSA) Material of Pazzari Alignor (TSA) Material of Pazzari									1				1	8
Michaeldring of Pissenteger Property - Demaged Miseray Herres-Clary-on Lag	Lost and Found										1			1
Marbarding of Pleasurger Plocety - Demagnical Resemo-Enroyne Use 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1	Lost and Found - Airport/TSA										1			1
Michardung of Peacegory Property - Damaged Missing Internet-Oncoled Ray 1 1 1 1 1 1 1 1 1	Mishandling of Passenger Property				2	2	3	2		3	2		3	17
Persons with parameters (PWI) - General	Mishandling of Passenger Property - Dam	aged/Missin	g Items-	-Carry-on Lu	g 1		2			2	1		1	7
Person will Disabilities (PVD) - General PVD - General P	Mishandling of Passenger Property - Dam	aged/Missin	g Items-	-Checked Ba	ις 1	2	1	2		1	1		2	10
Persons w Disabilities (PWD) - General 1 1 1 1 1 1 1 1 1	Patdown					1			1					2
Pensors of Disabilities (PMD) - Service Normals						1			1					2
Persons of Disabilities (PWD) - Prosthesio/Anguleze and Cales 1 1 1 1 1 1 1 1 1	` '					1	1						1	3
Personal VillaeAltines (PWD) - Sevose Aminas 1 1 2 3 5 2 3 5 2 3 5 2 3 5 2 3 5 2 3 5 2 3 5 2 3 5 2 3 5 2 3 5 2 3 5 3 5 2 3 5 3 5 2 3 5 3 5 2 3 5 3 3	` '						1							1
Scorering			and Cas	sts									1	1
Screening Largiphy Lines	` '	nimals				1								1
Screening - Procedures Process S	•													6
Table														3
Coverage	<u> </u>													3
Customer Service - TSO		5		3 5	5 2	3	3	1	2	3		9	7	54
Columner Service TSO	<u> </u>													1
Customer Service 1 SO														1
Memilication (ID) Requirements														14
Internation (ID) Requirements - Domestic 1 1 1 1 1 1 1 1 1		1								2	4	2	2	14
Locks Missing or Damaged Lock 1	(/													1
Loka and Found - Alphopt TSA 1		С			l									1
Lost and Found - Airport/TSA				•										2
Lost and Found - Alphort PSA Mishandling of Passenger Property 3				1							1			2
Mishandfling of Passenger Property - Damaged Mishang Internes—Carry - Or I														2
Mishandring of Passeager Property - Duamaed/Missing Items—Carry-on or Checked Patdown		•												2
Mishandling of Passenger Property - Diarry and I			a Itama			1			1		1	2	1	15
Mishanding of Passenger Property - Disarrayed Items-Carry-or of Checked 1 1 1 1 1 1 1 1 1			_			4					4		4	2
Patdown						1	2		1		1		1	12
Patdown - Flyer a Doserver	0 0 1	rrayeu iterris	sCarry-			- 1			- 1	1	- 1		4	1 8
Patdown - Fiyer as Observer Patdown - Ceneral Patdown - Cene		1											1	6
Persons W Disabilities (PWD) - Internal Medical Devices	•					I			1	I	I		4	1
Persons w Disabilities (PWD) - Internal Medical Devices												1	- 1	1
Persons w Disabilities (PWD) - Internal Medical Devises 1 Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Items - Checked 1 2 2 2 2 2 Screening - Inconsistency 1 1 1 1 Screening - Inconsistency 1 1 1 1 1 1 Screening - Inconsistency 1 1 1 1 1 1 1 Screening - Inconsistency 1 1 1 1 1 1 1 1 1						1							1	2
Persona W Disabilities (PWD) - Metal Implants (joint)	` '	ledical Devic	200										<u> </u>	1
Property - Special Handling - Damaged Items - Checked			503										1	1
Property - Special Handling - Damaged Items - Checked 1 1 1 1 1 1 1 1 1		namo (joint)						1			1		'	2
Property - Special Handling - Missing Items - Checked 1		ems - Check	ed											1
Screening - Inconsistency								1						<u>.</u>
Screening - Inconsistency				1							2	2	2	7
Screening - Lengthy Lines 1	•													2
Screening - Procedures/Process												1		1
2018				1							1		2	4
Civil Rights - Hair Patdown 1		5		10) 10	4	1	5	2	5	3	3		51
Civil Rights - Racial Profiling or Discrimination	Civil Rights	1			1								1	3
Civit Rights - Sex/Gender/Gender Identity - Not Transgender	Civil Rights - Hair Patdowns	1												1
Customer Service 1 2 3 4 2 1 1 2 Customer Service - TSO 1 2 3 4 2 1 1 2 Lost and Found 1 2 1 1 1 1 2 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 <t< td=""><td>Civil Rights - Racial Profiling or Discrimina</td><td>ation</td><td></td><td></td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td></t<>	Civil Rights - Racial Profiling or Discrimina	ation			1									1
Customer Service - TSO	Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender										1	1
Customer Service - TSO				2	2 3	4		2	1		1	2		16
Lost and Found - Airport/TSA	Customer Service - TSO	1							1		1			16
Mishandling of Passenger Property - Dameged/Missing Items—Checked Bay									1					1
Mishandling of Passenger Property - Damaged/Missing Items - Checked Bag	Lost and Found - Airport/TSA								1					1
Patdown	Mishandling of Passenger Property				1		1							2
Patdown - Flyer	Mishandling of Passenger Property - Dam	aged/Missin	g Items-	-Checked Ba	ις 1		1							2
Persons w/ Disabilities (PWD) - Autism Spectrum	Patdown	2			1			1					1	5
Persons w/ Disabilities (PWD) - Autism Spectrum	,				1								1	5
Persons w Disabilities (PWD) - Cancer (general) Not Breast Cal 1	` '			4				1		3				8
Persons w/ Disabilities (PWD) - Diabetes 1	· /										1			1
Persons w/ Disabilities (PWD) - Metal Implants (joint) 1			Breast C	Caı 1	1									1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)														1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts		. ,												1
Persons w/ Disabilities (PWD) - Wheelch 1					oter)					1				1
Property - Special Handling 1 3 1<			and Cas	SIS				1						1
Property - Special Handling - Missing Items - Carry-On 1	` '	1									1			2
Property - Special Handling - Missing Items - Checked 2 Screening 6 1		0 0	•											5
Screening 6 1 1 1 1 1 Screening - Crew Member or Airline Employee 1 1 1 Screening - Inconsistency 2 2 Screening - Lengthy Lines 1 1 1 1 1 1 Screening - Procedures/Process 2 1 1 1 1 1 1 2019 6 4 4 2 2 5 3 2 1 4 4 Civil Rights 1 2 1 1 1 1 1 1 1 Civil Rights - Age 1										1				3
Screening - Crew Member or Airline Employee		is - Checked	ı										4	2
Screening - Inconsistency 2	•	01/00						1		1		1	7	11
Screening - Lengthy Lines 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 5 3 2 1 4 4 4 2 2 5 3 2 1 4 4 4 4 2 2 5 3 2 1 4 4 4 4 2 1 1 1 4 4 4 4 2 2 5 3 2 1 4 4 4 4 2 1 1 1 4 4 4 4 2 1 <td></td> <td>oyee</td> <td></td> <td>2</td>		oyee												2
Screening - Procedures/Process 2 1 1 1 1 1 2019 6 4 4 2 2 5 3 2 1 4 4 4 Civil Rights - Age 1 2 1 <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>2</td></t<>														2
2019 6 4 4 2 2 5 3 2 1 4 4 Civil Rights 1 2 1										4			4	1 6
Civil Rights 1 2 1 1 1 1 Civil Rights - Age 1 Civil Rights - Racial Profiling or Discrimin 1 1 1	<u> </u>	c				•	F		•		4			37
Civil Rights - Age 1 Civil Rights - Racial Profiling or Discrimin: 1 1								3	2	1				6
Civil Rights - Racial Profiling or Discrimin: 1 1	<u> </u>	I		_	1		1							1
		1					1							2
OWI DIGING - GENCIENCE I GENERAL INCL. HANDLE I	Civil Rights - Sex/Gender/Gender Identity-			1	1		1							2
Civil Rights - Sexual Orientation - Not Transgender 1					I									1

			TSA Conta	ct Center ((TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	1	1	1			1			1				
Customer Service - TSO	1	1	1			1			1				
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Patdown	1	1					1				1		
Patdown - Flyer	1	1					1				1		
Persons w/ Disabilities (PWD)			1			2	1	1		1	1		
Persons w/ Disabilities (PWD) - Autism Sp	pectrum									1			
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Ca	ncer				1						
Persons w/ Disabilities (PWD) - Diabetes						1							
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)		1										
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	/trauma)									1		
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway				1		1					
Property - Special Handling	1					1				2			
Property - Special Handling - Damaged Ite	ems - Carry	-On								1			
Property - Special Handling - Missing Item	1												
Property - Special Handling - Missing Item	ns - Checke	d				1				1			
Request for Assistance					1								
Request for Assistance - Other					1								
Screening	1		2	1			1	1			2		
Screening - Inconsistency			1										
Screening - Procedures/Process	1		1	1			1	1			1		
Screening - Security Breach											1		

				,	,		-						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ADK	2	2								1		1	6
2017										1			1
Locks										1			1
Locks - General										1			1
2018												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Ba	ggage								1	1
2019	2	2											4
Mishandling of Passenger Property	1	1											2
Mishandling of Passenger Property - Dam	1	1											2
Property - Special Handling	1	1											2
Property - Special Handling - Missing Item	1	1											2

						TCC) Data									
Categories	10-Oct	11-Nov		-Dec	01-Jan	02-Feb	03-M		04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ADQ	4	1		2		2		2	4	1	2	2	1	4	25
2016									1			1	1	1	4
Mishandling of Passenger Property									1						
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	Check	ed Bag	gage				1						
Patdown												1			
Patdown - Flyer												1			
Screening													1	1	2
Screening - Inconsistency														1	
Screening - Security Breach													1		
2017				1								1		3	
Lost and Found												1			
Lost and Found - Airport/TSA												1			
Mishandling of Passenger Property				1										2	3
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC		1											
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	Check	ed Bag	gage									2	2
Patdown														1	
Patdown - Flyer														1	
2018	3			1		1		1	3		1				10
Mishandling of Passenger Property	1								3		1				
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	Check	ed Bag	gage				2		1				
Mishandling of Passenger Property - Disa	1								1						- 2
Property - Special Handling	1							1							
Property - Special Handling - Damaged Ite	1														
Property - Special Handling - Missing Item								1							
Screening	1			1		1									
Screening - Lengthy Lines				1		1									2
Screening - Procedures/Process	1														
2019	1	1				1		1		1	1				(
Mishandling of Passenger Property						1									
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or C	hecked		1									
Patdown		1													
Patdown - Flyer		1													
Persons w/ Disabilities (PWD)	1														
Persons w/ Disabilities (PWD) - Touch Av	1														
Property - Special Handling								1		1	1				
Property - Special Handling - Damaged Ite	ems - Check	ed									1				-
Property - Special Handling - Missing Item	ns - Checked							1		1					- 2

						Tool - FOIA							
Categories	10-Oct 1		12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AEX	4	5	2	6	3	4			4		4	2	43
2016				1	1	2	1	2	1				8
Customer Service							1						1
Customer Service - TSO							1						1
Locks						1		1					2
Locks - General						1							1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property				1	1								2
Mishandling of Passenger Property - Dam	aged/Missing I	temsCar	ry-on Lugg	age	1								1
Mishandling of Passenger Property - Dam	aged/Missing I	temsChe	cked Baç	1									1
Screening						1		1	1				3
Screening - Inconsistency								1					1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process									1				1
2017	1	2	1	3	1	2	2		1		2	1	16
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimina	ation											1	1
Customer Service						2	1		1				4
Customer Service - TSO						2	1		1				4
Mishandling of Passenger Property	1	1	1	2	1						1		7
Mishandling of Passenger Property - Dam	1	1	1	2	1						1		7
Screening		1		1			1				1		4
Screening - Inconsistency											1		1
Screening - Procedures/Process		1		1			1						3
2018	3	2	1		1		1	1	2		1		12
Customer Service	1	1											2
Customer Service - TSO	1	1											2
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	1	1							1				3
Mishandling of Passenger Property - Dam	aged/Missing I	temsCar	ry-on Lugg	age					1				1
Mishandling of Passenger Property - Dam	1	1											2
Property - Special Handling	1				1						1		3
Property - Special Handling - Damaged Ite													1
Property - Special Handling - Damaged Ite	ems - Checked										1		1
Property - Special Handling - Missing Item	ns - Checked				1								1
Screening							1	1	1				3
Screening - Procedures/Process							1	1	1				3
2019		1		2			1	1			1	1	7
Civil Rights				1									1
Civil Rights - Perceived Religion				1									1
Customer Service		1						1			1		3
Customer Service - TSO		1						1			1		3
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	aged/Missing I	temsChe	cked Bago	gage								1	1
Property - Special Handling							1						1
Property - Special Handling - Missing Item	ns - Checked						1						1
Screening				1									1
Screening - Procedures/Process				1									1

				enter (TCC)									
gories							<u> </u>						Total
S	9	5	6	8	8	11	16	13	13	7	5	8	1
2016				1	4	1	4	5	3	2		2	
Civil Rights							2						
Civil Rights - Transgender Screening							2						
Customer Service									1				
Customer Service - Others									1				
Locks					1							1	
Locks - Missing or Damaged Lock					1							1	
Mishandling of Passenger Property				1	2	1	2	4	1	2		1	
Mishandling of Passenger Property - Dam				е				1					
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsCheck	κed Baξ	1	2	1	2	3		1		1	
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or C	Checked						1	1			
Screening					1			1	1				
Screening - Procedures/Process								1	1				
Screening - Retrieving Abandoned/Confis	cated Items				1								
2017		3		2	1	1	2	3	4	2	2	2	
Civil Rights						1							
Civil Rights - Racial Profiling or Discrimina	ation					1							
Customer Service		1						2	4		1		
Customer Service - Others		'							1		1		
		1						2	3				
Customer Service - TSO		1						2	3				
Lost and Found							1						
Lost and Found - Airport/TSA							1						
Mishandling of Passenger Property		2		1	1					1		1	
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsCarry-	on Luggage	е						1			
Mishandling of Passenger Property - Dam	aged/Missii	1		1	1								
Mishandling of Passenger Property - Dam	aged/Missii	1											
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or C	Checked									1	
Persons w/ Disabilities (PWD)								1				1	
Persons w/ Disabilities (PWD) - Breast Ca	ancer							1					
Persons w/ Disabilities (PWD) - Prosthesi		Casts						•				1	
Property - Special Handling	o,, imparoco ano	. 0000					1				1		
Property - Special Handling - Missing Iten	ne - Carny-On						'				1		
							4						
Property - Special Handling - Missing Iten	is - Checked						1						
Screening				1						1			
Screening - Procedures/Process				1						1			
2018	5	2	5	2		4	6	1	1	1		1	
Customer Service			2	1		1	2			1		1	
Customer Service - Others				1									
Customer Service - TSO			2			1	2			1		1	
Mishandling of Passenger Property	3						2						
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsCarry-	on Luggage	е			1						
Mishandling of Passenger Property - Dam	2		33 3										
Mishandling of Passenger Property - Disa	1						1						
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Prosthesi	1												
, ,	1	0				4	4		4				
Property - Special Handling		2				1	1		1				
Property - Special Handling - Damaged It							1						
Property - Special Handling - Damaged It		2				1							
Property - Special Handling - Missing Iten	1								1				
Screening			3	1		2	1	1					
Screening - Inconsistency							1						
Screening - Lengthy Lines			2			1							
Screening - Procedures/Process			1	1		1		1					
2019	4		1	3	3	5	4	4	5	2	3	3	
Advanced Imaging Technology (AIT)	-		•	•	•	•	-	-	•		1		
Advanced Imaging Technology (AIT) - Fly	er										1		
Civil Rights	01								1				
Civil Rights - Racial Profiling or Discrimina	ation								1				
Customer Service				1	1	2		1	2				
	1			1	1	2		1	2			1	
Customer Service - Others									1				
Customer Service - TSO	1			1	1	2		1	1			1	
Locks				1					1				
Locks - Missing or Damaged Lock				1					1				
Lost and Found							1						
Lost and Found - Airport/TSA							1						
Mishandling of Passenger Property	1			1	2		1			1	1	1	
Mishandling of Passenger Property - Dam	1			1	2		1					1	
Mishandling of Passenger Property - Disa		arry-on or C	Checked							1	1		
	1	arry-orr or C	SHOOKEU				4			- '			
Patdown							1						
Patdown - Flyer	1						1						
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Seg	gway				1							
Property - Special Handling			1			1	1	1				1	
	ems - Checked						1						
Property - Special Handling - Damaged It												1	
Property - Special Handling - Damaged Ite	is - Carrv-∩n					1		1					
Property - Special Handling - Missing Iten			1					1					
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	s - Checked		1					2	1	1	1		
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening			1			1		2	1	1	1		
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines	ns - Checked 1		1					2					
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening	ns - Checked 1		1			1		2	1	1	1		

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AIA									1	1			2
2017									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Ba	ggage					1				1
2019										1			1
Screening										1			1
Screening - Procedures/Process										1			1

			I SA Conta	ct Center (rcc) Data	1001 - FUIA	٠						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AKN									2	8	2		12
2016										1	2		3
Mishandling of Passenger Property										1	2		3
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	hecked Ba	ggage						1	1		2
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d							1		1
2017										2			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	hecked Ba	ggage						1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged I	tems - Check	ced								1			1
2018									1	2			3
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d					1				1
Property - Special Handling										2			2
Property - Special Handling - Damaged I	tems - Check	red								1			1
Property - Special Handling - Missing Iter	ms - Checke	d								1			1
2019									1	3			4
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Dar	naged/Missir	ng ItemsC	Checked Ba	ggage					1	1			2
Property - Special Handling										1			1
Property - Special Handling - Missing Iter	ms - Checke	d								1			1

Catamania	10.0.1			ct Center (To									
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALB	46	39	52		34	32	49	51	43	66			566
2016				6	12	11	16	22	14	14	25		133
Civil Rights	41					1	2					1	4
Civil Rights - Racial Profiling or Discrimina	ation				0	1	2	40		0	4	1	4
Customer Service				1	2	4	5	12	5	2	1		34
Customer Service - CSM					4		4	40	0	0		1	1
Customer Service - Others					1	3	4	10	3	2		1	24
Customer Service - TSO				1	1	1	1	2	2		1		9
Locks								2	1		4		7
Locks - General								1					1
Locks - Missing or Damaged Lock								1	1		4		6
Mishandling of Passenger Property				2	6	5	8	3	6	11	19	9	69
Mishandling of Passenger Property - Dam						1	1	1		1			4
Mishandling of Passenger Property - Dam					6	3	7	2	6	10		8	57
Mishandling of Passenger Property - Dam											1		1
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-or	or Checke	d		1					5	1	7
Patdown				3			1						4
Patdown - Flyer				3			1						4
Persons w/ Disabilities (PWD)					1					1			2
Persons w/ Disabilities (PWD) - Medically	Necessary N	ledicatio	n and Medic	al Supplies						1			1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)			1								1
Screening	.,				3	1		5	2		1	1	13
Screening - Lengthy Lines						1		2					3
Screening - Procedures/Process					3			3	2		1	1	10
2017	15	16	18	15	10	3	15	10	13	10			148
Civil Rights	.0	1				1	1					1	5
	otion	1				1	- 1					1	4
Civil Rights - Racial Profiling or Discrimina	adon	ļ	I			I I	1					Į.	1
Civil Rights - Transgender Screening Customer Service	1		1	3		1	1	1	1	1	1	2	
	1		- 1			- 1	- 1						13
Customer Service - Others				1				1	1	1	1		6
Customer Service - TSO	1		1			1	1					1	7
Locks	2	1		2			1		2	1			9
Locks - General	1			1									2
Locks - 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
Mishandling of Passenger Property - Dam	1		1										2
Mishandling of Passenger Property - Dam	9	8	9	4	6	1	4	5	3	2	8		59
Mishandling of Passenger Property - Disa	1	2	3	4	4			1	1			1	17
Patdown		1		1			1	3	1	2	1		10
Patdown - Flyer		1					1	3	1	2			9
Patdown - General				1									1
Persons w/ Disabilities (PWD)									1			1	2
Persons w/ Disabilities (PWD) - Medically	Necessary M	ledication	and Medic	al Sunnlies								1	1
		ieulcatioi	i and ividuo	ai oupplies					4			- 1	
Persons w/ Disabilities (PWD) - Metal Imp	l								1				1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Ge	Is/Aerosols								1				1
Property - Special Handling							4		2	3		2	13
Property - Special Handling - Damaged Ite		d					1		1		1		3
Property - Special Handling - Missing Item							1						1
Property - Special Handling - Missing Item	s - Checked						2		1	3	1	2	9
Request for Assistance							1						1
Request for Assistance - Wounded Warrio	or (MSIJSOC)						1						1
Screening	1	3	3	1			2		1	1	2	2	16
Screening - Inconsistency							2		1			1	4
Screening - Lengthy Lines			1										1
Screening - Procedures/Process	1	3								1	2	1	10
Screening - Security Breach			1										10
2018	18	9			5	10	7	7	8	13	22	9	127
Civil Rights	10	,		-		1				10	3		4
Civil Rights - Constitutional Rights						1					0		1
Civil Rights - National Origin											1		1
Civil Rights - Sex/Gender/Gender Identity	Not Transge	nder									2		2
Civil Rights - Sex/Gender/Gender identity. Customer Service			_										
Customer Service - Others	2	2				3		1	1	2			19
	1	1				1			1	1	2		11
Customer Service - TSO	1	1				2		1		1			8
Locks			2		1	1				1			5
Locks - 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
Mishandling of Passenger Property - Dam		ItemsC	Carry-on Lug			1				1	2		4
Mishandling of Passenger Property - Dam		4	4	1	1	1	1	3	5	2	3	5	35
Mishandling of Passenger Property - Dam	aged/Missii	1											1
Mishandling of Passenger Property - Disa	3	1	2				4			1	1		12
Patdown	2				2			2	1	2	4	2	15
Patdown - Flyer	2				1			2	1	1	4		13
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)	3					1		1	1	2	3		11
Persons w/ Disabilities (PWD) - Cancer (c						'					3		2
Persons w/ Disabilities (PWD) - Cancel (g										1			1
	lante (ioint)								4	- 1			
Persons w/ Disabilities (PWD) - Metal Imp		VA/L - 1 1	-i	L\		1			1				2
Persons w/ Disabilities (PWD) - Mobility [ter)						1			1
Persons w/ Disabilities (PWD) - Prosthesi		ind Casts	3								3		3
Persons w/ Disabilities (PWD) - Service A								1					1
Persons w/ Disabilities (PWD) - Wheelcha													1
Property - Special Handling	1	1	3			1	2			1	3	1	13

					TCC) Data								
ories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	ms - Carry	1											
Property - Special Handling - Damaged Ite	ems - Check	ed					1				2	1	
Property - Special Handling - Missing Item	s - Carry-Or	ı	1								1		
Property - Special Handling - Missing Item	1		2			1	1			1			
Request for Assistance					1								
Request for Assistance - Other					1								
Screening	2		1			1				1	1	1	
Screening - Inconsistency			1							1			
Screening - Procedures/Process	2					1					1	1	
2019	13	14	19	9	7	8	11	12	8	29	17	11	15
Civil Rights								1			2		
Civil Rights - Racial Profiling or Discrimina	ation							1			1		
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender									1		
Customer Service	2	1	2	1	3		1	3	3	3			19
Customer Service - Others		1			1		1	1	1				
Customer Service - TSO	2		2	1	2			2	2	3			1-
Locks	2					1			1	1		4	
Locks - Missing or Damaged Lock	2					1			1	1		4	!
Mishandling of Passenger Property	5	6	8	3	3	1	2	2	3	9	8	2	52
Mishandling of Passenger Property - Dam	1	1	2										
Mishandling of Passenger Property - Dam	4	4	6	3	3		1	2	1	7	6	2	3
Mishandling of Passenger Property - Dam	aged/Missii	1					1						- :
Mishandling of Passenger Property - Disa	rayed Items	Carry-on	or Checked	d		1			2	2	2		
Patdown	1	1		2			1			6	3		14
Patdown - Flyer	1	1		2			1			5	3		1
Patdown - Flyer as Observer										1			
Persons w/ Disabilities (PWD)	2			1		1		1		2	2		
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Menta	al Disability								1		
Persons w/ Disabilities (PWD) - Diabetes											1		
Persons w/ Disabilities (PWD) - General								1					
Persons w/ Disabilities (PWD) - Metal Imp	2			1						1			
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheelcha	air or Scoot	er)						1			
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/	Segway				1							
Property - Special Handling	1	5	6	1		1	3	2	1	5	2	3	30
Property - Special Handling - Damaged Ite	1	1		1									;
Property - Special Handling - Damaged Ite	ms - Checl	2	2					2		1	1	2	1
Property - Special Handling - Missing Item	s - Checke	2	4			1	3		1	4	1	1	1
Screening		1	3	1	1	4	4	3		3		2	2
Screening - Inconsistency		1	1										
Screening - Procedures/Process			2	1	1	3	4	3		3		2	19
Screening - Security Breach						1							

				ct Center (
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALO	2	1	4	2		2	2	2		6	4	2	27
2016							1	1			1		3
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	ggage							1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Internal M	Medical Device	ces						1					1
2017	2		4	. 1		2	1			1	1		12
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1		4	. 1		1				1			8
Mishandling of Passenger Property - Dam			3	1		1							6
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	1							1			2
Patdown	1					1							2
Patdown - Flyer	1					1							2
Property - Special Handling											1		1
Property - Special Handling - Missing Item	ns - Checked	i									1		1
2018				1						4		1	6
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked Ba	ggage						1			1
Property - Special Handling				1								1	2
Property - Special Handling - Damaged Ite	ems - Check	ed		1									1
Property - Special Handling - Missing Item	ns - Checked	d										1	1
Screening										3			3
Screening - Procedures/Process										2			2
Screening - Security Breach										1			1
2019		1						1		1	2	1	6
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	naged/Missii	1											1
Patdown								1					1
Patdown - Flyer as Observer								1					1
Property - Special Handling											1		1
Property - Special Handling - Missing Item	ns - Checked	i									1		1
Screening										1	1	1	3
Screening - Crew Member or Airline Empl	loyee									1			1
Screening - Procedures/Process											1	1	2

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALS						1		2		1		1	5
2016								2					2
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	ggage				1					1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Checke	d				1					1
2018										1			1
Customer Service										1			1
Customer Service - TSO										1			1
2019						1						1	2
Customer Service												1	1
Customer Service - TSO												1	1
Screening						1							1
Screening - Procedures/Process						1							1

			TSA Conta										
Categories		1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ALW	2		5 4	5	6	8			3			5	6
2016					1	1	2	1	2	2	4	2	1
Civil Rights										1			
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen	der								1			
Customer Service												1	
Customer Service - TSO												1	
Mishandling of Passenger Property					1		2	1	2		1	1	
Mishandling of Passenger Property - Dam	naged/Missing It	tems0	Checked Bag	ggage	1		1	1	1		1	1	
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-o	n or Checke	d			1		1				
Patdown											2		
Patdown - Flyer											2		
Screening						1				1	1		
Screening - Lengthy Lines						1					1		
Screening - Procedures/Process										1			
2017				1	2	1	1	1	1	1		2	
Customer Service				•		•	•	•	1	•		_	
Customer Service - TSO									1				
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property				1	1	1	1	1				1	
			0			- 1	Į.	1					
Mishandling of Passenger Property - Dam							4						
Mishandling of Passenger Property - Dam						1	1					4	
Mishandling of Passenger Property - Disa	irrayed ItemsC	arry-o	n or Checke	d								1	
Prohibited & Permitted Items										1			
Prohibited & Permitted Items - Alcohol an	d Tobacco									1			
Property - Special Handling												1	
Property - Special Handling - Missing Iten	ns - Checked											1	
Screening					1								
Screening - Procedures/Process					1								
2018	2	2	2 3		2	3		2		1			
Mishandling of Passenger Property	1		2	1		3		1			1	1	
Mishandling of Passenger Property - Dam	1		2	1				1				1	
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-o	n or Checke	d		3					1		
Patdown			1										
Patdown - Flyer			1										
Property - Special Handling			1 1	1	2						1		
Property - Special Handling - Damaged It	ems - Carry-On		1										
Property - Special Handling - Damaged It	ems - Checl		1		1								
Property - Special Handling - Missing Iten	ns - Checked			1	1						1		
Screening	1							1		1	1		
Screening - Procedures/Process	1							1			1		
Screening - Security Breach										1			
2019			3 1	2	1	3	1			2			1
Civil Rights		•	, ,							1			
Civil Rights - Sex/Gender/Gender Identity	l - Not Transgen	der								1			
Customer Service	1 Transgen	,	1			1				- '			
Customer Service - TSO						1							
			1	2		l l	1			1	1		
Mishandling of Passenger Property	laged/Mississis	·	Corne on Lee				1			1	1		
Mishandling of Passenger Property - Dam													
Mishandling of Passenger Property - Dam				. 1						1			
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-o	n or Checke	d			1				1		
Property - Special Handling			1		1	1							
Property - Special Handling - Missing Iten	ns - Checke		1		1	1							
Screening			1			1					3		
Screening - Procedures/Process			1			1					3		

ategories	10-Oct		A Contact Cen 12-Dec 01-J		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AMA	6	3	7	7	11	9	10	11	11	7		•	
2016	U	J	•	2	5	3	2	3	3	1			
Customer Service					1				1	•		1	
Customer Service - Others												1	
Customer Service - TSO					1				1				2
Identification (ID) Requirements								1					1
Identification (ID) Requirements - ID Matcl	l hina Ticket a	nd Boarding	Page Igelies					1					1
Mishandling of Passenger Property	Tillig Ticket a	nd boarding	1 855 155005	2	3	2	1	1	1	1		1	
Mishandling of Passenger Property - Dam	ogod/Missing	ultama Car	n, on Luggogo		3		1	- 1	ı			- 1	12
Mishandling of Passenger Property - Dam				0	2	0	4		4	1			
				2	3	2	1	1	1			4	10
Mishandling of Passenger Property - Disa	rrayed items	Carry-on o	г Спескеа									1	
Patdown								1					1
Patdown - Flyer								1					1
Screening					1	1	1		1		2		
Screening - Inconsistency											1		1
Screening - Procedures/Process					1	1	1						3
Screening - 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
Customer Service - TSO			1	1		1			1				4
Human Capital										1			1
Human Capital - Current Employee										1			1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	3			1	2	1	1	1		2	2	1	
Mishandling of Passenger Property - Dam		ttome_Car	n/-on Luggage	- '		'	'	- 1		1		- 1	1
		g itemscar	ry-on Luggage	1	2	1	1	1		1	2	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa				- 1		ı	ı	- 1		ı		ı	12
0 0 1 7	1			0									
Patdown				2			1						3
Patdown - Flyer				1			1						2
Patdown - Flyer as Observer				1									1
Property - Special Handling								1	1				2
Property - Special Handling - Damaged Ite									1				1
Property - Special Handling - Missing Item	ns - Carry-On							1					1
Screening	1					1	1	1					4
Screening - Inconsistency							1						1
Screening - 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
Advanced Imaging Technology (AIT) - Fly	er								1				1
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimina	ation	1											1
Customer Service			2		1	2		2	1				8
Customer Service - Others			1		1				1				3
Customer Service - TSO			1			2		2					5
Mishandling of Passenger Property	1						1		1		2		5
Mishandling of Passenger Property - Dam	1						1		1		2		5
Patdown	!						1		- 1	1			1
										1			1
Patdown - Flyer										ı		1	
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ 3	segway				4						1	
Property - Special Handling						1	1						2
Property - Special Handling - Missing Item	s - Checked					1	1						2
Screening			2				1	2	1		1		
Screening - Procedures/Process			2				1	2	1			1	7
Screening - Retrieving Abandoned/Confisc	cated Items										1		1
2019	1	2	1	1	3		2	1	2	2	1	2	18
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimina	ation	1											1
Customer Service									1				1
Customer Service - TSO									1				1
Locks												1	1
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property	1				1		1	1	1		1		
Mishandling of Passenger Property - Dam	1				1		1	1	1		1	1	
Mishandling of Passenger Property - Disa		-Carnyon o	r Checked		1		- 1	- 1	- 1		1		
	nayeu itellis	Janry-On O	4				A				1		1
			1				1						2
Patdown							1						2
Patdown - Flyer			ı										
Patdown - Flyer Property - Special Handling		1	ı	1	1					1			
Patdown - Flyer Property - Special Handling Property - Special Handling - Missing Item	ns - Checke	1	ı	1	1					1			4 4
Patdown - Flyer Property - Special Handling	ns - Checke		1										

Catagorias	40.0-4	44 М		tact Center (05.14	00 1	07 1.1	00 4	00.0	T-4-1
Categories		11-Nov			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ANC	55	4	0 5	62			53	67	93	122	139	79	864
2016				18			11	16	19	35	24	16	166
Customer Service				5			1	2	3	4	2	3	26
Customer Service - TSO				5	4	2	1	2	3	4	2	3	26
Identification (ID) Requirements	hina Tieket er	d Boore	ling Dood Is	201100					1				1
Identification (ID) Requirements - ID Matc	ning ricketar I	id Board	ing Pass is	ssues			4		1				1
Locks Locks - Missing or Damaged Lock					2		1		1		2		6
Mishandling of Passenger Property				12			9	9	9	22	17	11	99
	l agad/Missins	Itomo	Cornuan Lu					1			17	- 11	
Mishandling of Passenger Property - Dam						1	1		1	2	47	40	7
Mishandling of Passenger Property - Dam						6	8	8	8	15	17	10	85
Mishandling of Passenger Property - Disa	rrayed items-	-Carry-c	on or Check						4	5		1	7
Patdown				1				1	1	1		1	8
Patdown - Flyer				1				1	1	1		1	8
Persons w/ Disabilities (PWD)					2			2	2	3			9
Persons w/ Disabilities (PWD) - Breast Ca					1								1
Persons w/ Disabilities (PWD) - Internal M									1				1
Persons w/ Disabilities (PWD) - Medically					3					1			1
Persons w/ Disabilities (PWD) - Mobility D		vvneeid	nair or Sco	oter)	4			1	1	-			2
Persons w/ Disabilities (PWD) - Service A					1					1			2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t I	rauma)						1		1			2
Screening					3			2	2	5	3	1	17
Screening - Inconsistency					1	1				1			3
Screening - Lengthy Lines					1			2	1		1		5
Screening - Procedures/Process					1				1	4	2	1	9
2017	19	1	1 2	21 19		17	18	13	17	30	44	21	243
Civil Rights				1					1		1	1	4
Civil Rights - National Origin												1	1
Civil Rights - Racial Profiling or Discrimina				1					1		1		3
Customer Service	4		1	3 2	. 2	2	1	3	3	3	7	2	33
Customer Service - CSM	1												1
Customer Service - Others									1		1		2
Customer Service - TSO	3		1	3 2	2	2	1	3	2	3	6	2	30
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domest	ic							1					1
Locks	3			1 2	. 1		1	1		2		6	21
Locks - General	1										2		3
Locks - Missing or Damaged Lock	2			1 2			1	1		2	2	6	18
Mishandling of Passenger Property	4		8 1	3 13	7	10	5	3	8	12	18	7	108
Mishandling of Passenger Property - Dam	aged/Missing	Items	Carry-on Lu	ug 1		1			1	1	2		6
Mishandling of Passenger Property - Dam	4		4 1	2 12	. 7	7	5	3	7	8	12	5	86
Mishandling of Passenger Property - Dam	aged/Missing	Items	Unspecified	d Luggage						1			1
Mishandling of Passenger Property - Disa	rrayed Item		4	1		2				2	4	2	15
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - Gener	al									1			1
Patdown			1		1	1	2	1			1	1	8
Patdown - Flyer			1		1	1	2	1			1	1	8
Persons w/ Disabilities (PWD)	3			2			1			2	1		9
Persons w/ Disabilities (PWD) - Cognitive	/Developmei	ntal /Mei	ntal Disabili	ity			1						1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)									1			1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	and Cast	ts								1		1
Persons w/ Disabilities (PWD) - Touch Av	3			1									4
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway		1						1			2
Prohibited & Permitted Items						1							1
Prohibited & Permitted Items - Firearm/Ar	nmunition					1							1
Property - Special Handling							3	3	2	2	9	3	22
Property - Special Handling - Damaged Ite	ems - Carry-C)n									1		1
Property - Special Handling - Damaged Ite	ems - Checke	d					2	2	1		2	1	8
Property - Special Handling - Missing Item	ns - Carry-On										1	1	2
Property - Special Handling - Missing Item	ns - Checked						1	1	1	2	5	1	11
Screening	5		1	2 1	2	3	5	1	3	8	3	1	35
Screening - Children										1			1
Screening - Inconsistency						1			2	2		1	6
Screening - Lengthy Lines					1	1				1	1		4
Screening - Procedures/Process	5			2 1	1	1	5	1	1	4	2		23
Screening - Security Breach			1										1
2018	18	1:	9 2	20 13	8	10	15	20	26	22	39	15	225
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder		1									1
Customer Service	, and the same of		3	1 2			1		5	4	6	2	24
Customer Service - TSO			3	1 2			1		5	4	6	2	24
Locks			1		1				3	2	1	1	9
Locks - Missing or Damaged Lock			1		1				3	2	1	1	9
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property	7		6	9 6	4	2	6	5	5	10	19	7	86
Mishandling of Passenger Property - Dam				8 3			5	5	5	9	15	4	73
Mishandling of Passenger Property - Disa				1 3			1	<u> </u>	<u> </u>	1	4	3	13
Patdown	,			2 1		2	'	2	1	1	3	1	15
Patdown - Flyer				2 1				2	1	1	2	1	14
Patdown - Flyer as Observer				_ '	ı				1		1	1	1
Persons w/ Disabilities (PWD)				1	2		1	3			2		9
Persons w/ Disabilities (PWD) - General							- 1	1					1
. S. SSIIO W. DIOGONIMOS (1 WD) - OCHCIAI	I							1					

ories	10 004		A Contact (OE Moss	06 1	07 11	00 4	00 800	Ta
ories				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tot
Persons w/ Disabilities (PWD) - Medically		/ledication a	ind Medical	Supplies			1						
Persons w/ Disabilities (PWD) - Metal Imp	,							1					
Persons w/ Disabilities (PWD) - Mobility D		Wheelchai	r or Scooter)								1		
Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates							1					
Persons w/ Disabilities (PWD) - Respirato	ry and Inhale	r Equipmen	t								1		
Persons w/ Disabilities (PWD) - Service A	nimals		1										
Persons w/ Disabilities (PWD) - Wheelcha		Seaway			1								
Persons w/ Disabilities (PWD) - Wounded		oogway			1								
		0	0	4	- 1	2	4	0	_	0	4	2	
Property - Special Handling	4	2	2	1		3	4	6	5	2	4		
Property - Special Handling - Damaged Ite												1	
Property - Special Handling - Damaged Ite		1	1	1		1	2	3		1	2		
Property - Special Handling - Missing Item	ns - Carry-On					1		1	1		1		
Property - Special Handling - Missing Item	3	1	1			1	2	2	4	1	1	2	
Request for Assistance									1				
Request for Assistance - Other									1				
Screening	6	6	5	2		3	3	4	6	3	4		
-	0	0	3			3	3		0	3	1		
Screening - Inconsistency								1			- 1		
Screening - Lengthy Lines	4		1	1		2	2		2				
Screening - Procedures/Process	2	6	4	1		1	1	2	3	3	3		
Screening - Retrieving Abandoned/Confis	cated Items								1				
2019	18	10	13	12	10	15	9	18	31	35	32	27	
Civil Rights	3		2		2						1	1	
Civil Rights - Age											1		
Civil Rights - Age Civil Rights - National Origin	1										'		
	1		1									- 1	
Civil Rights - Racial Profiling or Discrimina												1	
Civil Rights - Sex/Gender/Gender Identity	1		1		2								
Customer Service	2		1	1	1	1		2		3		2	
Customer Service - TSO	2		1	1	1	1		2	6	3	4	2	
Locks	1				1	2			1	1	1	1	
Locks - Missing or Damaged Lock	1				1	2			1	1	1	1	
Lost and Found										1			
Lost and Found - Airport/TSA										1			
·	4	_	3	0	2	4	0	0	7		4.4	0	
Mishandling of Passenger Property	4	5		6	3	4	2	6	7	10		6	
Mishandling of Passenger Property - Dam				_					1	1	1	1	
Mishandling of Passenger Property - Dam		4	3	6	2	4	2	6	3	9	10	4	
Mishandling of Passenger Property - Disa	rrayed Item	1			1				3		3	1	
Patdown		1	1	1		3	1			3	1		
Patdown - Children										1			
Patdown - Flyer		1	1			3	1			2			
Patdown - Flyer as Observer		- '	- '	1		- 0					- '		
•	0			- 1	4					0		4	
Persons w/ Disabilities (PWD)	2		2		1	2			3	2		1	
Persons w/ Disabilities (PWD) - Breast Ca	ancer								1				
Persons w/ Disabilities (PWD) - Diabetes			1						2				
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Medical [1												
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledication a	nd Medical	Supplies						1		1	
Persons w/ Disabilities (PWD) - Mobility D					1								
Persons w/ Disabilities (PWD) - Prosthesi			1										
Persons w/ Disabilities (PWD) - Touch Av		rauma)								1			
Persons w/ Disabilities (PWD) - Visual Im						1							
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S					1							
Property - Special Handling	4	3	3	3	2	2	6	7	12	10	8	11	
Property - Special Handling - Damaged Ite	ems - Carry-C	On		1				1	2	1		1	
Property - Special Handling - Damaged Ite			2	1	2	1	3			4			
Property - Special Handling - Missing Item						'	0	1		1			
			4	-									
Property - Special Handling - Missing Item		3	1	1		1	3			4			
Screening	2	1	1	1		1		3	2	5		5	
Screening - Inconsistency				1						1			
Screening - Lengthy Lines	1									2		1	
Screening - Procedures/Process	1		1			1		3	1	2			
Screening - Frocedures/Frocess										_	_	-	
Screening - Procedures/Process Screening - Security Breach									1		1		

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AOO		1											1
2017		1											1
Customer Service		1											1
Customer Service - TSO		1											1

			I SA COIIL	ct center (icc) Data	001 - FUIF	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
APN	2	2			1	1				2	1	1	10
2016					1						1		2
Mishandling of Passenger Property					1						1		2
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	ggage	1						1		2
2017	1	1											2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Screening		1											1
Screening - Procedures/Process		1											1
2018						1						1	2
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checke	d								1	1
Screening						1							1
Screening - Lengthy Lines						1							1
2019	1	1								2			4
Mishandling of Passenger Property		1								1			2
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage						1			1
Mishandling of Passenger Property - Disa	rrayed Item	1											1
Property - Special Handling	1									1			2
Property - Special Handling - Damaged Ite	1									1			2

					TCC) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ART	2	4	1	2	2	2	1	3		4	6	3	30
2016				1	1			1		1	2		6
Mishandling of Passenger Property				1	1			1		1	2		6
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Baç	1	1			1			2		5
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checked	d						1			1
2017	1				1		1	2		1	1	2	9
Customer Service	1				1							1	3
Customer Service - TSO	1				1							1	3
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Bag	gage						1	1		2
Property - Special Handling							1	1					2
Property - Special Handling - Missing Item	ns - Checke	d					1	1					2
Screening												1	1
Screening - Procedures/Process												1	1
2018	1	1								1	2		5
Mishandling of Passenger Property	1										2		3
Mishandling of Passenger Property - Dam	1										2		3
Property - Special Handling		1								1			2
Property - Special Handling - Missing Item	ns - Checke	1								1			2
2019		3	1	1		2				1	1	1	10
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	1										1
Property - Special Handling		2		1		1							4
Property - Special Handling - Missing Item	ns - Checke	2		1		1							4
Screening		1									1	1	3
Screening - Procedures/Process											1	1	2
Screening - Security Breach		1											1

					CC) Data T								
tegories	10-Oct	11-Nov ⁻	2-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ASE	2	2	5	5	10	11	3	1	7	3	5	4	
2016				1	5	6	2		2	1	2	3	2
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimin	ation											1	
Customer Service				1		2							
Customer Service - Others				1									
Customer Service - TSO						2							
Locks					1	1	1			1	1	1	
Locks - General							1						
Locks - Missing or Damaged Lock					1	1				1	1	1	
Mishandling of Passenger Property					3	2			1		1	1	
Mishandling of Passenger Property - Dam	ı naged/Missing	ItemsCarr	v-on Lugo	age					1				
Mishandling of Passenger Property - Dam					3	2					1	1	
Patdown	l		onou Dug	9490					1				
Patdown - Flyer									1				
Screening					1	1	1		<u>'</u>				
Screening - Procedures/Process					1	1	1						
2017			•	1	2	1	ı				•	1	
Customer Service			1	1		<u>1</u>		1	1		3		
Customer Service - TSO			1			1					2		
Locks				1	1								
Locks - Missing or Damaged Lock				1	1								
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	1										
Property - Special Handling								1	1		1		
Property - Special Handling - Missing Iten	ns - Checked							1	1		1		
Screening			1		1							1	
Screening - Procedures/Process			1		1							1	
2018		1	2	3	2	1	1		1	1			
Customer Service			1	1	1								
Customer Service - Others					1								
Customer Service - TSO			1	1									
Locks						1				1			
Locks - Missing or Damaged Lock						1				1			
Mishandling of Passenger Property		1	1		1								
Mishandling of Passenger Property - Dam	naged/Missir	1	1										
Mishandling of Passenger Property - Disa		Carry-on or	Checked		1								
Patdown		,					1						
Patdown - Flyer							1						
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - General				1									
Property - Special Handling				1					1				
Property - Special Handling - Missing Iten	ns - Chackad								1				
	ls - Checkeu			1					ı				
Screening													
Screening - Lengthy Lines	_			1									
2019	2	1			1	3			3	1			
Customer Service						1							
Customer Service - TSO	_					1							
Mishandling of Passenger Property	2					1			2	1			
Mishandling of Passenger Property - Dam	2					1			2	1			
Patdown					1				1				
Patdown - Flyer					1				1				
Property - Special Handling						1							
Property - Special Handling - Missing Iten	ns - Carry-On					1							
Screening		1											
Screening - Procedures/Process		1											

Column C	Catamania	10.0.1		TSA Contac						•••				
1985 1985 1986	Categories	10-Oct	11-Nov	12-Dec				04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Contrigues		575	578	568										
Orl Rights - Cold Rights - Section 1														
Coult Rights - Contrational Regress Coult Rights - Ansternal Chips Coult Rights - Search Presented Rights - Child and Common in Breas Coult Rights - Search Presented Rights - Child and Common in Breas Coult Rights - Search Presented Rights - Child and Common in Breas Coult Rights - Search Presented Rights - Child and Common in Breas Coult Rights - Search Presented Rights - Child and Common in Breas Coult Rights - Search Presented Rights - Child and Common in Breas Coult Rights - Search Presented Rights - Child and Common in Breas Coult Rights - Search Presented Rights - Child and Common in Breas Coult Rights - Search Presented Rights - Child and Common in Breas Coult Rights - Search Presented Rights - Child and Common in Breas Coult Rights - Search Rights - Child and Common in Breas Coult Rights - Country - Child and Country - Child and Country - Child and Country - Child Rights - Child and Country - Child a					3	3	- /	5	8	3		4	3	
Call Rights - General Complement and Electromycone 1		mployee)									1			
Colis Rights - Include Control										1				
Coli Rigits - National Origin Chill Rights - National Project Colimans		rimination				1								
Dur Nights - Penetrosk Reingrin 1	•							1						
Col-Highers - Reconsery of Heighbors Character and Entermental Brows 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1									1		2			
Chir Rights - Secretaring Professional Commental Returns 1														
Coll Rights - Sectional Control Section 1						2	6	2	6	1	3	3	2	
Calc Rights - Sexual Directation - Net Transporder Carlo Rights - Net Transporder C	Civil Rights - Screening of Religious Cultu	ral and Cere	monial Ite	ems	1					1				2
Coll Egiptic Transparents Generally Collations Ferrollian - College Collations Exercises - COSE Solutions Ferrollian - College Collations Ferrollian - College College Collations Ferrollian - College Collations Ferrollian - College Collations Ferrollian - College	Civil Rights - Sex/Gender/Gender Identity-	 Not Transge 	ender				1						1	2
Cautemer Mervies - CSM	Civil Rights - Sexual Orientation - Not Tra	nsgender										1		1
Customer Service - CSM	Civil Rights - Transgender Screening							1	1					2
Custome Genoses. Olivens	Customer Service				39	39	41	45	55	43	37	40	34	373
Customer Service - TEO	Customer Service - CSM								1		1			2
Beerffication (10) Requirements - 10 Methors Ticked and Bearding Pass 18	Customer Service - Others				5	10	7	13	12	10	5	4	3	69
Montacidation (1) Regularentia - Doraceloc 1 1 1 1 1 1 1 1 1	Customer Service - TSO				34	29	34	32	42	33	31	36	31	302
Identification (D) Requirements - ID Makelong Taxes and Boarding Pases to 1	Identification (ID) Requirements				2	1	1		1				1	6
Identification (D) Requirements - ID Makelong Taxes and Boarding Pases to 1	Identification (ID) Requirements - Domesti	ic			1	1	1		1				1	
Looks - Central 6 8 11 12 5 5 6 10 11 6 72 Looks - Central 1 1 1 1			nd Boardi	ing Pass Iss	1									
Locks - Canonaria		J		3	6	8	11	12	5	5	10	11	6	74
Locks - Missing a Damaged Lock Lot and Found - Algorith Start Mishington of Passanger Proofty - Damaged Missing Interne-Cheeved Bag Mishingt of Passanger Proofty - Damaged Missing Interne-Cheeved Bag Mishingt of Passanger Proofty - Damaged Missing Interne-Cheeved Bag Mishingt of Passanger Proofty - Damaged Missing Interne-Cheeved Bag Mishingt of Passanger Proofty - Damaged Missing Interne-Cheeved Bag Mishingt of Passanger Proofty - Damaged Missing Interne-Cheeved Bag Mishingt of Passanger Proofty - Damaged Missing Interne-Cheeved Bag Mishingt of Passanger Proofty - Damaged Missing Interne-Cheeved Bag Mishingt of Passanger Proofty - Damaged Missing Interne-Cheeved Bag Mishingt of Passanger Proofty - Damaged Missing Interne-Cheeved Bag Mishingt of Passanger Proofty - Damaged Missing Interne-Cheeved Bag Mishington of Passanger Proofty - Damaged Missing Interne-Cheeved Bag Passanger Will - Damage														
Lest and Found - Alipport TSA					6		11	12	5		10	11	6	
Lost and Found-A-AmpoortSol 3 6 6 3 2 5 5 1 5 3 34														
Michanding of Passenger Property Michan														
Mehandring of Passenger Property - DamagedMaining Interns-Curry on Lag 19 20 25 21 18 22 19 19 15 178 778 86 83 708 708 709 709 86 86 708 709														
Mishanding of Passenger Property - Damagodinising Interns-Unsprind Lugages 1 1 1 5 5 70 87 88 83 708 708 709 86 83 708 708 709 86 83 708 709	ŭ , ,	ogod/Missin	a Itoma (Corny on Lug										
Mishanding of Passenger Property - Disarrayed Items—Carry-on of Checke 2 1 4 2 0 6 1 4 3 4 6 1 4 3 4 6 1 4 3 4 6 1 4 3 4 6 1 4 3 4 5 1 6 4 5 3 3 5 2 6 6 6 6 6 6 6 6 6														
Melanading of Passenger Property - Disarrayed Items-Catry on or Checke			_			51	12	11	85					
Patidown - Children														
Patdown - Fiyer 1		rrayed Items	Carry-or	n or Checked										
Patdown - Flyer					1	4	2	4	5	1		4	5	
Persons w/ Disabilities (PWD) - Forest Cancer 2 1 1 1 5 5														
Persona w Disabilities (PWD) - Persona W Disabilities (PWD) - Persona w Disabilities (PWD) - Cancer (general) Not Breast Cancer 2	Patdown - Flyer				1	2	1	4	5	1	4	3	5	26
Persons w/Disabilities (PWD) - Clancer (persons) Not Breast Cancer 2 2 2 2 2 2 2 2 2	Patdown - Flyer as Observer					2	1				1	1		5
Persons w Disabilities (PWD) - Cancer w Developmental Mental Disability	Persons w/ Disabilities (PWD)				3	4	4	4	4	2	3	3	3	30
Persons w Disabilities PMD-) Colognities	Persons w/ Disabilities (PWD) - Breast Ca	ancer											1	1
Persons w Disabilities PWD-) Cognitive Cogni	Persons w/ Disabilities (PWD) - Cancer (c	general) Not I	Breast Ca	incer				2						2
Persons w Disabilities (PWD) - Diabetes 1 1 2 2 2 2 2 2 2 2	Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Men	tal Disability		1	1							
Persons w Disabilities (PWD) - Infernal Medical Devices 1 1 1 1 1 1 1 1 1 1	. , ,			,								1	1	
Persons w Disabilities (PWD) - Internal Medical Devices	. ,				1		1							
Persons w Disabilities (PWD) - Medically Necessary Macietals and Medical Supplies 2 1 1	. ,	l ledical Devic	es											
Persons w Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 2 1 1 2 2 3 1 3 3 3 3 3 3 3 3				he Rody										
Persons w Disabilities (PWD) - Motal Implants (pint) 2	. ,					2	1		1					
Persons w Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooler)			vieulcatio	ii and Medica	ai Supplies		1			4				
Persons w Disabilities (PWD) - Ostomy/Costomates			4 \		\			0	1	ı		4		
Persons w Disabilities (PWD) - Visual Impairment			t vvneeicr	iair or Scoole	er)					-	-	1		
Persons W Disabilities (PWD) - Wheelchair/Secoter/Segway										1				
Prohibited & Permitted Items	. ,		_			1					2			
Prohibited & Permitted Items - Beauty & Grooming Items		air/ Scooter/ :	Segway				1		2			1		
Prohibited & Permitted ttems - Firearm/Ammunition											2		1	3
Prohibited & Permitted thems - Liquids/Gels/Aerosols			ns										1	1
Request for Assistance											1			1
Request for Assistance - Other 29 37 61 62 64 13 16 14 15 311	Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols									1			1
Screening - Crew Member or Airline Employee 29 37 61 62 64 13 16 14 15 311	Request for Assistance								1		1			2
Screening - Crew Member or Airline Employee 2 1 1 1 5	Request for Assistance - Other								1		1			2
Screening - Catle Pass	Screening				29	37	61	62	64	13	16	14	15	311
Screening - Catle Pass	Screening - Crew Member or Airline Empl	oyee							1					
Screening - Inconsistency 2	Screening - Gate Pass											1		1
Screening - Lengthy Lines 17 31 42 42 46 4 4 1 2 188					2		4	1	3	2	2		1	
Screening - Military						31						1		
Screening - Procedures/Process 8 6 11 19 10 7 10 10 11 92	0 0,												_	
Screening - Retrieving Abandoned/Confiscated Items					Я	6	11	10		7	10	10	11	
Screening - Security Breach 1 1 7 TSA Contact Information 1 1 1 7 TSA Contact Information - General 1 1 1 1 1 1 1 1 1		cated Items			0	U	- 11	13		,	10	10	1.1	
TSA Contact Information							2					- 4	1	
TSA Contact Information - General 1 2017 2017 2019 190 221 207 171 2,382					1		3					ı	1	
2017														<u>I</u>
Advanced Imaging Technology (AIT) 1		400	400	040		4-0	044	4=0		400	00.1		,-,	0.000
Advanced Imaging Technology (AIT) - Flyer		188	192	213	231	170		179	209	190	221	207	171	
Civil Rights 3 3 4 7 3 7 4 5 1 2 2 7 48 Civil Rights - Civil Rights - Civil Rights - Constitutional Rights 1 1 - - - 1 1 - - - 1 1 - - - 1 1 - - - 1 1 - - - 1 1 - - - 1 1 - - - 1 3 3 1 1 1 1 2 2 6 38 - - - 1 1 1 1 2 2 6 38 - - - 1 1 1 2 2 6 38 - <td></td>														
Civil Rights - Civil Rights Violation (TSA Employee)														
Civil Rights - Constitutional Rights 1		-	3	4		3	7	4	5	1	2	2	7	
Civil Rights - Hair Patdowns 1 1 1 1 3 Civil Rights - National Origin 1 1 1 1 2 2 6 38 Civil Rights - Racial Profiling or Discrimin: 3 3 4 5 3 5 3 1 1 2 2 6 38 Civil Rights - Screening of Religious or Cultural Garments 1 1 2 2 6 38 Civil Rights - Transgender Screening 2 2 2 2 2 2 Customer Service 45 53 46 35 41 48 38 54 53 51 46 36 546 Customer Service - CSM 1 1 1 1 2 3 5	Civil Rights - Civil Rights Violation (TSA E	mployee)			1									1
Civil Rights - National Origin 1 1 1 2 2 6 38 Civil Rights - Racial Profiling or Discrimins 3 3 4 5 3 5 3 1 1 2 2 6 38 Civil Rights - Screening of Religious or Cultural Garments 1 1 2 2 6 38 Civil Rights - Transgender Screening 2 2 2 2 2 2 Customer Service 45 53 46 35 41 48 38 54 53 51 46 36 546 Customer Service - CSM 1 1 1 - - - 2 - - 2 - - - - 2 -					1									
Civil Rights - Racial Profiling or Discrimin 3 3 4 5 3 5 3 1 1 2 2 6 38 Civil Rights - Screening of Religious or Cultural Garments 1 1 2 2 6 38 Custing Service - Screening 2 2 2 2 2 2 Customer Service - CSM 45 53 46 35 41 48 38 54 53 51 46 36 546 Customer Service - CSM 1 1 1 2 3 3 7 68 3 <	Civil Rights - Hair Patdowns							1					1	
Civil Rights - Screening of Religious or Cultural Garments 1 1 Civil Rights - Transgender Screening 2 2 2 Customer Service 45 53 46 35 41 48 38 54 53 51 46 36 546 Customer Service - CSM 1 1 1 5 5 9 4 3 3 7 68 Customer Service - Others 6 10 7 5 6 3 5 9 4 3 3 7 68 Customer Service - Others 39 42 39 29 35 45 33 45 49 48 43 29 476 Human Capital 1	Civil Rights - National Origin						1		1					2
Civil Rights - Screening of Religious or Cultural Garments 1 1 Civil Rights - Transgender Screening 2 2 2 Customer Service 45 53 46 35 41 48 38 54 53 51 46 36 546 Customer Service - CSM 1 1 1 5 5 9 4 3 3 7 68 Customer Service - Others 6 10 7 5 6 3 5 9 4 3 3 7 68 Customer Service - Others 39 42 39 29 35 45 33 45 49 48 43 29 476 Human Capital 1		3	3	4	5	3	5	3	1	1	2	2	6	
Civil Rights - Transgender Screening 2 2 Customer Service 45 53 46 35 41 48 38 54 53 51 46 36 546 Customer Service - CSM 1 1 1 2 2 2 Customer Service - Others 6 10 7 5 6 3 5 9 4 3 3 7 68 Customer Service - Others 39 42 39 29 35 45 33 45 49 48 43 29 476 Human Capital 1 2 2 4 3 45 49 48 43 29 476 Human Capital 1														
Customer Service 45 53 46 35 41 48 38 54 53 51 46 36 546 Customer Service - CSM 1 1 1 1 1 2 Customer Service - Others 6 10 7 5 6 3 5 9 4 3 3 7 68 Customer Service - Others 39 42 39 29 35 45 33 45 49 48 43 29 476 Human Capital 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 3 3 45 49 48 43 29 476 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4									2					
Customer Service - CSM 1 1 1 2 Customer Service - Others 6 10 7 5 6 3 5 9 4 3 3 7 68 Customer Service - TSO 39 42 39 29 35 45 33 45 49 48 43 29 476 Human Capital In the proper of the pro		45	53	46	35	41	48	38		53	51	46	36	
Customer Service - Others 6 10 7 5 6 3 5 9 4 3 3 7 68 Customer Service - TSO 39 42 39 29 35 45 33 45 49 48 43 29 476 Human Capital In the proper of th		10					-10		0.7		01	-10		
Customer Service - TSO 39 42 39 29 35 45 33 45 49 48 43 29 476 Human Capital Human Capital - Current Employee 1 1 1 1 1 1 1 1 1 1 3 3 45 49 48 43 29 476 46 48 43 29 476		6				6	2	F	0	Λ	2	2	7	
Human Capital 1 1 Human Capital - Current Employee 1 1 1 Identification (ID) Requirements 1 1 1 3														
Human Capital - Current Employee 1 1 Identification (ID) Requirements 1 1 1 3 3 3 3 3		39	42	. 39	29	35	45	33	45	49	48		29	
Identification (ID) Requirements 1 1 1 1 3														
												1		
Identification (ID) Requirements - Domestic 1 1 1 1 3														
	identification (ID) Requirements - Domest	IC	1	1	1									3

ies													
	10-Oct 1	1-Nov 1	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar 0	4-Apr 0	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	9	9	12	14	8	10	12	9	10	12	9	8	12:
Locks - General	1	1	2	1	1					2			8
Locks - 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
Lost and Found - 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
Mishandling of Passenger Property - Dam	13	24	22	28	15	26	9	4	7	3	5	2	158
Mishandling of Passenger Property - Dam	86	60	83	95	60	67	33	47	44	54	52	45	726
				95	60		33	47		54		45	
Mishandling of Passenger Property - Dam	1	1	1			1			1		1		- 6
Mishandling of Passenger Property - Disa	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
Patdown - Children								1					1
Patdown - Flyer	2	3	2	9	7	4	5	4	4	3	5	1	49
Patdown - Flyer as Observer			1		2				1			1	5
Patdown - General							1				1		2
Patdown - Non-Flyer		1		1					1		1		
Persons w/ Disabilities (PWD)	5	2	7	4	2	3	5	6	8	40	10	3	
` '				4		3	5	б	8	10	10	3	65
Persons w/ Disabilities (PWD) - Breast Ca													
Persons w/ Disabilities (PWD) - Cognitive	/Development	al /Mental D	isability	1				1					2
Persons w/ Disabilities (PWD) - Diabetes			1					1					2
Persons w/ Disabilities (PWD) - General		1					1		1	1			4
Persons w/ Disabilities (PWD) - Hearing In	npairment						1		1				2
Persons w/ Disabilities (PWD) - Internal M		1	1								1	1	
	edical Dev	'									'		
Persons w/ Disabilities (PWD) - Medical [1	At et											
Persons w/ Disabilities (PWD) - Medically		dication	1	2					1		1	1	(
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)					1				1	1		3
Persons w/ Disabilities (PWD) - Mobility [1						1	3		3	2		1
Persons w/ Disabilities (PWD) - Prosthesis	Amputees ar	d Casts			1								
Persons w/ Disabilities (PWD) - Respirate	1				•								
` ' '			4	4			4		4	4			
Persons w/ Disabilities (PWD) - Service A	1		1	1			1		1	1			
Persons w/ Disabilities (PWD) - Visual Imp											1		
Persons w/ Disabilities (PWD) - Wheelcha	1		2		1	2	1	1	4	4	4	1	2
Prohibited & Permitted Items			1	1	2				2		3		,
Prohibited & Permitted Items - Alcohol and	Tobacco				1				1		3		į
Prohibited & Permitted Items - Firearm/Am	munition		1										-
Prohibited & Permitted Items - Knives/Tool		n Ohiects		1	1								2
			ooooon, Ito		1				4				
Prohibited & Permitted Items - Medication/	Prescription/iv	ledically Ne	cessary ne	ms					1				1
Property - Special Handling							28	37	33	39	37	32	206
Property - Special Handling - Damaged Ite	ms - Carry-Or						4	3	4	1	4	2	18
Property - Special Handling - Damaged Ite	ms - Checked						7	7	8	13	3	10	48
Property - Special Handling - Missing Item	s - Carry-On						6	11	9	11	11	8	56
Property - Special Handling - Missing Item							11	16	12	14	19	12	84
Request for Assistance	1	1						10	12			1.2	2
	1	1											
Request for Assistance - Other													2
Screening	12	26	28	26	24	33	32	31	22	32	26	26	318
Screening - Crew Member or Airline Emplo								1					1
Screening - Inconsistency	1	2	1	2	1	1		5		4	2	1	20
Screening - International Screening			1										1
Screening - Lengthy Lines	2	6	4	6	6	8	6	10	7	8	6	11	80
Screening - Procedures/Process	9	17	20	18	17	23	26	14	15	20	17	14	210
Screening - Security Breach		1	2	10	.,,	1	20	1	10	20			5
		- 1				1		- 1					
Screening - Shoe Screening													
TSA Contact Information											1		
TSA Contact Information - General											1		1
											1 1		1
018	230	239	193	204	186	200	201	231	204	175	1 1 195	131	1
	230	239	193	204				231			195	131	2,389
Civil Rights	230 9	239 6	193 5	204 5	4	5	201 10	5	10	175 7		131	2,389
Civil Rights Civil Rights - Age								5 1			195		2,38 9
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights					4	5		5	10 1		195		2,389
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns				5	4	5		5 1 1	10		195		2,38 9
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin					4 1	5		5 1	10 1		195		2,389
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion				5	1	5		5 1 1	10 1		195 6		2,38 !
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin				5	4 1	5		5 1 1	10 1		195		2,38 !
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion	9	6	5	1	1	5	10	5 1 1	10 1	7	195 6		2,389 75
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity	9 7 2	4	5	1	1 1	5 1	9	5 1 1	10 1 1	7	195 6	3	2,389 75 2
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran	9 7 2	4	5	1	1	5 1	9	5 1 1	10 1	7	195 6	3	2,388 75 2
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening	9 7 2 ssgender	4 1 1	4 1	1 4	1 1	5 1 3 1	9	5 1 1 1	10 1 1 7	7	195 6	3	2,388 75 2,388 2,388 2,388 3,388 5,588 8,488 2,488 2,488 2,488 4,4
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service	9 7 2 ssgender 54	4 1 1 70	4 1	5 1 4	1 1 1 53	5 1 3 1	9 1	5 1 1 1 2	10 1 1 7 1	7 7 41	195 6 1 3 1 1 45	3	2,389 75 4 1 1 1 3 1 5 1 5 4 4 2 6 6 6 6
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others	7 2 ssgender 54 6	4 1 1 70 15	4 1 49 4	5 1 4 57 4	1 1 1 1 53 3	5 1 3 1 53 6	9 1 45 3	5 1 1 1 2 59 4	10 1 1 7 1 49 4	7 7 41 4	195 6	3 3	2,389 75 4 1 1 1 5 1 5 1 5 1 6 0 3 6 0 3
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	7 2 isgender 54 6 48	4 1 1 70	4 1	5 1 4 57 4 53	1 1 1 53	5 1 3 1	9 1	5 1 1 1 2	10 1 1 7 1	7 7 41	195 6 1 3 1 1 45	3	11 2,389 75 4 11 13 15 15 16 16 16 16 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others	7 2 ssgender 54 6	4 1 1 70 15	4 1 49 4	5 1 4 57 4	1 1 1 1 53 3	5 1 3 1 53 6	9 1 45 3	5 1 1 1 2 59 4	10 1 1 7 1 49 4	7 7 41 4	195 6	3 3	2,389 75 4 600 54
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	7 2 isgender 54 6 48	4 1 1 70 15	4 1 49 4	5 1 4 57 4 53 2	1 1 1 1 53 3	5 1 3 1 53 6	9 1 45 3	5 1 1 1 2 59 4	10 1 1 7 1 49 4	7 7 41 4	195 6	3 3	2,388 75 5 605 544
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest	7 2 ssgender 54 6 48 1 1	4 1 1 70 15 55	4 1 49 4	5 1 4 57 4 53	1 1 1 1 53 3	5 1 3 1 53 6 47	9 1 45 3	5 1 1 1 2 59 4 55	10 1 1 7 1 49 4 45	7 7 41 4 37	195 6	3 3 28 28	2,388 75 5 600 5-549
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	9 7 2 ssgender 54 6 48 1 1 9	6 4 1 1 70 15 55	4 1 49 4 45	5 1 4 57 4 53 2 2 2	4 1 1 1 1 53 3 50	5 1 3 1 53 6 47	9 1 45 3 42	5 1 1 1 2 2 59 4 55	10 1 1 7 1 49 45	7 7 41 4 37	195 6 1 3 1 1 45 1 44	3 3 28 28	2,389 71 5 5 60: 55- 541
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock	9 7 2 ssgender 54 6 48 1 1 9 9 9	4 1 1 70 15 55	4 1 49 4 45	5 1 4 57 4 53 2 2 2 11	4 1 1 1 1 53 3 50	5 1 3 1 53 6 47	9 1 45 3 42	5 1 1 1 2 59 4 55	10 1 1 7 1 49 4 45	7 41 4 37 3 3 3	195 6 1 3 1 1 45 1 44	3 28 28 12 12	2,389 79 55 600 55-549
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found	7 2 ssgender 54 6 48 1 1 9 9 9 8	4 1 1 70 15 55	4 1 49 4 45 7 7 7	5 1 4 57 4 53 2 2 2 11 11 2	4 1 1 1 1 53 3 50	5 1 3 1 53 6 47	9 1 45 3 42 17 17 3	5 1 1 1 2 59 4 55	10 1 1 7 1 49 4 45 8 8	7 7 41 4 37 3 3 2	195 6 1 3 1 1 45 1 44 7 7 7 3	3 3 28 28 12 12 3	2,38° 7° 5 600 55 4111 1111 44
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	7 2 ssgender 54 6 48 1 1 9 9 9 8 8 8 8	4 1 1 70 15 55 16 16 9	4 1 49 4 45 7 7 7 1 1	5 1 4 57 4 53 2 2 2 11 11 2 2	4 1 1 1 1 53 3 50	5 1 3 1 53 6 47 8 8 8 3 3	9 1 45 3 42 17 17 17 3 3	5 1 1 1 2 59 4 55	10 1 1 7 1 49 4 45 8 8 8 4 4	7 7 41 4 37	195 6	3 28 28 12 12 3 3	2,388 75 600 54 1111 1111 44 44
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	7 2 ssgender 54 6 48 1 1 9 9 9 8	4 1 1 70 15 55	4 1 49 4 45 7 7 7	5 1 4 57 4 53 2 2 2 11 11 2	4 1 1 1 1 53 3 50	5 1 3 1 53 6 47	9 1 45 3 42 17 17 3	5 1 1 1 2 59 4 55	10 1 1 7 1 49 4 45 8 8	7 7 41 4 37 3 3 2	195 6 1 3 1 1 45 1 44 7 7 7 3	3 3 28 28 12 12 3	2,388 75 600 54 1111 1111 44 44
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	7 2 ssgender 54 6 48 1 1 9 9 9 8 8 8 8	4 1 1 70 15 55 16 16 9	4 1 49 4 45 7 7 7 1 1	5 1 4 57 4 53 2 2 2 11 11 2 2	4 1 1 1 1 53 3 50	5 1 3 1 53 6 47 8 8 8 3 3	9 1 45 3 42 17 17 17 3 3	5 1 1 1 2 59 4 55	10 1 1 7 1 49 4 45 8 8 8 4 4	7 7 41 4 37	195 6	3 28 28 12 12 3 3	2,388 75 5 600 554 111 111 44 45
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	7 2 ssgender 54 6 48 1 1 1 9 9 8 8 8 53	4 1 1 70 15 55 16 16 9 9	5 4 1 49 4 45 7 7 7 1 1 57	5 1 4 57 4 53 2 2 2 11 11 2 2 54	4 1 1 1 1 53 3 50 4 4 4 3 3 3 42	5 1 3 1 53 6 47 8 8 8 3 3 46	10 9 1 45 3 42 17 17 17 3 3 48	5 1 1 1 2 59 4 55 8 8 1 1 1	10 1 1 7 1 49 4 45 8 8 8 4 4 4	7 7 41 41 37 3 3 2 2 46	195 6	3 28 28 12 12 3 3	2,388 75 60 60 55 44 44 44 45 588
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	7 2 ssgender 54 6 48 1 1 9 9 8 8 8 53 6 45	4 1 1 70 15 55 16 16 9 9 47 6 34	5 4 1 49 4 45 7 7 7 1 1 57 12 41	5 1 4 57 4 53 2 2 2 11 11 2 2 54 5 45	4 1 1 1 1 53 3 50 4 4 4 4 3 3 3 42 2	5 1 3 1 53 6 47 8 8 8 3 3 46 1	10 9 1 45 3 42 17 17 3 3 48 4 4 39	5 1 1 1 2 59 4 55 8 8 8 1 1 57 4 50	10 1 1 7 1 49 45 8 8 8 4 4 46 2 35	7 7 41 437 33 3 2 2 46 46	195 6 1 3 1 1 45 1 44 7 7 7 7 3 3 66 4 4 57	3 28 28 12 12 3 3 27	2,389 77 4 4 5 56 603 55 54 111 111 44 47 588 56 484
Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	7 2 signed of the state of the	6 4 1 1 70 15 55 16 16 9 9 47 6 34 temsUnsp	4 1 49 4 45 7 7 7 1 1 57 12 41 ecified I	5 1 4 57 4 53 2 2 2 11 11 2 5 4 5 5 4 5 1	4 1 1 1 53 3 50 4 4 4 3 3 3 42 2 35	5 1 3 1 53 6 47 8 8 8 3 3 46 1 37	10 9 1 45 3 42 17 17 17 3 3 48 4 4 39 2	5 1 1 1 2 59 4 55 8 8 8 1 1 1 57 4 50 1	10 1 1 7 1 49 45 8 8 8 4 4 46 2 35 2	7 41 47 37 3 3 2 46 41 41	195 6 1 3 1 1 45 1 44 7 7 7 3 3 66 4 57 1	3 28 28 12 12 3 3 27 25	11 11 2,385 75 4 11 11 51 8 4 2 603 3 3 3 11 11 11 42 42 42 5 5 5 44 4 7 7 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	7 2 ssgender 54 6 48 1 1 9 9 8 8 8 53 6 45 aged/Missing 2	4 1 1 70 15 55 16 16 9 9 47 6 34 temsUnsp	4 1 49 4 45 7 7 7 1 1 57 12 41 ecified I 4	5 1 4 57 4 53 2 2 11 11 2 2 54 5 4 5 1 3	4 1 1 1 1 53 3 50 4 4 4 3 3 3 42 2 35	5 1 3 1 53 6 47 8 8 8 3 3 46 1 37	10 9 1 45 3 42 17 17 3 3 48 4 4 39 2 3	5 1 1 1 2 59 4 55 8 8 1 1 1 57 4 50 1 2	10 1 1 7 1 49 4 45 8 8 8 4 4 4 4 6 2 2 7	7 41 4 37 3 3 2 2 46 4 41	195 6	3 28 28 12 12 3 3 27 25	2,389 75 4 1 1 51 51 8 4 4 2 603 54 54 3 3 11 11 11 42 42 42 588 50 50 60 44 44 44 48 48 49 40 40 40 40 40 40 40 40 40 40 40 40 40
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	9 7 2 ssgender 54 6 48 1 1 9 8 8 53 6 45 aged/Missing 2 5	4 1 1 70 15 55 16 16 9 9 47 6 34 ttemsUnsp 7	5 4 1 49 4 45 7 7 1 1 57 12 41 ecified I 4 3	5 1 4 57 4 53 2 2 11 11 2 2 54 5 4 5 1 3 5	4 1 1 1 1 53 3 50 4 4 4 3 3 3 42 2 35	5 1 3 1 53 6 47 8 8 8 3 3 46 1 37	10 9 1 45 3 42 17 17 3 3 48 4 4 39 2 3 5	5 1 1 1 2 59 4 55 8 8 1 1 1 57 4 50 1 2 7	10 1 1 7 1 49 4 45 8 8 8 4 4 4 46 2 2 7 7	7 41 44 37 33 3 2 2 46 4 41 1 4	195 6 1 3 1 1 45 1 44 7 7 7 3 3 3 66 4 57 1 4 6	3 28 28 12 12 3 3 27 25	2,389 75 4 11 33 11 51 8 4 4 2 603 54 54 3 3 110 110 42 42 588 484 7 485 56
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	7 2 ssgender 54 6 48 1 1 9 9 8 8 8 53 6 45 aged/Missing 2	4 1 1 70 15 55 16 16 9 9 47 6 34 temsUnsp	4 1 49 4 45 7 7 7 1 1 57 12 41 ecified I 4	5 1 4 57 4 53 2 2 11 11 2 2 54 5 4 5 1 3	4 1 1 1 1 53 3 50 4 4 4 3 3 3 42 2 35	5 1 3 1 53 6 47 8 8 8 3 3 46 1 37	10 9 1 45 3 42 17 17 3 3 48 4 4 39 2 3	5 1 1 1 2 59 4 55 8 8 1 1 1 57 4 50 1 2	10 1 1 7 1 49 4 45 8 8 8 4 4 4 4 6 2 2 7	7 41 4 37 3 3 2 2 46 4 41	195 6	3 28 28 12 12 3 3 27 25	2,389 75 4 1 1 51 51 8 4 4 2 603 54 54 3 3 11 11 11 42 42 42 588 50 50 60 44 44 44 48 48 49 40 40 40 40 40 40 40 40 40 40 40 40 40
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	9 7 2 ssgender 54 6 48 1 1 9 8 8 53 6 45 aged/Missing 2 5	4 1 1 70 15 55 16 16 9 9 47 6 34 ttemsUnsp 7	5 4 1 49 4 45 7 7 1 1 57 12 41 ecified I 4 3	5 1 4 57 4 53 2 2 11 11 2 2 54 5 4 5 1 3 5 5	4 1 1 1 1 53 3 50 4 4 4 3 3 3 42 2 35	5 1 3 1 53 6 47 8 8 8 3 3 46 1 37	10 9 1 45 3 42 17 17 3 3 48 4 4 39 2 3 5	5 1 1 1 2 59 4 55 8 8 1 1 1 57 4 50 1 2 7	10 1 1 7 1 49 4 45 8 8 8 4 4 4 46 2 2 7 7	7 41 44 37 33 3 2 2 46 4 41 1 4	195 6 1 3 1 1 45 1 44 7 7 7 3 3 3 66 4 57 1 4 6	3 28 28 12 12 3 3 27 25 2	2,389 75 4 11 13 15 11 15 11 15 11 11 11 11 11 11 11 11
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer	9 7 2 ssgender 54 6 48 1 1 9 8 8 53 6 45 aged/Missing 2 2 4	4 1 1 70 15 55 16 16 9 9 47 6 34 ttemsUnsp 7	5 4 1 49 4 45 7 7 1 1 57 12 41 ecified I 4 3	5 1 4 57 4 53 2 2 11 11 2 2 54 5 45 1 3 5 4	4 1 1 1 1 53 3 50 4 4 4 3 3 3 42 2 35	5 1 3 1 53 6 47 8 8 8 3 3 46 1 37	10 9 1 45 3 42 17 17 17 3 3 48 4 4 39 2 3 5 4	5 1 1 1 2 59 4 55 8 8 1 1 1 57 4 50 1 2 7	10 1 1 7 1 49 4 45 8 8 8 4 4 4 46 2 2 7 7	7 41 44 37 33 3 2 2 46 4 41 1 4	195 6 1 3 1 1 45 1 44 7 7 7 3 3 3 66 4 57 1 4 6	3 28 28 12 12 3 3 27 25	2,389 75 4 11 13 151 16 17 17 18 18 18 18 19 19 10 10 11 11
Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	9 7 2 ssgender 54 6 48 1 1 9 8 8 53 6 45 aged/Missing 2 2 4	4 1 1 70 15 55 16 16 9 9 47 6 34 ttemsUnsp 7	5 4 1 49 4 45 7 7 1 1 57 12 41 ecified I 4 3	5 1 4 57 4 53 2 2 11 11 2 2 54 5 45 1 3 5 4	4 1 1 1 1 53 3 50 4 4 4 3 3 3 42 2 35	5 1 3 1 53 6 47 8 8 8 3 3 46 1 37	10 9 1 45 3 42 17 17 3 3 48 4 4 39 2 3 5	5 1 1 1 2 59 4 55 8 8 1 1 1 57 4 50 1 2 7	10 1 1 7 1 49 4 45 8 8 8 4 4 4 46 2 2 7 7	7 41 44 37 33 3 2 2 46 4 41 1 4	195 6 1 3 1 1 45 1 44 7 7 7 3 3 3 66 4 57 1 4 6	3 28 28 12 12 3 3 27 25 2	2,389 75 4 11 13 15 11 15 11 15 11 11 11 11 11 11 11 11

					C) Data Too								
ries		1-Nov 12	P-Dec 0	1-Jan 0		3-Mar	04-Apr		6-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Cancer (1	- L /N A 4 - L D	1. 1116 .		1			1					3
Persons w/ Disabilities (PWD) - Cognitive			sability	1	2	- 1	4					1	1
Persons w/ Disabilities (PWD) - Diabetes		2 ninga/Maaka		1	2	1	1						2
Persons w/ Disabilities (PWD) - Diapers/0 Persons w/ Disabilities (PWD) - General	jamienis/Dies	siriys/iviasks				1	1		1		1		4
Persons w/ Disabilities (PWD) - Internal M	 Aedical Devices									1	- 1		
Persons w/ Disabilities (PWD) - Medical D			ndv						1				
Persons w/ Disabilities (PWD) - Medically			2	1	1	1		2	2	2	3		1
Persons w/ Disabilities (PWD) - Metal Imp		- around						1			1	1	
Persons w/ Disabilities (PWD) - Mobility			2	2	3	1	1	1	3	1			1
Persons w/ Disabilities (PWD) - Prosthesi		d Casts			1			1					
Persons w/ Disabilities (PWD) - Respirato											1		
Persons w/ Disabilities (PWD) - Service A					1	1							
Persons w/ Disabilities (PWD) - Touch Av					2	1							
Persons w/ Disabilities (PWD) - Visual Im						1							
Persons w/ Disabilities (PWD) - Wheelcha		1	1	1	2	1	2	1	1	3	1	1	1
Property - Special Handling	34	36	33	31	27	27	33	37	33	36	33	39	39
Property - Special Handling - Damaged Ite	1		3	6	2	4	3	3	3	5	4	1	3
Property - Special Handling - Damaged Ite	14	10	7	7	3	7	5	9	11	6	8	8	9
Property - Special Handling - Missing Item		9	7	6	7	10	7	6	9	10	6	13	9
Property - Special Handling - Missing Item		17	16	12	15	6	18	19	10	15	15	17	17
Request for Assistance	10		10	12	2	•	1	10	1	10	2		
Request for Assistance - Other					1		1		1		2		
Request for Assistance - Wounded Warrio	or (MSLISOC)				1		'		'				
Screening	53	47	33	32	32	46	33	50	38	29	20	15	42
Screening - Inconsistency	2	47	2	02	1	2	1	3	1	29	3	2	2
Screening - Inconsistency Screening - Lengthy Lines	17	22	15	15	20	19	17	15	8	10	4		16
Screening - Lengthy Lines Screening - Procedures/Process	34	21	15	17	11	25	15	30	29	15	12	13	23
Screening - Procedures/Process Screening - Retrieving Abandoned/Confise		41	15	17	1.1	20	10	2	23	10	12	10	23
Screening - Retireving Abandoned/Comision	Cated Itellis		- 1							2	1		
9	157	147	162	123	114	158	141	195	173	161	154	154	1,83
Advanced Imaging Technology (AIT)	137	147	102	123	114	130	141	133	173	101	134	134	1,00
Advanced Imaging Technology (AIT) - Ge													
Civil Rights	9	6	4	3	2	2	6	11	7	1	3	7	61
Civil Rights - Age	1	0	1	3			0	- 11	- 1	- 1	3		
Civil Rights - National Origin	1		1		1			1				2	
Civil Rights - Perceived Religion	1		ı		ı		1	1					
	2		1	3	4			0	2	1	2		
Civil Rights - Racial Profiling or Discrimina		6	ı	3	1	1	5	8	3	ı	3	3	38
Civil Rights - Screening of Religious Cultu		oniai items	4			-			2				
Civil Rights - Sex/Gender/Gender Identity			1			1		2	2			1	1
Civil Rights - Sexual Orientation - Not Tra		07	0.5	0.5	00	40	40	40		45	0.4	1	40
Customer Service	40	37	25	25	26	42	43	48	55	45	24	54	464
Customer Service - Others	2				1	2	2	4	4	3		2	20
Customer Service - TSO	38	37	25	25	25	40	41	44	51	42	24	52	444
Locks	10	9	11	8	8	13	6	9	12	7	12	11	116
Locks - General	1		4.4		0	40			40	1	40		44
Locks - Missing or Damaged Lock	9	9	11	8	8	13	6	9	12	6	12	11	114
Lost and Found	2				3	2	4	2		4	1	2	20
Lost and Found - Airport/TSA	2	0.4	07	0.4	3	2	4	2		4	1	2	20
Mishandling of Passenger Property	31	31	37	34	25	35	28	33	26	40	33	35	388
Mishandling of Passenger Property - Dam			3	4	0.4	2	4	1	1	1	5	2	28
Mishandling of Passenger Property - Dam		29	29	27	21	29	20	23	22	35	25	29	31
Mishandling of Passenger Property - Dam				1	1			1					
Mishandling of Passenger Property - Disa		2	5	2	3	4	4	8	3	4	3	4	40
Patdown	1	2	2	1	3	4	1	3	2	1	1	2	23
Patdown - Flyer	1	2	2	1	2	4		3	1	1	1	2	20
Patdown - Flyer as Observer							1		1				
Patdown - Non-Flyer					1								
Persons w/ Disabilities (PWD)	3	6	13	7	6	8	5	13	13	6	7	6	
Persons w/ Disabilities (PWD) - Assistive	Technology	6 1	13		6	8		13	13	6	7	6	
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism Sp	Technology pectrum		13	1	6		5	13	13	6	7	6	
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca	Technology pectrum ancer	1	13		6	1		13	13	6	7	6	
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g	Technology pectrum ancer general) Not Bro	1 east Cancer			6			13		6	7	6	
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (general Persons w/ Disabilities (PWD) - Cognitive	Technology pectrum ancer general) Not Bro	1 east Cancer			6	1		13	13	6	7		
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	Technology pectrum ancer general) Not Bro	1 east Cancer			6	1		13		6	7		
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism SI Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	Technology pectrum ancer general) Not Bro /Developments	1 east Cancer al /Mental Di	sability 2	1	1	1	1	13	2	1	1	1	
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism SI Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (Cancer (Technology pectrum ancer general) Not Bro //Development	1 east Cancer al /Mental Di	sability			1	1		2		1 1 1	1	
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism SI Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (c Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing II Persons w/ Disabilities (PWD) - Internal IV	Technology pectrum ancer general) Not Bro //Development	1 east Cancer al /Mental Di 1	sability 2	1	1	1	1		2	1	1	1	
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Capersons w/ Disabilities (PWD) - Cancer (gpersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal Notes of the persons w/ Disabilities (PWD) - Medical Expersons w/ Disabilities	Technology pectrum ancer general) Not Bra //Development mpairment 1 Devices - Attack	ast Cancer al /Mental Di 1	sability 2	1	1	1	1	3	2		1 1 1	1 1	
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Capersons w/ Disabilities (PWD) - Cancer (gpersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal Notes of the persons w/ Disabilities (PWD) - Medical Internal N	Technology pectrum ancer general) Not Bri //Development mpairment 1 Devices - Attack	ast Cancer al /Mental Di 1	sability 2 1 ody 4	1	1 1	1 1 2	1		1 2	1	1 1 1	1	1
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Capersons w/ Disabilities (PWD) - Cancer (QPersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal Mpersons w/ Disabilities (PWD) - Medical Inpersons w/ Disabilities (PWD) - Medical Inpersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	Technology pectrum ancer general) Not Bri //Development mpairment 1 Devices - Attack v Necessary Mediants (joint)	east Cancer al /Mental Di 1	sability 2 1 ody 4 2	1 1 2	1 1	2	1 1	3	1 2 1 1	1 1 1	1 1 1 1	1 1	1
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Capersons w/ Disabilities (PWD) - Cancer (gpersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal Notes of the persons w/ Disabilities (PWD) - Medical Internal N	Technology pectrum ancer general) Not Bri //Development mpairment 1 Devices - Attack v Necessary Mediants (joint)	ast Cancer al /Mental Di 1	sability 2 1 ody 4	1	1 1	1 1 2	1	3	1 2	1	1 1 1 1	1 1	1
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism SI Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (Cancer (Cancer)) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing II Persons w/ Disabilities (PWD) - Internal IV Persons w/ Disabilities (PWD) - Medical IV Persons w/ Disabilities (PWD) - Medical IV Persons w/ Disabilities (PWD) - Mobility IV Persons w/ Disabilities (PWD) - Mobility IV Persons w/ Disabilities (PWD) - Prosthesi	rechnology pectrum ancer general) Not Bro general) Not Bro general Devices - Attach v Necessary Me plants (joint) Disability (Nos/Amputees an	1 east Cancer al /Mental Di 1 need to the Bo	sability 2 1 ody 4 2	1 1 2	1 1	2	1 1	3	1 2 1 1	1 1 1	1 1 1 1	1 1	1
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism SI Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing II Persons w/ Disabilities (PWD) - Internal IN Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Medicall ID Persons w/ Disabilities (PWD) - Mobility ID Persons w/ Disabilities (PWD) - Mobility ID Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A	Technology pectrum ancer general) Not Bro pectrum ancer pectrum	al /Mental Di 1 med to the Bodication 1 d Casts 2	sability 2 1 ody 4 2	1 1 2	1 1 1	2	1 1	3 2 3	1 2 1 1	1 1 1	1 1 1 1	1 1	1 2
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism SI Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (CI Persons w/ Disabilities (PWD) - Cancer (CI Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medil Imp Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av	Technology pectrum ancer general) Not Bro //Development Devices - Attact // Necessary Me olants (joint) olants (joint) s/Amputees an 1 ersion (pain/tra	al /Mental Di 1 med to the Bodication 1 d Casts 2	sability 2 1 ody 4 2	1 1 2 1 1	1 1	2	1 1	3 2 3 1	1 2 1 1	1 1 1	1 1 1 1	1 1	1: 22
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism SI Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing II Persons w/ Disabilities (PWD) - Internal IN Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Medicall ID Persons w/ Disabilities (PWD) - Mobility ID Persons w/ Disabilities (PWD) - Mobility ID Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A	Technology pectrum ancer general) Not Bro //Development Devices - Attact // Necessary Me olants (joint) olants (joint) s/Amputees an 1 ersion (pain/tra	al /Mental Di 1 med to the Bodication 1 d Casts 2	sability 2 1 ody 4 2	1 1 2 1 1	1 1 1	1 1 2 1 2	1 1	3 2 3	1 2 1 1	1 1 1	1 1 1 1	1 1	11
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism SI Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (CI Persons w/ Disabilities (PWD) - Cancer (CI Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medil Imp Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av	Technology pectrum ancer general) Not Bri //Development 1 Devices - Attack / Necessary Mediants (joint) Disability (Nis/Amputees an 1 ersion (pain/trapairment	al /Mental Di 1 med to the Bodication 1 d Casts 2	sability 2 1 ody 4 2	1 1 2 1 1	1 1 1	1 1 2 1 2	1 1	3 2 3 1	1 2 1 1	1 1 1	1 1 1 1	1 1	1 2
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism SI Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing II Persons w/ Disabilities (PWD) - Hearing II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Medical II Persons w/ Disabilities (PWD) - Mobility II Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im	Technology pectrum ancer general) Not Bri //Development 1 Devices - Attack / Necessary Mediants (joint) Disability (Nis/Amputees an 1 ersion (pain/trapairment	east Cancer al /Mental Di 1 need to the Bo dication 1 d Casts 2	sability 2 1 ody 4 2	1 1 2 1 1	1 1 1	1 1 2 1 2	1 1	3 3 1	1 2 1 1 3	1 1 1	1 1 1 1	1 1 1 1	1 2
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism SI Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Mobility In Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im	rechnology pectrum ancer general) Not Bri //Development //Development //Devices - Attack // Necessary Me plants (joint) Disability (Ni s/Amputees an	east Cancer al /Mental Di 1 need to the Bo dication 1 d Casts 2	sability 2 1 ody 4 2	1 1 2 1 1	1 1 1	1 1 2 1 2	1 1	3 3 1	1 2 1 1 3 3	1 1 1	1 1 1 1	1 1 1 1	11 22
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism SI Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (Cancer (Cancer)) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing II Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items	rechnology pectrum ancer general) Not Bri //Development //Development //Devices - Attack // Necessary Me plants (joint) Disability (Ni s/Amputees an	east Cancer al /Mental Di 1 need to the Bo dication 1 d Casts 2	sability 2 1 ody 4 2	1 1 2 1 1	1 1 1	1 1 2 1 2	1 1	3 3 1	1 2 1 1 1 3 3 3 1	1 1 1	1 1 1 1	1 1 1 1	11, 12, 12, 12, 12, 13, 14, 15, 15, 15, 15, 15, 15, 15, 15, 15, 15
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism SI Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal Na Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Aw Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD)	Technology pectrum ancer general) Not Bri //Development //Development //Devices - Attack // Necessary Me plants (joint) Disability (Ni s/Amputees an	east Cancer al /Mental Di 1 need to the Bo edication 1 d Casts 2 uuma) 1	sability 2 1 bdy 4 2 4	1 1 2 1 1	1 1 1 1 1	1 1 2 1 2	1 1 2	3 2 3 1	1 2 1 1 1 3 3	1 1 1 3	1 1 1 1 1 2	1 1 1 1 2	2 6 6 6 1 13 8 2 2 2
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism SI Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Congritive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wheelcha Propibited & Permitted Items - Alcohol an Property - Special Handling Property - Special Handling	Technology pectrum ancer general) Not Bro or /Development Toevices - Attact or Necessary Me plants (joint) Disability (No si/Amputees an	east Cancer al /Mental Di 1 need to the Bo dication 1 d Casts 2 uma) 1	sability 2 1 bdy 4 2 4	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 24 3	1 1 1 2 1 2 1 2	1 1 2 2 31 4	3 2 3 1 2 2 2	1 2 1 1 1 3 3 3 1 1 1 27	1 1 1 3 3 37 4	1 1 1 1 1 2 2 34 6	1 1 1 1 2 2	11 12 2 11 11 11 11 11 11 11 11 11 11 11
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Capersons w/ Disabilities (PWD) - Cancer (QPersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Service Apersons w/ Disabilities (PWD) - Service Apersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcher Prohibited & Permitted Items - Alcohol and Property - Special Handling - Damaged Items - Special Handling - Damaged Items - Special Handling - Damaged Items - Damage	Technology pectrum ancer general) Not Bro //Development Devices - Attack Necessary Me olants (joint) Disability (No s/Amputees an 1 persion (pain/tra pairment 1 d Tobacco 41 3 11	east Cancer al /Mental Di 1 med to the Bodication 1 d Casts 2 numa) 1 32 5 6	1	1 1 1 2 1 1	1 1 1 1 1 1 24 3 8	1 1 1 2 1 2 1 33 3 6	1 1 1 2 2 31 4 6	3 2 3 1 2 2 2 40 5 12	1 2 1 1 3 3 1 1 1 27 2 4	1 1 1 3 37 4 6	1 1 1 1 1 2 34 6	1 1 1 1 1 1 2 2 23 3 4	2 6 6 6 6 11 13 8 2 2 1 11 14 14 14 14 14 14 14 14 14 14 14 1
Persons w/ Disabilities (PWD) - Assistive Persons w/ Disabilities (PWD) - Autism SI Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Congritive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items - Alcohol an Property - Special Handling Property - Special Handling	Technology pectrum ancer general) Not Bri gripher in the properties of the propertie	east Cancer al /Mental Di 1 need to the Bo dication 1 d Casts 2 uma) 1	sability 2 1 bdy 4 2 4	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 24 3	1 1 1 2 1 2 1 2	1 1 2 2 31 4	3 2 3 1 2 2 2	1 2 1 1 3 3 1 1 1 27 2 2	1 1 1 3 3 37 4	1 1 1 1 1 2 2 34 6	1 1 1 1 2 2 23 3	93 1 2 2 2 6 6 6 6 4 4 2 2 1 3 8 8 2 1 1 1 4 4 2 2 2 1 1 1 1 1 1 1 1 1 1 1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Request for Assistance - Other									1			1	2
Screening	19	24	22	12	17	19	17	36	29	20	39	13	267
Screening - Inconsistency	4	3	2	1	1	2				1	1		15
Screening - Lengthy Lines	6	6	2	1	3	3	5	13	12	7	9	2	69
Screening - Procedures/Process	7	13	18	9	12	12	11	21	16	11	28	11	169
Screening - Retrieving Abandoned/Confis	2			1		1		1	1	1			7
Screening - Security Breach		2			1	1	1	1			1		7

ategories	10-Oct	11-Nov	12-Dec	01-Jar	1 02-F	eb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATW	5		5	5	6	8	5	3		3	4	4	5	53
2016					1	5	1	1		2		1	2	13
Mishandling of Passenger Property					1	4	1	1		1		1	2	11
Mishandling of Passenger Property - Dama	aged/Missin	g Items	Carry-on L	uggage		2								2
Mishandling of Passenger Property - Dama	aged/Missin	g Items	Checked E	Baç	1	2	1	1		1		1	1	8
Mishandling of Passenger Property - Disar	rayed Items	Carry-c	on or Chec	ked									1	1
Persons w/ Disabilities (PWD)						1								1
Persons w/ Disabilities (PWD) - Diabetes						1								
Screening										1				1
Screening - Procedures/Process										1				1
2017			1		3	1	2				1		1	9
Customer Service					1									1
Customer Service - TSO					1									1
Mishandling of Passenger Property			1		1		2				1			5
Mishandling of Passenger Property - Dama	aged/Missir		1		1		2				1			
Persons w/ Disabilities (PWD)	-					1								
Persons w/ Disabilities (PWD) - Service A	nimals					1								
Property - Special Handling													1	1
Property - Special Handling - Damaged Ite	ms - Check	ed											1	1
Screening					1									1
Screening - Procedures/Process					1									4
2018	1		3	3	1		2			1	2	3		16
Civil Rights											1			1
Civil Rights - Racial Profiling or Discrimina	tion										1			1
Customer Service							1					1		2
Customer Service - TSO							1					1		2
Locks					1									1
Locks - Missing or Damaged Lock					1									1
Mishandling of Passenger Property			2	1						1	1	1		6
Mishandling of Passenger Property - Dama	aged/Missir		2	1							1	1		
Mishandling of Passenger Property - Disar										1				
Patdown	1	ourry c	711 OI OIIOO	tou										
Patdown - Flyer	1													
Property - Special Handling			1	2								1		
Property - Special Handling - Missing Item	s - Carry-Or											1		
Property - Special Handling - Missing Item			1	2								'		3
Screening	3 - Official		1				1							
Screening - Procedures/Process							1							1
2019	4		1	2	1	2		2			1		2	15
Customer Service	1		•		•						'			10
Customer Service - TSO	1													1
Mishandling of Passenger Property	2					1		1			1		2	7
Mishandling of Passenger Property - Dam	1					1		1			1		2	5
Mishandling of Passenger Property - Disa	1					- 1		1			- '			2
Property - Special Handling	ļ		1	1		1		1						
	o Cormi O		I	1		1		1						
Property - Special Handling - Missing Item			4	1		- 1		1						3
Property - Special Handling - Missing Item			1	1	1			1						
Screening Screening - Inconsistency	1			1	1									3
ocreening - inconsistency				1										7

			ISA Conta	a center (CC) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ATY	1	2	1	1					2	2		1	10
2017	1			1					1			1	4
Customer Service									1				1
Customer Service - TSO									1				1
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest	ic											1	1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Screening				1									1
Screening - Inconsistency				1									1
2018			1						1	2			4
Mishandling of Passenger Property			1						1	1			3
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	1							1			2
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	1					1				1
Screening										1			1
Screening - Procedures/Process										1			1
2019		2											2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dam	aged/Missii	1											1
Screening		1											1
Screening - Procedures/Process		1											1

10/10/11/11/11/11/11/11/11/11/11/11/11/1													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AUG							1			2	1		4
2017											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - I	Disarrayed Item	sCarry-or	or Checke	d							1		1
2018										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - I	Damaged/Missi	ng ItemsC	hecked Ba	ggage						1			1
2019							1			1			2
Customer Service							1						1
Customer Service - TSO							1						1
Screening										1			1
Screening - Lengthy Lines										1			1

pries	10-Oct 1	1-Nov 1	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar 0	4-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
nies	10-001	122	12-Dec 0	106	2-reb 0 110	145	4-Apr 171	175	174	174	149	130	1,0
2016	100		120	26	27	35	41	38	42	35	36	41	.,,
Civil Rights								1		3		4	
Civil Rights - Racial Profiling or Discrimina	ation							1		1		3	
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der								1			
Civil Rights - Transgender Screening										1		1	
Customer Service				4	5	10	5	10	10	4	12	2	
Customer Service - CSM				1									
Customer Service - Others								1			1		
Customer Service - TSO				3	5	10	5	9	10	4	11	2	
Identification (ID) Requirements						1							
Identification (ID) Requirements - Domesti	С					1							
Locks				1	2	2	1	2		3	2	2	
Locks - Missing or Damaged Lock				1	2	2	1	2	00	3	2	2	
Mishandling of Passenger Property	agad/Missing I	omo Corr	v on Lua	17	12	17	21	14	22	13	15	20	
Mishandling of Passenger Property - Dam				2 15	44	2	3	2	2	40	45	3	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam					11	13	16 1	10	18	13	15	13	
Mishandling of Passenger Property - Disar				yaye	1	2	1	2	2			4	
Patdown	nayed itemsc	arry-orr or	CHECKEU				1	1	3	4	2	3	
Patdown - Flyer							1	1	3	4	2	3	
Persons w/ Disabilities (PWD)				3	2	2	1	1	1	3	2	1	
Persons w/ Disabilities (PWD) - Diabetes				3			- 1	1	1	3			
Persons w/ Disabilities (PWD) - General						1	1		'				
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication ar	nd Medical S	unnlies		- '	- 1	1					
Persons w/ Disabilities (PWD) - Metal Imp		dication ai	ia ivicaldal c	1									
Persons w/ Disabilities (PWD) - Mobility D		/heelchair	or Scoot	1	1	1							
Persons w/ Disabilities (PWD) - Ostomy/C		VIICCICITALI	01 00001	'	'						1		
Persons w/ Disabilities (PWD) - Prosthesis		d Casts		1						1			
Persons w/ Disabilities (PWD) - Respirato					1								
Persons w/ Disabilities (PWD) - Touch Ave										1			
Persons w/ Disabilities (PWD) - Wheelcha										1	1	1	
Request for Assistance		5 ,								1			
Request for Assistance - Wounded Warrio	or (MSIJSOC)									1			
Screening	,			1	6	3	12	9	6	4	3	9	
Screening - Inconsistency							2	2	1	2		2	
Screening - Lengthy Lines					4	1	7	3	1		1	2	
Screening - Procedures/Process				1	1	2	3	3	4	2	2	5	
Screening - Security Breach						_							
co.cog cooding brodon				'	1			1					
	32	52	40	31		28	41	1 51	48	41	39	35	
	32	52	40		1				48	41	39	35	
2017		52	40		1			51	48	41	39	35	
017 Advanced Imaging Technology (AIT)		52	40		1			51	48	41	39	35	
017 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye	er		40		1			51 1					
017 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flyd Civil Rights	er		40		1			51 1			4		
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights	er		40		1			51 1		3	4		
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns	er 1		40		1			51 1		3	4		
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin	er 1	1	40		1			51 1 1	1	3	1	3	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina	er 1	1	40		1			51 1 1	1	3	1	1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service	er 1	1	40		1			51 1 1	1	3	1	1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM	er 1 1 1 Not Transgen	1 1 der		31	1 25	28	41	51 1 1 1	1 1 7	3 1 2	1 2	1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others	er 1 1 Not Transgen	1 1 der 13	8	31 5	1 25	28	10	51 1 1 1 1	1 7 2	3 1 2 8	4 1 1 2	1 1 1 8	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO	er 1 1 1 Not Transgen	1 1 der 13		31	1 25	28	41	51 1 1 1	1 1 7	3 1 2	4 1 1 2 8	1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements	1 1 Not Transgend	1 1 der 13	8	31 5	1 25	28	10	51 1 1 1 1	1 7 2	3 1 2 8	4 1 1 2	1 1 1 8	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO	1 1 Not Transgend	1 1 der 13	8	31 5	1 25	28	10	51 1 1 1 1	1 7 2	3 1 2 8	4 1 1 2 8	1 1 1 8	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti	1 1 Not Transgend	1 1 der 13 13 1	8	31 5	1 25	28	10	51 1 1 1 1	1 1 7 2 5	3 1 2 8	4 1 1 2 8 8	1 1 1 8 8	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domestit Locks Locks - General	1 1 Not Transgender 10 10 c 2	1 1 1 1 1 3 1 1 1 1 3 3	8	5 1 4	1 25	28	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 7 2 5	3 1 2 8 8	4 1 1 2 8 8	3 1 1 1 8 8	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock	1 1 Not Transgender 10 10 10 c	1 1 der 13 13 1 1 1	8	5 1 4	1 25	28	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 7 2 5	3 1 2 8	4 1 1 2 8 8	1 1 1 8 8	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Facial Profiling or Discriming Civil Rights - Transgender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	1 1 Not Transgender 10 10 c 2	1 1 1 1 1 3 1 1 1 1 3 3	8 8	5 1 4	1 25	7 7	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 7 2 5	3 1 2 8 8	8 8 8 1 1	3 1 1 1 8 8	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Transgender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found	1 1 10 10 c 2	1 1 der 13 1 1 1 3 3 3 3	8 8 1 1 1	5 1 4	1 25 6 1 5	7 7 1 1 1	10	51 1 1 1 1 10 10	1 1 7 2 5	3 1 2 8 8	4 1 2 8 8 1 1 1	3 1 1 1 8 8 8	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discriminal Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - CSM Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 Not Transgener 10 10 cc 2 2 12	1 1 der 13 13 1 1 3 3 3 2 2 1	8 8 1 1 1 13	5 1 4 2 2	1 25 6 1 5	7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 7 2 5 3 1 2	3 1 2 8 8 1 1	8 8 8 1 1 1	3 1 1 1 8 8	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimine Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property	1 1 Not Transgend 10 10 c 2 2 2 2 42 aged/Missin	1 1 der 13 13 1 1 1 3 3 3 2 1 3 3	8 8 1 1 1 13 1	5 1 4 2 2 2 15 1	1 25 6 1 5	7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 10 2 2 12	1 1 1 1 1 10 10 11 17	1 7 2 5 3 1 2	3 1 2 8 8 1 1 1 15	8 8 8 1 1 1 1	1 1 1 8 8 8	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 der 13 13 1 1 1 3 3 3 3 15	8 8 1 1 1 13	5 1 4 2 2	6 1 5	7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10	51 1 1 1 1 10 10	1 7 2 5 3 1 2	3 1 2 8 8 1 1	8 8 8 1 1 1	3 1 1 1 8 8 8	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 10 10 c 2 2 2 aged/Missii 11 aged/Missii	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 8 1 1 13 1 11	5 1 4 2 2 2 15 1	1 25 6 1 5 5 15 2 11 1 1	7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 10 2 2 12	51 1 1 1 1 10 10 10 11 17	1 7 2 5 3 1 2 15 1 10	3 1 2 8 8 1 1 15 11	8 8 8 1 1 1 1 1 1 9	1 1 1 8 8 8	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimine Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service - CSM Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 8 1 1 1 13 1 11	5 1 4 2 2 2 15 1 14	1 25 6 1 5 2 11 1 1 1	7 7 1 1 1 1 1 1 1 1 1 1 2	10 10 2 2 12 11	51 1 1 1 1 10 10 10 17 17	1 1 7 2 5 3 1 2 15 1 10	8 8 8 1 1 15 11 11	8 8 8 1 1 1 1 1 13 2 9	3 1 1 1 1 8 8 8 2 1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 der 13 13 1 1 3 3 15 1 1 2 2 2	8 8 1 1 1 13 1 11 11 19	5 1 4 2 2 2 2 15 1 14	1 25 6 1 1 5 2 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 7 1 1 14 1 11 2 3	10 10 2 2 12 11 1 4	10 10 17 11 10 10 10 11 17	1 7 2 5 3 1 2 15 1 10 4 3	3 1 2 8 8 1 1 1 15 1 11 11	8 8 8 1 1 1 1 1 1 2 9	3 1 1 1 1 8 8 8 2 1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimine Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Solution (Passenger Property Mishandling of Passenger Property - Dam	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 8 1 1 1 13 1 11	5 1 4 2 2 2 15 1 14	1 25 6 1 5 2 11 1 1 1	7 7 1 1 1 1 1 1 1 1 1 1 2	10 10 2 12 11 1 4 3	51 1 1 1 1 10 10 10 17 17	1 7 2 5 3 1 2 15 1 10 4 3 2	8 8 8 1 1 15 11 11	8 8 8 1 1 1 1 1 13 2 9	3 1 1 1 1 8 8 8 2 1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Flyer Patdown - Flyer	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 der 13 13 1 1 3 3 15 1 1 2 2 2	8 8 1 1 1 13 1 11 11 19	5 1 4 2 2 2 2 15 1 14	1 25 6 1 1 5 2 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 7 1 1 14 1 11 2 3	10 10 2 2 12 11 1 4	10 10 10 11 17 11 6 2	1 7 2 5 3 1 2 15 1 10 4 3	3 1 2 8 8 1 1 1 15 1 11 11	8 8 8 1 1 1 1 1 1 2 9	3 1 1 1 1 8 8 8 2 1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Flyer Patdown - Flyer	1 1 Not Transgend 10 10 c 2 2 2 aged/Missil 11 aged/Missil 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 8 1 1 13 1 11 11 9 9	5 1 4 2 2 2 15 1 14	1 25 6 1 5 2 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 7 1 1 14 1 11 2 3 3	10 10 2 2 11 11 1 4 3 1	51 1 1 1 1 10 10 10 11 17 11 6 2 1	1 7 2 5 3 1 2 15 1 10 4 3 2 1	3 1 2 8 8 8 1 1 15 1 11 3 3 3	4 1 1 2 8 8 8 1 1 1 1 1 1 1 2 9 2 3 3 3 3	3 1 1 1 8 8 8 2 1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 der 13 13 1 1 3 3 15 1 1 2 2 2	8 8 1 1 1 13 1 11 11 19	5 1 4 2 2 2 2 15 1 14	1 25 6 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 7 1 1 14 1 11 2 3	10 10 2 12 11 1 4 3	10 10 10 11 17 11 6 2	1 7 2 5 3 1 2 15 1 10 4 3 2	3 1 2 8 8 1 1 1 15 1 11 11	8 8 8 1 1 1 1 1 1 2 9	3 1 1 1 1 8 8 8 2 1 1 1	
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Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flyt Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Ceneral Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Prostnesi Persons w/ Disabilities (PWD) - Service A	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 3 1 3 3 1 5 1 2 2 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 8 1 1 1 13 1 11 1 9 9	5 1 4 2 2 2 15 1 14 4 4 4	1 25 6 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 10 2 12 11 1 4 3 1	51 1 1 1 1 10 10 10 11 17 11 6 2 1 1 1 5	1 7 2 5 3 1 2 15 1 10 4 3 2 1	8 8 8 1 1 15 11 11 3 3 3	4 1 1 2 8 8 1 1 1 1 1 1 1 2 9 2 3 3 3	3 1 1 1 1 8 8 8 2 1 1 1 1 5 1 1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flyt Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesti Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Ave	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 8 1 1 1 13 1 11 1 9 9	5 1 4 2 2 2 15 1 14 4 4	1 25 6 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 10 2 2 12 11 1 4 3 1	51 1 1 1 10 10 11 17 11 6 2 1 1 5 1	1 7 2 5 3 1 2 15 1 10 4 3 2 1	8 8 8 1 1 15 11 11 3 3 3	4 1 1 2 8 8 1 1 1 1 1 1 1 2 9 2 3 3 3	3 1 1 1 1 8 8 8 8 2 1 1 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
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Outronic			A Contact C		•								
Categories	10-Oct 11	I-Nov 1	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar		<u> </u>	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Demograd It	toma Carni On						8	10	13	6	3	1	<u>46</u> 5
Property - Special Handling - Damaged It Property - Special Handling - Damaged It								4	3	1	2		11
Property - Special Handling - Missing Iter							1	2	2	1			6
Property - Special Handling - Missing Iter							7	3	7	3		4	24
Screening	5	8	5	3	2	2	2	4	4	4	5		44
Screening - Crew Member or Airline Emp	loyee									1			1
Screening - Inconsistency		1						1			1		3
Screening - Lengthy Lines		1	1	1				1					4
Screening - Procedures/Process	2	6	4	2	2	2	2	2	4	3	4		33
Screening - Retrieving Abandoned/Confis													1
Screening - Security Breach 2018	2 38	37	44	23	30	47	52	52	47	61	41	25	497
Civil Rights	2	31	44	1	30	1	2	52	2	4	3		19
Civil Rights - Age				'		- '			1				1
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns	1					1	1						3
Civil Rights - Perceived Religion				1									1
Civil Rights - Racial Profiling or Discrimin							1			3	2		7
Civil Rights - Sex/Gender/Gender Identity		der								1	1	2	4
Civil Rights - Sexual Orientation - Not Tra	1												1
Civil Rights - Transgender Screening						40			1	10			1
Customer Service	5	11	6	2	8	10	8	9	11	13	6	3	92
Customer Service - Others Customer Service - TSO	5	10	1 5	2	8	10	8	9	11	11	6	3	88
Identification (ID) Requirements	 	10	1		U	10	O	9	- 11	- 11	0	. 3	1
Identification (ID) Requirements - Domest	l		1										1
Locks	1	2	3	1	2	3	1	3	1	1	1	3	22
Locks - General		•			1								1
Locks - Missing or Damaged Lock	1	2	3	1	1	3	1	3	1	1	1	3	21
Lost and Found		2							1				3
Lost and Found - Airport/TSA		2							1				3
Mishandling of Passenger Property	12	11	15	7	7	15	13	13	13	14	8	6	134
Mishandling of Passenger Property - Dan			1				3	4	2	1		_	12
Mishandling of Passenger Property - Dam		10	12	7	6	14	8	8	8	9	7	5	
Mishandling of Passenger Property - Dan				gage	4	- 4	1		2	1	4	1	2
Mishandling of Passenger Property - Disa Patdown	3 5	2	3		1	1	1 5	3	<u>3</u>	3	1		18 27
Patdown - Flyer	5	2	2				5	3	1	4	2		25
Patdown - Flyer as Observer	, , , , , , , , , , , , , , , , , , ,										1		1
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	1			4	3	3	2	4	7	4	6		34
Persons w/ Disabilities (PWD) - Autism S	pectrum								1				1
Persons w/ Disabilities (PWD) - Cognitive		al /Mental E	Disability	1									1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dress	ings/Masks	S					1					1
Persons w/ Disabilities (PWD) - General	Davisas Attack) l						1	1	4		2
Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically		ed to the E	sody	1				1	1	1	1		1 6
Persons w/ Disabilities (PWD) - Metal Im				ı					2				2
Persons w/ Disabilities (PWD) - Mobility I		/heelchair	or Scooter)		2			1	2	1	3		9
Persons w/ Disabilities (PWD) - Prosthes			,			1							1
Persons w/ Disabilities (PWD) - Touch Av	/ersion (pain/tra	uma)		1	1			1					3
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Seg	gway		1		1	1			1	1		5
Persons w/ Disabilities (PWD) - Wounded						1							1
Property - Special Handling	8	5	9	3	5	8	5	9	3	11	5		75
Property - Special Handling - Damaged It			1	1		1	1	1	1	2		1	11
Property - Special Handling - Damaged It		2	2		3	3	1	3		1	3		22
Property - Special Handling - Missing Iter		2	1	1	2	1	2	2	1	1	1		13
Property - Special Handling - Missing Iter Screening	7 3 4	3 4	5 7	1 5	5	7	1 16	3 11	8	7 10	9	2	29 90
Screening - Inconsistency	1	7	ı	J	J	- 1	1	1.1	2	10	9	4	4
Screening - Lengthy Lines	<u> </u>	1			2		6	3	1	4	1	1	19
Screening - Procedures/Process	3	3	7	4	3	7	9	8	4	6	6		62
Screening - Retrieving Abandoned/Confis				1					1				2
Screening - Security Breach											2		3
2019	39	33	36	26	28	35	37	34	37	37	33		404
Civil Rights	1	1	1	1	1			1	2	2	3		15
Civil Rights - Hair Patdowns	Lation		1	4				1				1	3
Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity		1		1	1				1	2	1	1	6
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	1	1							1				2
Customer Service	5	8	4	4	9	7	7	7	5	4	7	4	71
Customer Service - Others							,	,			1		1
Customer Service - TSO	5	8	4	4	9	7	7	7	5	4	6	4	
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	tic				1								1
Locks		1	1	3		2	2	3	4	1	3		23
Locks - Missing or Damaged Lock		1	1	3		2	2	3	4	1	3		23
Mishandling of Passenger Property	9	4	12	7	3	8	12	10	11	11	7	5	99
Mishandling of Passenger Property - Dam				1		1	4.4		2				4
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa		2	9	2	2 1	6 1	<u>11</u> 1	8	7 2	8	6		72 23
Patdown	2	2	3	1	1	4	2	2	1	2			23
Patdown - Flyer	2	2		1	1	4	2	1	1	2			20
···· · · · · · · ·						-						'	

		1	SA Contac	ct Center (1	CC) Data	Tool - FOIA							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer								1					
Persons w/ Disabilities (PWD)	4	2	5	2		2	3	3	2	3	3	4	3
Persons w/ Disabilities (PWD) - Autism S	pectrum											1	
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Menta	al Disability					1		1			
Persons w/ Disabilities (PWD) - Diabetes							1		1			1	
Persons w/ Disabilities (PWD) - General		1		1									
Persons w/ Disabilities (PWD) - Internal N	2							1					
Persons w/ Disabilities (PWD) - Medically	1	1	1					1				2	
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)								1				
Persons w/ Disabilities (PWD) - Mobility [1		2	1						1	1		
Persons w/ Disabilities (PWD) - Service A	nimals		1							1			
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)									1		
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway	1			2	2				1		
Property - Special Handling	9	10	7	5	7	6	7	7	8	10	7	7	
Property - Special Handling - Damaged Ite	2	2			1		1			3	1	2	
Property - Special Handling - Damaged Ite	2	3	2	1	3	4	2	1	1	1	2	4	
Property - Special Handling - Missing Iten	ns - Carry-C	2	3	1			1	2	3	2			
Property - Special Handling - Missing Iten	5	3	2	3	3	2	3	4	4	4	4	1	
Screening	9	5	6	3	6	6	4	1	4	4		3	
Screening - Inconsistency	3					1							
Screening - Lengthy Lines	3				1			1	1				
Screening - Procedures/Process	3	5	6	3	5	4	3		3	3		3	
Screening - Retrieving Abandoned/Confis	cated Items					1				1			
Screening - Security Breach							1						

	10_Oot 44		Contact Ce		•		I_Apr 4	15_May 24	Lun 4	07_ 111	08-4	00-500	Total
ories	10-Oct 11 20	-Nov 12 12	2-Dec 01- 14	Jan 02 5	2-Feb 03 9	-Mar 04 22	l-Apr (05-May 06 17	3-Jun (16	07-Jul 15	08-Aug 11	09-Sep 17	Total 16
2016		-		•	2	5	1	3	3	3	2	5	2
Civil Rights					1	1	1					1	
Civil Rights - Racial Profiling or Discrimina	ition				1	1	1					1	
Customer Service						1		2	2		1		
Customer Service - Others						1							
Customer Service - TSO								2	2		1		
Locks									1			1	
Locks - Missing or Damaged Lock									1			1	
Mishandling of Passenger Property					1	2		1		1		3	
Mishandling of Passenger Property - Dam					1	2		1		1		2	
Mishandling of Passenger Property - Disar	rayed ItemsC	arry-on or C	Checked									1	
Patdown						1				1			
Patdown - Flyer						1				1			
Screening										1	1		
Screening - Procedures/Process											1		
Screening - Security Breach	4	_	•			-	_	•		1			
Civil Rights	4	6	3	1	1	7	3	3	5	2	3	4	
-							1				1		
Civil Rights - Racial Profiling or Discrimina							1	1			1		
Civil Rights - Sex/Gender/Gender Identity	1	0	4	4		4			0	4			
Customer Service		2	1	1		1			2	1	1		
Customer Service - TSO	•	2	1	1		1			2	1	1		
Mishandling of Passenger Property	3	2				2			1		1		
Mishandling of Passenger Property - Dama		1											
Mishandling of Passenger Property - Dam	3	1				2			1		1		
Patdown						1							
Patdown - Flyer						1							
Persons w/ Disabilities (PWD)		1				1							
Persons w/ Disabilities (PWD) - Cancer (g						1							
Persons w/ Disabilities (PWD) - Medically	Necessary	1											
Property - Special Handling							1	2	1			1	
Property - Special Handling - Damaged Ite								1					
Property - Special Handling - Damaged Ite									1				
Property - Special Handling - Missing Item	s - Checked						1	1				1	
Screening		1	2		1	2	1		1	1		3	
Screening - Inconsistency			1						1	1			
Screening - Procedures/Process		1	1		1	2	1					3	
018	11	2	7	2	3	5	2	6	6	9	2	2	
Civil Rights	1			1									
Civil Rights - Racial Profiling or Discrimina	1												
Civil Rights - Sex/Gender/Gender Identity-	Not Transgend	er		1									
Customer Service	2		3					1	1			1	
Customer Service - Others			1										
Customer Service - TSO	2		2					1	1			1	
Locks	1							1					
Locks - Missing or Damaged Lock	1							1					
Mishandling of Passenger Property	1		1	1	1		1	2	2	3			
Mishandling of Passenger Property - Dam		emsC	1										
Mishanding of Lassenger Librerty - Dame	aged/Missing Ite								4				
	aged/Missing Ite 1			1	1		1	1	1	2			
Mishandling of Passenger Property - Dam	1		Checked	1	1		1	1	1	1			
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar	1		Checked	1	1		1						
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties	1 rayed ItemsC		Checked	1	1		1 1 1						
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera	1 rayed ItemsC		Checked	1		1	1				1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown	1 rrayed ItemsCa al 1		Checked	1	2		1	1	1		1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Flyer	1 rayed ItemsCa			1		1 1	1	1	1				
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 rrayed ItemsCa al 1		1	1	2		1	1	1				
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In	1 rrayed ItemsCa al 1		1 1	1	2	1	1	1	1 1 1	1	1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genere Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Property - Special Handling	1 rrayed ItemsCa al 1		1 1 1	1	2		1	1	1				
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genere Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Property - Special Handling Property - Special Handling	1 rrayed ItemsC: al 1 1 npairment 1 1		1 1	1	2	1	1	1	1 1 1	1	1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genere Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	1 rrayed ItemsCi al 1 1 npairment 1 s - Carry-On		1 1 1	1	2	1	1	1	1 1 1 2	1	1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genere Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	1 rrayed ItemsCal al 1 1 npairment 1 s - Carry-On s - Checked	arry-on or C	1 1 1 1	1	2	1 1	1	1 1 1	1 1 1	1 1	1	4	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	1 rrayed ItemsCal al 1 1 npairment 1 s - Carry-On s - Checked 4		1 1 1 1 1 1	1	2	1	1	1	1 1 1 2	1 1 1 5	1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	1 rrayed ItemsC. al 1 1 1 npairment 1 s - Carry-On s - Checked 4 1	arry-on or C	1 1 1 1 1	1	2	1 1 3	1	1 1 1	1 1 1 2	1 1 5 1	1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	1 rrayed ItemsC: al 1 1 npairment 1 s - Carry-On s - Checked 4 1 1	arry-on or C	1 1 1 1 1 1	1	2	1 1 3 1	1	1 1 1	1 1 1 2	1 1 5 1 1	1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genere Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1 rrayed ItemsCa al 1 1 npairment 1 s - Carry-On s - Checked 4 1 1 1	arry-on or C	1 1 1 1 1 1	1	2	1 1 3	1	1 1 1	1 1 1 2	1 1 5 1	1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genere Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach	1 rrayed ItemsCa al 1 1 npairment 1 s - Carry-On s - Checked 4 1 1 1 1	2 1 1	1 1 1 1 1 1		2 2	1 1 3 1 2	1 1	1 1 1	1 1 1 2 2 2	1 1 5 1 1 3	1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach	1 rrayed ItemsCa al 1 1 npairment 1 s - Carry-On s - Checked 4 1 1 1	arry-on or C	1 1 1 1 1 1	2	2 2 2	1 1 3 1	1	1 1 1	1 1 1 2	1 1 5 1 1	1 1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach	1 rrayed ItemsCal al 1 1 npairment 1 s - Carry-On s - Checked 4 1 1 1 5	2 1 1	1 1 1 1 1 1		2 2	1 1 3 1 2	1 1	1 1 1	1 1 1 2 2 2	1 1 5 1 1 3	1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach O19 Civil Rights Civil Rights - Racial Profiling or Discrimina	1 rrayed ItemsCal al 1 1 npairment 1 s - Carry-On s - Checked 4 1 1 1 5	2 1 1	1 1 1 1 1 1		2 2 2	1 1 3 1 2	1 1	1 1 1	1 1 1 2 2 2	1 1 5 1 1 3	1 1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 191 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening	1 rrayed ItemsCa al 1 1 1 npairment 1 s - Carry-On s - Checked 4 1 1 1 5 stition	2 1 1	1 1 1 1 1 1 1		2 2 2	1 1 1 3 1 2 5	1	1 1 1 5	1 1 1 2 2 2	1 1 5 1 1 3	1 1 1 4 2 1 1 1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach O19 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service	1 rrayed ItemsCal al 1 1 npairment 1 s - Carry-On s - Checked 4 1 1 1 5	2 1 1	1 1 1 1 1 1		2 2 2	1 1 3 1 2	1 1	1 1 1	1 1 1 2 2 2	1 1 5 1 1 3	1 1	1 6	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 1919 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others	1 rrayed ItemsCa al 1 1 1 npairment 1 s - Carry-On s - Checked 4 1 1 1 5 stion	2 1 1	1 1 1 1 1 1 1 4		2 2 2	1 1 3 1 2 5 5	1	1 1 1 5	1 1 1 1 2 2	1 1 5 1 1 3	1 1 1 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 2 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Genera Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Screening - Procedures/Process Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO	1 rrayed ItemsCa al 1 1 1 npairment 1 s - Carry-On s - Checked 4 1 1 1 5 stition	2 1 1	1 1 1 1 1 1 1		2 2 3 1	1 1 1 3 1 2 5	1	1 1 1 5	1 1 1 2 2 2	1 1 5 1 1 3	1 1 1 4 2 1 1 1	1 6	,
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Locks	1 rrayed ItemsCa al 1 1 1 npairment 1 s - Carry-On s - Checked 4 1 1 1 5 stion	2 1 1	1 1 1 1 1 1 1 4		2 2 2 3 1	1 1 3 1 2 5 5	1	1 1 1 5	1 1 1 1 2 2	1 1 5 1 1 3	1 1 1 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 2 1	,
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 1019 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	1 rrayed ItemsCa al 1 1 1 npairment 1 s - Carry-On s - Checked 4 1 1 1 5 stion	2 1 1 1	1 1 1 1 1 1 4	2	2 2 3 1	1 1 3 1 2 5 5	1	1 1 1 5	1 1 1 1 2 2	1 1 5 1 1 3	1 1 1 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 2 1	,
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1 rrayed ItemsC: al	2 1 1 1	1 1 1 1 1 1 1 4	2	2 2 2 3 1	1 1 3 1 2 5 5	1	1 1 1 5	1 1 1 1 2 2	1 1 5 1 1 3	1 1 1 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 2 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Security Breach 1019 Civil Rights Civil Rights - Racial Profiling or Discriminal Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property	1 rrayed ItemsC. al 1 1 1 npairment 1 1 s - Carry-On s - Checked 4 1 1 1 5 stition 2	2 1 1 1 1 1 emsC	1 1 1 1 1 1 4	2	2 2 2 3 1	1 1 3 1 2 5 5	1	1 1 1 5	1 1 1 1 2 2	1 1 5 1 1 3	1 1 1 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 2 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Security Breach 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam- Mishandling of Passenger Property - Dam-	1 rrayed ItemsC. al 1 1 1 npairment 1 1 s - Carry-On s - Checked 4 1 1 1 5 stition 2	2 1 1 1	1 1 1 1 1 1 1 4	2	2 2 2 3 1	1 1 3 1 2 5 5	1	1 1 1 5	1 1 1 1 2 2	1 1 1 5 1 1 3	1 1 1 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 2 1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown	1 rrayed ItemsC. al 1 1 1 npairment 1 1 s - Carry-On s - Checked 4 1 1 1 5 stition 2	2 1 1 1 1 1 emsC	1 1 1 1 1 1 1 4	2	2 2 2 3 1	1 1 3 1 2 5 5	1	1 1 1 5	1 1 1 1 2 2	1 1 1 5 1 1 3 3 1 1	1 1 1 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 2 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2	•
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Security Breach 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam- Mishandling of Passenger Property - Dam-	1 rrayed ItemsC. al 1 1 1 npairment 1 1 s - Carry-On s - Checked 4 1 1 1 5 stition 2	2 1 1 1 1 1 emsC	1 1 1 1 1 1 1 4	2	2 2 2 3 1	1 1 3 1 2 5 5	1	1 1 1 5	1 1 1 1 2 2	1 1 1 5 1 1 3	1 1 1 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 2 1 1 1	•
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown	1 rrayed ItemsC. al 1 1 1 npairment 1 1 s - Carry-On s - Checked 4 1 1 1 5 stition 2	2 1 1 1 1 1 emsC	1 1 1 1 1 1 1 4	2	2 2 2 3 1	1 1 3 1 2 5 5	1	1 1 1 5	1 1 1 1 2 2	1 1 1 5 1 1 3 3 1 1	1 1 1 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 2 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2	•
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer	1 rrayed ItemsC. al 1 1 1 npairment 1 1 s - Carry-On s - Checked 4 1 1 1 5 stition 2	2 1 1 1 1 1 emsC	1 1 1 1 1 1 1 4	2	2 2 2 3 1	1 1 3 1 2 5 1 1 1	1	1 1 5 1 1	1 1 1 1 2 2	1 1 1 5 1 1 3 3 1 1	1 1 1 1 2 1 1 1	1 6 2 1 1 1 2 2 2 2 2	,
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Security Breach 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 rrayed ItemsC: al 1 1 1 npairment 1 s - Carry-On s - Checked 4 1 1 5 ntion 2 2 aged/Missing Item	2 1 1 1 4 1 emsC 1	1 1 1 1 1 1 1 4	2	2 2 2 3 1	1 1 3 1 2 5 1 1 1	1	1 1 1 1 5	1 1 1 1 2 2	1 1 1 5 1 1 3 3 1 1	1 1 1 1 1 4 2 1 1 1	1 6 2 1 1 1 2 2 2 2 2	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	1 rrayed ItemsC: al 1 1 1 npairment 1 s - Carry-On s - Checked 4 1 1 5 ntion 2 2 aged/Missing Item	2 1 1 1 4 1 emsC 1	1 1 1 1 1 1 1 4	2	2 2 2 3 1	1 1 1 3 1 2 5	1	1 1 1 1 5	1 1 1 1 2 2	1 1 1 5 1 1 3 3 1 1	1 1 1 1 1 4 2 1 1 1	1 6 2 1 1 1 2 2 2 1 1	•

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damag	ed Items - Chec	ked				1		2				1	4
Property - Special Handling - Missing	Items - Carry-0	1		1									2
Property - Special Handling - Missing	Item 2	1				2							5
Screening					1			1	1				3
Screening - Procedures/Process					1				1				2
Screening - Retrieving Abandoned/Co	onfiscated Items	3						1					1

				ontact Cer		-								
gories		11-Nov		Dec 01-			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
P 2016	9		8	8	7	6 2	8 1	10 2	9	2 1	18 7	13 1	9	10
Animals							•		•	•	1	•		
Animals - Carry-On											1			
Customer Service								1					1	
Customer Service - TSO								1					1	
Locks									1 1				1	
Locks - Missing or Damaged Lock Mishandling of Passenger Property						1		1	ı	1	5		1	
Mishandling of Passenger Property - Dama	aged/Missing	ı Items	Checke	ed Bannane		1		1		1	4			
Mishandling of Passenger Property - Disar								'			1			
Patdown	,	,									1			
Patdown - Flyer											1			
Persons w/ Disabilities (PWD)												1		
Persons w/ Disabilities (PWD) - Mobility D	isability (Not	t Wheelc	hair or	Scooter)								1		
Screening						1	1							
Screening - Lengthy Lines							1							
Screening - Procedures/Process				4		1								
2017 Customer Service	2		4 1	4	1			2	3 1	<u>1</u> 1	1	1	2	
Customer Service - Others			1		- 1			2	1	1		1		
Customer Service - TSO			1		1				ļ.	1		'		
Locks					1				1					
Locks - General									1					
Locks - Missing or Damaged Lock					1									
Mishandling of Passenger Property	2	;	3	2	2			1	1			1	1	
Mishandling of Passenger Property - Dam	2		3	2	2			1	1			1		
Mishandling of Passenger Property - Disar	rayed Items-	Carry-o	n or Ch	necked									1	
Patdown				1							1			
Patdown - Flyer				1							1			
Persons w/ Disabilities (PWD)				1										
Persons w/ Disabilities (PWD) - Diabetes				1										
Property - Special Handling	- 0511												1	
Property - Special Handling - Missing Item 2018			3	2		3	2	4	4		6	5	1 3	
Civil Rights	5		J					4	1		1	5		
Civil Rights - Racial Profiling or Discrimina	ition										1			
Customer Service	1					1	1	1					1	
Customer Service - Others													1	
Customer Service - TSO	1					1	1	1						
Locks			1						1			2		
Locks - Missing or Damaged Lock			1						1			2		
Lost and Found								1						
Lost and Found - Airport/TSA								1						
Mishandling of Passenger Property	1					1		1			2	1		
Mishandling of Passenger Property - Dam	1					1		1			2	1		
Patdown											1			
Patdown - Flyer Persons w/ Disabilities (PWD)	2		1	1							1		1	
Persons w/ Disabilities (PWD) - Diabetes			1	1							- '		1	
Persons w/ Disabilities (PWD) - Internal M	2												- 1	
Persons w/ Disabilities (PWD) - Medically		/ledicatio	or	1										
Persons w/ Disabilities (PWD) - Mobility D			1											
Persons w/ Disabilities (PWD) - Touch Ave		trauma)									1			
Property - Special Handling	.,	,				1						1		
Property - Special Handling - Missing Item	s - Carry-On					1								
Property - Special Handling - Missing Item	s - Checked											1		
	0 011001104										1			
Screening	1		1	1			1	1				1	1	
Screening Screening - Lengthy Lines	1						1							
Screening Screening - Lengthy Lines Screening - Procedures/Process	1		1	1			1	1			1	1	1	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019	1				3	1			4		1			
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights	1 1 2		1	1	3	1	1	1	1		1 4 1	1	1	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina	1 1 2 2 stion		1	1	3		1	1 1	1 1		1 4 1	1	1	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service	1 1 2		1	1	3	1	1	1 1	1 1 1		1 4 1	1	1	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	1 1 2 2 stion 1		1	1	3	1	1	1 1	1 1		1 4 1 1	1	1	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO	1 1 2 2 stion		1	1	3		1	1 1	1 1 1		1 4 1	1	1	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others	1 1 2 2 stion 1		1	1	3	1	5	1 1	1 1 1		1 4 1 1	1 5	1 2	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks	1 1 2 2 stion 1		1	1	3	1	5	1 1	1 1 1		1 4 1 1	1 5	1 2	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	1		1	1 2		1	1 5	1 1	1 1 1		1 4 1 1 1	1 5	1 2	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1		1 1	1 2 1 1 1	2	1	1 5 1 1 1 3	1 1	1 1 1		1 4 1 1 1	1 1 1 1	1 2	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1		1 1	1 2 1 1 1	2	1	1 5 1 1 1 3 2	1 1	1 1 1		1 1 1 1	1 1 1 1	1 2	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer	1		1 1	1 2 1 1 1	2 2	1	1 5 1 1 1 3 2	1 1	1 1 1		1 4 1 1 1	1 1 1 1	1 1 1	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Property - Special Handling	1 2 ation 1 1 1 rrayed Items-	Carry-o	1 1	1 2 1 1 1	2	1	1 5 1 1 1 3 2	1 1	1 1 1 1 1 1 1		1 4 1 1 1 1 1 1	1 1 1 1	1 1 1	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Property - Special Handling Property - Damaged Ite	1 1 2 Intion 1 1 1 Trayed Items-	Carry-o	1 1	1 2 1 1 1	2 2 1	1	1 5 1 1 1 3 2	1 1	1 1 1 1		1 4 1 1 1 1 1 1	1 1 1 1	1 1 1	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Property - Special Handling - Damaged Item Property - Special Handling - Missing Item	1 1 2 Intion 1 1 1 Trayed Items-	Carry-o	1 1	1 2 1 1 1 necked	2 2	1	1 5 1 1 1 3 2 1	1 1	1 1 1 1 1 1 1		1 4 1 1 1 1 1 1	1 1 1 1 1	1 1 1	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	1 1 2 Intion 1 1 1 Trayed Items-	Carry-o	1 1 1	1 2 1 1 1	2 2 1	1	1 5 1 1 1 3 2	1 1	1 1 1 1 1 1 1		1 4 1 1 1 1 1 1	1 1 1 1	1 1 1	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency	1 1 2 Intion 1 1 1 Trayed Items-	Carry-o	1 1	1 1 1 1 necked	2 2 1	1	1 5 1 1 1 3 2 1	1 1	1 1 1 1 1 1 1		1 4 1 1 1 1 1 1	1 1 1 1 1	1 1 1	
Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	1 1 2 Intion 1 1 1 Trayed Items-	Carry-o	1 1 1	1 2 1 1 1 necked	2 2 1	1	1 5 1 1 1 3 2 1	1 1	1 1 1 1 1 1 1		1 4 1 1 1 1 1 1	1 1 1 1 1	1 1 1	

agorias	10 Oct 1		Contact Co		•		4 Ans - 1	E Mov. Of	lum .	07 1	00 A	00 80-	Total
egories ZA	10-Oct 1 22	1-Nov 1: 25	2-Dec 01 28	I-Jan 0 21	2-Feb 03 28	3-Mar 04 37	4-Apr (31	05-May 06 30	3-Jun 22	07-Jul 26	08-Aug 21	09-Sep 17	Total 308
2016	22	23	20	8	11	11	6	7	9	5	5	3	6
Civil Rights				1	1		1	1					4
Civil Rights - General Complaint and Disc					1								
Civil Rights - Racial Profiling or Discrimina	ation I			1	2		1	1	_	0	4	0	
Customer Service - Others				3 1	3 2		1		5 4	1	1	2	17
Customer Service - TSO				2	1		1		1	1	1	2	
Locks						1						1	2
Locks - Missing or Damaged Lock						1						1	2
Lost and Found					1								
Lost and Found - Airport/TSA					1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ogod/Missing I	tomo Corn	on Lua	4	2	5	3	2	1		3		20
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam				3	2	5	2 1	1	1		2		14
Patdown	laged/Missing i	torrisOrico	KCU DU(J	'	1	1				
Patdown - Flyer								1	1				
Persons w/ Disabilities (PWD)					1	1			1	2	1		
Persons w/ Disabilities (PWD) - Cognitive		al /Mental D	isability		1								
Persons w/ Disabilities (PWD) - Diabetes										1			
Persons w/ Disabilities (PWD) - Internal M			d Madiaal C			4					1		
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D				upplies		1				1			
Persons w/ Disabilities (PWD) - Prosthesi			or Scooler)						1				
Screening	on impatoco an	ia oaoto			3	4	1	3	1	1			1:
Screening - Inconsistency					1			-					
Screening - Lengthy Lines					2	2	1	3	1				
Screening - Procedures/Process						2				1			
2017	8	4	5	7	6	12	8	6	6	9	5	4	8
Civil Rights Civil Rights - Sex/Gender/Gender Identity-	Not Transgon	dor			<u> </u>								
Customer Service	2	1		2	1	5	3	3	1	4	3		2
Customer Service - Others		'		2	'	1	1		- '		- 0		
Customer Service - TSO	2	1			1	4	2	3	1	4	3		2
Locks						1							
Locks - Missing or Damaged Lock						1							
Lost and Found											1		
Lost and Found - Airport/TSA											1		
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	3	1	2	3 1	2	2 1	3 1	1	3 1	1		3	2
Mishandling of Passenger Property - Dam		1	2	2	2	1	2	1	2	1		1	1
Mishandling of Passenger Property - Dam						'		1		'		1	'
Patdown	1		1	13-						2			
Patdown - Flyer	1		1										
Patdown - Flyer as Observer										1			
Patdown - General	_									1			
Persons w/ Disabilities (PWD)	2		1	1		2		1					
Persons w/ Disabilities (PWD) - Cancer (g		east Cai	1										
Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication and	d Medical S	unnlies		1							
Persons w/ Disabilities (PWD) - Mobility D				арраос		1							
Persons w/ Disabilities (PWD) - Prosthesis			,					1					
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway		1									
Property - Special Handling	0							1		1			
Property - Special Handling - Missing Item	ns - Checked	•	4	4				1		1			1
Screening Screening - Children		2	1	1	2	2	2		2	1	1	1	1
Screening - Children Screening - Lengthy Lines		1				1	1						
Screening - Procedures/Process		1	1	1	2	1	ı		2	1	1	1	1
2018	7	15	13	4	6	8	5	8	3	4	5	3	8
Civil Rights			1										
Civil Rights - Racial Profiling or Discrimina			1										
Customer Service	2	2	2	1		1	3	3			1		1
Customer Service - Others	_			4		4		•			1		4
Customer Service - TSO Locks	2	2	2	1		1	3	3					1
Locks Locks - Missing or Damaged Lock								1					
Lost and Found						1	1				1		
Lost and i oulld						1	1				1		
Lost and Found Lost and Found - Airport/TSA						-			1	1	1	2	1
Lost and Found - Airport/TSA Mishandling of Passenger Property		3	3	2	4	1							
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam		temsCarry	on Luggag	е					1		1		
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	aged/Missii	temsCarry 2		e 1	4	1			1	1	1	2	1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	aged/Missii	temsCarry	-on Luggag	е		1			1		1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	aged/Missii	temsCarry 2	-on Luggago 3	e 1		1			1	2	1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	aged/Missii	temsCarry 2	-on Luggag	e 1		1	1	1	1		1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	raged/Missii rrayed Item	temsCarry 2 1	2 2	e 1		1	1	1	·	2	1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	rrayed Item 1 Tolerology	temsCarry 2 1	2 2	e 1		1	1	1	·	2	1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically	rrayed Item 1 //Developm mpairment	temsCarry 2 1	2 2 1	e 1		1	1	1	·	2	1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Dersons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Mobility Dersons w/ Dersons w/ Disabilities (PWD) - Mobility Dersons w/ Derson	rrayed Item 1 // Developm mpairment 1 Disability (Not V	temsCarry 2 1 1 1 Vheelchair c	2 2 1	e 1		1		1	·	2	1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha	rrayed Item 1 // Developm mpairment 1 Disability (Not V	temsCarry 2 1 1 1 Vheelchair c	2 2 1	e 1		1	1		1	2	1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items	aged/Missin rrayed Item 1 //Developm mpairment 1 Disability (Not Vair/ Scooter/ Se	temsCarry 2 1 1 1 Vheelchair c	2 2 1	e 1		1			1	2	1		1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha	aged/Missin rrayed Item 1 //Developm mpairment 1 Disability (Not Vair/ Scooter/ Se	temsCarry 2 1 1 1 Vheelchair c	2 2 1	e 1		1			1	2	1		14

		1			TCC) Data	Tool - FOIA							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	ems - Checke	ed	1	1		1					1		4
Property - Special Handling - Missing Item	ns - Carry-C	2			1	1		1					į
Property - Special Handling - Missing Item	1		1		1								
Request for Assistance			1										
Request for Assistance - Wounded Warrio	or (MSIJSOC)	1										
Screening	2	6	1			2		1	1	1	1	1	1
Screening - Inconsistency		1											
Screening - Lengthy Lines		1							1				
Screening - Procedures/Process	2	4	1			2		1		1	1	1	1:
2019	7	6	10	2	5	6	12	9	4	8	6	7	8:
Advanced Imaging Technology (AIT)	1												
Advanced Imaging Technology (AIT) - Ge	1												
Civil Rights			1										
Civil Rights - Sex/Gender/Gender Identity	Not Transge	ender	1										
Customer Service	1	2	2		2	2	6	3	1	1	1		2
Customer Service - TSO	1	2	2		2	2	6	3	1	1	1		2
Locks			1					1			1		
Locks - Missing or Damaged Lock			1					1			1		
Lost and Found					1		1				1		
Lost and Found - Airport/TSA					1		1				1		
Mishandling of Passenger Property	1	1	3		2	2	2	1		1	1	2	1
Mishandling of Passenger Property - Dam	i aged/Missing	ItemsC	arry-on Lug	gage			1						
Mishandling of Passenger Property - Dam	1	1	2		2	1		1		1	1	1	1
Mishandling of Passenger Property - Dam	aged/Missing	ItemsU	nspecified L	uggage								1	
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	1			1	1						
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)						1				1		1	
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Menta	al Disability									1	
Persons w/ Disabilities (PWD) - Diabetes						1							
Persons w/ Disabilities (PWD) - Internal M	ledical Devic	es								1			
Property - Special Handling	3	2	3	2			2	1	2	1		2	1
Property - Special Handling - Damaged Ite	1		1										
Property - Special Handling - Damaged Ite	ems - Checl	2	1	1						1		1	
Property - Special Handling - Missing Item	ns - Carry-Or			1			1	1	1				
Property - Special Handling - Missing Item	2		1				1		1			1	
Screening	1	1				1	1	3	1	3	2	2	1
Screening - Inconsistency	1												
Screening - Lengthy Lines												1	
Screening - Procedures/Process		1				1	1	2	1	3	2	1	12
Screening - Security Breach								1					

				act Center									
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AZO	4	3		4 3	3 :	2	3	2 2	. 1	5	3		32
2016									1		2		4
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimin	ation								1				1
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property											1		2
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked B	aggage							1		1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Check	ed									1
2017	2	1					3	1					7
Civil Rights		1											1
Civil Rights - National Origin		1											1
Mishandling of Passenger Property	1						1						2
Mishandling of Passenger Property - Dam	1						1						2
Persons w/ Disabilities (PWD)	1							1					2
Persons w/ Disabilities (PWD) - Diabetes								1					
Persons w/ Disabilities (PWD) - Medically	1												
Screening							2						- 2
Screening - Procedures/Process							2						2
2018	1	1		3 ;	3			1		3	1		14
Customer Service	1			1									2
Customer Service - TSO	1			1									2
Mishandling of Passenger Property		1		2)			1		2			7
Mishandling of Passenger Property - Dam	aged/Missii	1		2)			1		1			6
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Check	ed						1			
Property - Special Handling											1		
Property - Special Handling - Missing Iten	ns - Checked										1		
Screening				2						1			
Screening - Procedures/Process				2									3
Screening - Security Breach										1			1
2019	1	1		1				2		2			7
Customer Service				1				1					2
Customer Service - TSO				1				1					2
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property		1						1		1			3
Mishandling of Passenger Property - Dam	laged/Missin	g ItemsC	hecked B	aggage				1		1			2
Mishandling of Passenger Property - Disa		1											1
Screening	1												1
Screening - Procedures/Process	1												1

				oc	i oo, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BBG		1						1	1		2		5
2017											1		1
Customer Service											1		1
Customer Service - TSO											1		1
2018		1							1				2
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling									1				1
Property - Special Handling - Damaged	tems - Chec	ked							1				1
2019								1			1		2
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dai	maged/Missi	ng ItemsC	hecked Ba	ggage							1		1

egories DL					C) Data Too								
DL						3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	67	59	56	73	51	70	81	68	64	73	67	76	80
2016				20	16	28	29	21	13	22	17	25	19
Civil Rights				1	2		1	1			1	1	
Civil Rights - National Origin								1					
Civil Rights - Racial Profiling or Discrimin	ation			1	2		1				1	1	
Customer Service				4		1	8	3	2	1	1	3	2
Customer Service - CSM									1				
Customer Service - Others							2	1	1				
Customer Service - TSO				4		1	6	2		1	1	3	1
Locks						4	2	2	1	1	2	4	1
Locks - General												1	
Locks - Missing or Damaged Lock						4	2	2	1	1	2	3	1
Mishandling of Passenger Property				12	11	15	10	10	6	14	11	13	10
Mishandling of Passenger Property - Dam	ı aged/Missing I	temsCarry	/-on Lug	3	2	2	2	3	1		1	1	1
Mishandling of Passenger Property - Dam				9	9	12	8	6	5	13	9	11	8
Mishandling of Passenger Property - Disa						1		1		1	1	1	`
Patdown	l	any on or	Onoonoa	1		3			1	2	1		
Patdown - Flyer				1		2			1	2	1		
Patdown - Non-Flyer				- 1		1			- 1		'		
					4		-		0	0			
Persons w/ Disabilities (PWD)					1	2	1	4	2	2			
Persons w/ Disabilities (PWD) - Diapers/0	3arments/Dress	sings/Masks	3				1						
Persons w/ Disabilities (PWD) - General										1			
Persons w/ Disabilities (PWD) - Hearing I	mpairment								1				
Persons w/ Disabilities (PWD) - Internal N	Medical Devices									1			
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication an	d Medical S	Supplies	1				1				
Persons w/ Disabilities (PWD) - Mobility [11				1					
Persons w/ Disabilities (PWD) - Ostomy/0			3101)			1							
Persons w/ Disabilities (PWD) - Prosthesi		d Casts				1		1					
		u Odsis				4							
Persons w/ Disabilities (PWD) - Visual Im						1		1					
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Se	gway						1					
Screening				2	2	3	6	1	1	2	1	4	
Screening - Inconsistency					1								
Screening - Lengthy Lines					1		3					1	
Screening - Procedures/Process				1		3	3		1	2	1	1	
Screening - Retrieving Abandoned/Confis	L cated Items			1									
Screening - Security Breach								1				2	
							4	ı					
TSA Contact Information							1						
TSA Contact Information - General							1						
2017	27	21	15	16	14	14	20	19	16	16	13	20	21
Civil Rights	1	1				1							
Civil Rights - Racial Profiling or Discrimin	ation	1											
Civil Rights - Transgender Screening	1					1							
Customer Service	4	1	3	2	3	1	2	4	5	3	3	5	3
Customer Service - Others	,				0			-	1	1	1		•
Customer Service - TSO	4	1	3	2	2	1	2	4	4	2	2	5	
	4	- 1	3		3	- 1		4	4			5	
Identification (ID) Requirements					1								
Identification (ID) Requirements - Domest					1								
Locks	2		1	1	1	1	1	1	2	2		2	
LOCKS	_								1				
Locks - General	_												
Locks - General	2		1	1	1	1	1	1	1	2		2	
Locks - General Locks - Missing or Damaged Lock			1	1	1	1	1	1	1	2		2	
Locks - General Locks - Missing or Damaged Lock Lost and Found			1	1	1	1	1	1	1	2		2	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	2	14							1		2		
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	2	14	7	8	8	10	6	6	1	5	2	5	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 16 aged/Missii	1	7	8	8 1	10	6	6	1 1 3	5 1		5 1	!
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 16 aged/Missii 15	1 10	7	8 1 6	8 1 5	10 2 7	6	6	1	5	2	5	!
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	2 16 aged/Missii 15	1 10 3	7	8 1 6	8 1	10	6	6 1 5	1 1 3	5 1	2	5 1	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 16 aged/Missii 15	1 10	7	8 1 6	8 1 5	10 2 7	6	6	1 1 3	5 1		5 1	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	2 16 aged/Missii 15	1 10 3	7 5 2	8 1 6	8 1 5	10 2 7	6 5 1	6 1 5	1 1 3	5 1	2	5 1 4	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	2 16 aged/Missii 15	1 10 3 1	7 5 2 1	8 1 6 1	8 1 5	10 2 7	6 5 1	6 1 5	1 1 3	5 1	2	5 1 4	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	2 16 aged/Missii 15	1 10 3 1	7 5 2 1	8 1 6 1 2 2	8 1 5 2	10 2 7 1	6 5 1 1	6 1 5	1 1 3 3	5 1 4	3 3	5 1 4	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD)	2 16 aged/Missii 15 1	1 10 3 1	7 5 2 1	8 1 6 1	8 1 5	10 2 7	6 5 1	6 1 5	1 1 3	5 1	3 3	5 1 4	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	2 16 aged/Missii 15 1	1 10 3 1 1	7 5 2 1	8 1 6 1 2 2	8 1 5 2	10 2 7 1	6 5 1 1	6 1 5	1 1 3 3	5 1 4	3 3	5 1 4	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/6	2 16 aged/Missin 15 1	1 10 3 1	7 5 2 1	8 1 6 1 2 2	8 1 5 2	10 2 7 1	6 5 1 1	6 1 5	1 1 3 3	5 1 4	3 3	5 1 4	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General	2 16 aged/Missii 15 1	1 10 3 1 1 1	7 5 2 1	8 1 6 1 2 2	8 1 5 2	10 2 7 1	6 5 1 1	6 1 5	1 1 3 3	5 1 4	3 3	5 1 4	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	16 aged/Missii 15 1 Garments/D	1 10 3 1 1 1	7 5 2 1	8 1 6 1 2 2	8 1 5 2	10 2 7 1	6 5 1 1	6 1 5	1 1 3 3	5 1 4	3 3	5 1 4	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General	16 aged/Missii 15 1 Garments/D	1 10 3 1 1 1	7 5 2 1	8 1 6 1 2 2	8 1 5 2	10 2 7 1	6 5 1 1	6 1 5	1 1 3 3	5 1 4	3 3	5 1 4	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	2 16 agged/Missii 15 1 Annual Comments of the	1 10 3 1 1 2 1 dication and	7 5 2 1	8 1 6 1 2 2	8 1 5 2	10 2 7 1	6 5 1 1	6 1 5	1 1 3 3 3	5 1 4	3 3	5 1 4	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	2 16 agged/Missii 15 1 1 Garments/D Necessary Me Disability (Necessary Mean of the company o	1 10 3 1 1 2 2 1 dication and 1 uma)	7 5 2 1	8 1 6 1 2 2	8 1 5 2	10 2 7 1	6 5 1 1	6 1 5	1 1 3 3 3	5 1 4	3 3	5 1 4 1 1	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch AW Persons w/ Disabilities (PWD) - Touch AW	2 16 agged/Missii 15 1 1 Garments/D Necessary Me Disability (Necessary Mean of the company o	1 10 3 1 1 2 2 1 dication and 1 uma)	7 5 2 1 1	8 1 6 1 2 2	8 1 5 2	10 2 7 1	6 5 1 1	6 1 5	1 1 3 3 3	5 1 4	3 3	5 1 4 1 1	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch	16 laged/Missin 15 1 Garments/D Necessary Me Disability (Niersion (pain/tra	1 10 3 1 1 2 2 1 dication and 1 uma)	7 5 2 1 1 1	8 1 6 1 2 2	8 1 5 2	10 2 7 1	6 5 1 1	6 1 5	1 1 3 3 3	5 1 4	3 3	5 1 4 1 1	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch: Prohibited & Permitted Items Prohibited & Permitted Items	16 laged/Missin 15 1 Garments/D Necessary Me Disability (Niersion (pain/tra	1 10 3 1 1 2 2 1 dication and 1 uma)	7 5 2 1 1	8 1 6 1 2 2	8 1 5 2	10 2 7 1	6 5 1 1 1 1 1 1	6 1 5 3 3 3	1 1 3 3 3 2 2	1	3 3 1 1	5 1 4 1 1 1 1	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bever	16 aged/Missin 15 1 Garments/D Necessary Me Disability (Niversion (pain/tra	1 10 3 1 1 2 1 dication and 1 uma) gway	7 5 2 1 1 1	8 1 6 1 2 2	8 1 5 2	10 2 7 1	6 6	6 1 5	1 1 3 3 3	1 1 3 3	3 3	5 1 4 1 1 1	
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/t Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Poperty - Special Handling	2 16 aged/Missii 15 1 1 Garments/D Necessary Me Disability (Niversion (pain/tra air/ Scooter/ Se air/ Scooter/ Se arages ems - Carry-On	1 10 3 1 1 2 1 dication and 1 uma) gway	7 5 2 1 1 1	8 1 6 1 2 2	8 1 5 2	10 2 7 1	6 5 1 1 1 1 1 1 1 1	6 1 5 3 3 3	1 1 3 3 3 2 2 1 1 1 2	1 1 3 3 1	2 3 3 3 1 1 1	5 1 4 1 1 1	
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Locks - Missing or Damaged Lock	Locks		2	1		1	1	2			1			
Mishandling of Passenger Property 5 3 6 3 2 2 3 2 1 2 2 Mishandling of Passenger Property - Damaged/Missing Items Unspecified Luggage 1 2 1 2 2 2 2 2 2 2 2 3 2 5 1 2 1 2 2 2 2 2 3 2 5 1 2 1 2 2 2 2 3 2 2 1 2 1 2 1 2 2 3 2 2 1 3 2 2 2 2 3 3 3 2 2 2 3	Locks - Missing or Damaged Lock		2	1		1	1				1			
Mishandling of Passenger Property - Damaged/Missing ItemsC 1 2 Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage 1 2 1 2 2 Mishandling of Passenger Property - Disal 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 2 2 1 1 2 2 2 3 1 2 1 1 2 1 1 2 1 1 2 1 2 2 2 2 2 2 2 3 3 3 3 3 <		5		6	3	2	2		2	1	2	2	5	3
Mishandling of Passenger Property - Dam 3 2 5 1 2 1 2 1 2 2 2 2 2 2 3 2 5 1 2 1 2 2 2 3 2 5 1 2 1 2 2 3 3 2 5 1 2 1 2 2 3 4 3 3 3 5 2 2 2 5 Property - Special Handling - Damaged Items - Carry-On 1														
Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage 1 Mishandling of Passenger Property - Disal 2 1 1 2 Persons W/ Disabilities (PWD) 1 2 1 1 2 1 1 Persons W/ Disabilities (PWD) - Cognitive / Developm 1 1 2 1 1 2 1 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 2 1 2 1 2 1 2 2 2 2 2 2 2 2 3 2 2 2 3						2	1	2		1	2	2	5	
Mishandling of Passenger Property - Disal 2 1 2 Persons w/ Disabilities (PWD) 1 2 1 1 2 1 1 Persons w/ Disabilities (PWD) - Cognitive / Developm 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 2 2 2 2 2 2 3 3 3 3 3 5 2 2 5 Property - Special Handling - Damaged Items - Carry-On 1							'						3	
Persons w/ Disabilities (PWD) 1 2 1 1 1 2 1 1 1 2 1 1	0 0 1 1	0 0		poomou El	-99495		4	I	2					
Persons w/ Disabilities (PWD) - Cognitive / Developm 1 Persons w/ Disabilities (PWD) - Diabetes 1 Persons w/ Disabilities (PWD) - Internal Medical Devices 1 Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body 1 Persons w/ Disabilities (PWD) - Medial Implants (joint) 1 Persons w/ Disabilities (PWD) - Mobility □ 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 Property - Special Handling 2 7 4 3 4 3 3 5 2 2 5 Property - Special Handling - Damaged Items - Carry-On 1 1 1 1 1 1								^			4			
Persons w/ Disabilities (PWD) - Diabetes 1				1	1		1	2	1		1			1
Persons w/ Disabilities (PWD) - Internal Medical Devices 1		Developm												
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body 1 Persons w/ Disabilities (PWD) - Metal Implants (joint) 1 Persons w/ Disabilities (PWD) - Mobility □ 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 Property - Special Handling 2 7 4 3 4 3 5 2 2 5 Property - Special Handling - Damaged Items - Carry-On 1 <td>` '</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	` '							1						
Persons w/ Disabilities (PWD) - Metal Implants (joint)	· · · ·				1									
Persons w/ Disabilities (PWD) - Mobility I 1 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 Property - Special Handling 2 7 4 3 4 3 3 5 2 2 5 Property - Special Handling - Damaged Items - Carry-On 1 1 1	· · · ·		ned to the I	Body					1					
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 Property - Special Handling 2 7 4 3 4 3 3 5 2 2 5 Property - Special Handling - Damaged Items - Carry-On 1 1 1 1		lants (joint)					1							
Property - Special Handling 2 7 4 3 4 3 5 2 2 5 Property - Special Handling - Damaged Items - Carry-On 1 1 1	` '	1		1										
Property - Special Handling - Damaged Items - Carry-On 1 1	Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ Se	egway					1			1			
	Property - Special Handling	2	7	4	3	4	3	3	5	2	2	5	4	
	Property - Special Handling - Damaged Ite	ms - Carry-On	1								1	1		
			3		1		1	1	2	1			2	
Property - Special Handling - Missing Iten 1 2 1 1 2 1 1 2 2 2 2 2 2 2 2 2 2 2 2		1		1		2								
Property - Special Handling - Missing Item 1 2 3 1 2 2 1 2 1 1 1		1					2			1	1			1
Screening 3 1 6 3 2 2 6 3 1		1											2	
	ŭ		3	- 1	0		3			0			1	
5			4						1	4	2		1	
Screening - Lengthy Lines 1 1 1							_	_						2
Screening - Procedures/Process 2 1 5 3 2 1 4 1 1 Screening - Retrieving Abandoned/Confiscated Items 1			2	1	5		3	2	1	4	1	1		2

		ISA Conta	ct Center (ICC) Data	1001 - FOIA							
Categories 10-0	ct 11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BET			2		2		4	2			1	11
2017											1	1
Mishandling of Passenger Property											1	1
Mishandling of Passenger Property - Damaged/M	lissing Items	Checked Ba	ggage								1	1
2018					1		1	2				4
Civil Rights							1					1
Civil Rights - Racial Profiling or Discrimination							1					1
Property - Special Handling					1			1				2
Property - Special Handling - Damaged Items - C	arry-On				1							
Property - Special Handling - Damaged Items - C	hecked							1				1
Screening								1				1
Screening - Procedures/Process								1				1
2019			2		1		3					6
Mishandling of Passenger Property							1					1
Mishandling of Passenger Property - Disarrayed	ItemsCarry-o	n or Checke	d				1					1
Persons w/ Disabilities (PWD)			1									1
Persons w/ Disabilities (PWD) - Mobility Disabilit	y (Not Wheelc	hair or Scoo	t 1									1
Property - Special Handling			1		1		1					3
Property - Special Handling - Damaged Items - C	arry-On						1					1
Property - Special Handling - Damaged Items - C	hecked				1							1
Property - Special Handling - Missing Items - Che	ecked		1									1
Screening							1					1
Screening - Lengthy Lines							1					1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFD	1										1		2
2017											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Ba	ggage							1		1
2018	1												1
Screening	1												1
Screening - Procedures/Process	1												1

ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFF			1			2				1	2	1	7
2017			1										1
Screening			1										1
Screening - Procedures/Process			1										1
2018						1					2	1	4
Mishandling of Passenger Property						1					2		3
Mishandling of Passenger Property - Dan	naged/Missiı	ng ItemsC	hecked Bag	ggage							1		1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checked	d		1					1		2
Property - Special Handling												1	1
Property - Special Handling - Missing Iter	ns - Checke	d										1	1
2019						1				1			2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checked	d		1							1
Property - Special Handling										1			1
Property - Special Handling - Missing Iter	ns - Checke	d								1			1

				t Center (T									
Categories	10-Oct 1	1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BFL	2	2	2	2	2			2	6	3	3	4	33
2016				1		1	2		2	2		1	9
Civil Rights							1		1				2
Civil Rights - Headwear									1				1
Civil Rights - Racial Profiling or Discrimin	ation						1						1
Customer Service									1				1
Customer Service - TSO									1				1
Locks						1				1			2
Locks - Missing or Damaged Lock						1				1			2
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Dan										1			1
Mishandling of Passenger Property - Disa	arrayed Items0	Carry-on o	or Checked									1	1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees an	d Casts					1						1
Screening				1									1
Screening - Procedures/Process				1									1
2017					1				1				2
Property - Special Handling									1				1
Property - Special Handling - Damaged It	tems - Checked								1				1
Screening					1								1
Screening - Inconsistency					1								1
2018						1		2	1		1		7
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Dan	naged/Missing I T	temsCh	ecked Bag	gage			1					1	2
Property - Special Handling								1	1				2
Property - Special Handling - Damaged It								1	4				1
Property - Special Handling - Missing Iter	ns - Checked					4		4	1		4		1
Screening						1		1			1		3
Screening - Procedures/Process 2019		•				- 1		- 1					
	2	2	2	1	1				2	1	2	2	15
Civil Rights Civil Rights - National Origin	1												1
Customer Service	ı				1						1		2
Customer Service - TSO					1						1		2
Mishandling of Passenger Property					I						1		
Mishandling of Passenger Property - Dan	nogod/Missing I	tome Ch	ookod Baa	0000							1		1
Patdown	ilageu/iviissiilig i	terrisCri	lecked bay	yaye					1		1		1
Patdown - Children									1				<u> </u>
Persons w/ Disabilities (PWD)		1							- 1			1	2
Persons w/ Disabilities (PWD) - Medically	y Necessary Me		and Medica	al Sunnline								1	1
Persons w/ Disabilities (PWD) - Wheelch		1	and Medica	ai oupplies								- 1	1
Property - Special Handling	lali/ ocoolei/	1	1	1					1	1		1	6
Property - Special Handling - Damaged It	l tems - Checked		1	1								1	1
Property - Special Handling - Missing Iter				1								ı	1
Property - Special Handling - Missing Iter		1	1	- 1					1	1			4
Screening	1	- 1	1						1				2
Screening - Procedures/Process	1		1										2
Screening - Frocedures/Frocess	1 1		- 1										

			ISA Conta	ci Center ((CC) Data i	OOI - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BGM	1			1	4	4	2	1		2	1		10
2016				1	1	1		1					-
Mishandling of Passenger Property				1	1	1							3
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Carry-on Lug	gage		1							
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Checked Bag	1									
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	n or Checke	d	1								
Screening								1					1
Screening - Procedures/Process								1					1
2017	1				1	2				1	1		(
Customer Service					1						1		2
Customer Service - TSO					1						1		2
Mishandling of Passenger Property	1					1				1			
Mishandling of Passenger Property - Dam	1					1				1			
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)					1							
2018							1			1			
Customer Service										1			
Customer Service - TSO										1			
Property - Special Handling							1						
Property - Special Handling - Damaged Ite	ems - Check	red					1						
2019					2	1	1						- 4
Mishandling of Passenger Property						1	1						- 1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Checked Bag	ggage			1						
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	n or Checke	d		1							
Screening					2								
Screening - Procedures/Process					2								2

egories	10-Oct		A Contact Cen 2-Dec 01-J		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GR	7	5	2	1	4	3	4	5	10	14	13	11	7:
2016					1	2	1		3			2	
Customer Service												1	
Customer Service - TSO												1	
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property					1	1	'		1			1	
Mishandling of Passenger Property - Dama	aged/Missin	a Items_Che	sked Baggage		1	1			1			1	
Persons w/ Disabilities (PWD)	ageu/iviissiii	g itemschec	keu bayyaye		ı	1			- 1				
` '	-11-												
Persons w/ Disabilities (PWD) - Service Ar	ımais					1							
Screening									2				
Screening - Inconsistency									1				
Screening - Security Breach									1				
2017	2		1			1	1		3	5	6	7	2
Customer Service	1					1					1	4	
Customer Service - Others												1	
Customer Service - TSO	1					1					1	3	
Mishandling of Passenger Property	1		1							3	2	1	
Mishandling of Passenger Property - Dam	1		1							3	2		
Mishandling of Passenger Property - Disar		sCarry-on or	Checked							0		1	
Patdown	rayou nons	, Jany-on or	Chooked				1		3	1	1	- 1	
							ļ						
Patdown - Flyer									2	1	1		
Patdown - Flyer as Observer									1				
Patdown - Non-Flyer							1						
Property - Special Handling										1			
Property - Special Handling - Damaged Ite	ms - Check	ed								1			
Screening											2	2	
Screening - Lengthy Lines											1	1	
Screening - Procedures/Process											1	1	
2018	2	3	1	1	2			2	3	4	5		2
Civil Rights			•	•	1			_		•			_
Civil Rights - Constitutional Rights					1								
Customer Service	4				ı								
	1												
Customer Service - TSO	1												
Mishandling of Passenger Property		1	1	1	1			1	2	2	1		1
Mishandling of Passenger Property - Dama		1		1	1			1	2	2	1		
Mishandling of Passenger Property - Disar	rayed Items	Carry-on	1										
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - General											1		
Property - Special Handling		1						1	1		2		
Property - Special Handling - Damaged Ite	me - Carry										1		
								1			- '		
Property - Special Handling - Damaged Ite								1	4		-		
Property - Special Handling - Missing Items		1							1		1		
Screening	1	1								1	1		
Screening - Crew Member or Airline Empl	1												
Screening - Procedures/Process		1								1	1		
2019	3	2			1		2	3	1	5	2	2	2
Customer Service		1								1			
Customer Service - Others										1			
Customer Service - TSO		1											
Locks							1					1	
Locks - Missing or Damaged Lock							1					1	
ů ů							1			_	_	1	
Mishandling of Passenger Property	1	1			1					2	2		
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Dama		1			1					2	1		
Mishandling of Passenger Property - Disar	rayed Items	Carry-on or	Checked								1		
Patdown								1					
Patdown - Flyer								1					
Persons w/ Disabilities (PWD)									1	2			
Persons w/ Disabilities (PWD) - Diabetes									1				
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication an	id Medical Sun	plies						1			
Persons w/ Disabilities (PWD) - Weelcha			ia modicai oup	Piios						1			
	ii, GCOOLEI/	Ocgway					4	^		I		4	
Property - Special Handling	1	0-					1	2				1	
Property - Special Handling - Damaged Ite							1						
Property - Special Handling - Damaged Ite	ms - Check	ed						1				1	
Property - Special Handling - Missing Iten	1							1					
	1							1					

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
внв								1					1
2018								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Bag	ggage				1					1

ories	10-Oot 44		Contact Co	-	•		1-An-	5-May	NG_ lum	07. 1!	08. 41.~	00.500	Total
ories M	10-Oct 11 35	l-Nov 1 28	2-Dec 01 28	1-Jan 0 30	2-Feb 03 23	3-Mar 0 27	4-Apr 0 29	5-May 40	06-Jun 32	07-Jul 34	08-Aug 33	09-Sep 27	Total 366
2016	- 00	20	20	11	5	8	5	14	7	7	7	10	7
Civil Rights					1			1		1		1	
Civil Rights - General Complaint and Disci					1								
Civil Rights - Racial Profiling or Discrimina	ition							1		1		1	
Customer Service Others				2		4	1	4	2	2		2	1
Customer Service - Others Customer Service - TSO				2		3	1	1	2	2		2	1
Locks						3	1	1		1	1		
Locks - Missing or Damaged Lock							1	1		1	1		
Mishandling of Passenger Property				6	3	4	3	5	4	3	2	4	3
Mishandling of Passenger Property - Dam	aged/Missing It	emsChec	ked Baç	6	3	2	2	4	3	3	2	3	2
Mishandling of Passenger Property - Dam				jage			1						
Mishandling of Passenger Property - Disar	rayed ItemsC	arry-on or	Checked			2		1	1			1	
Patdown				2	1			1			2		
Patdown - Flyer Patdown - General				1	1			1			2		
Persons w/ Disabilities (PWD)				ı				1					
Persons w/ Disabilities (PWD) - Medical D	evices - Attach	ed to the B	odv					1					
Screening			,	1				1	1		2	3	
Screening - Inconsistency				1								1	
Screening - Lengthy Lines								1				1	
Screening - Procedures/Process									1		1	1	
Screening - Security Breach											1		
2017	9	14	10	10	8	7	9	6	8	13	13	8	11
Civil Rights Personal Policies	1											1	
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina	1											1	
Civil Rights - Racial Profiling or Discrimina Customer Service	ition 2	7	3	2	1		2	1	3	2	3	3	2
Customer Service - Others		1	J		1			1	3		1	3	
Customer Service - TSO	2	7	3	2	1		2	1	3	1	2	3	2
Locks	1					1				1		1	
Locks - Missing or Damaged Lock	1					1				1		1	
Mishandling of Passenger Property	4	6	5	7	5	6	1	1	3	7	5	2	5
Mishandling of Passenger Property - Dam	1	2	1	1	1	1							
Mishandling of Passenger Property - Dam	3	3	4	6	4	4	1	1	3	6	4	2	4
Mishandling of Passenger Property - Disa	rayed Item	1				1				1	1		
Patdown			1				2	1					
Patdown - Flyer			1				2	1					
Persons w/ Disabilities (PWD)							1	1		1			
Persons w/ Disabilities (PWD) - Breast Ca		lla a a l a la a i a .	C4\				4			1			
Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha			or Scooler)				1	1					
Property - Special Handling	iii/ Scoolei/ Set	yway					1	1		2	4		8
Property - Special Handling - Damaged Ite	ms - Carry-On						ļ.				1		
Property - Special Handling - Damaged Ite											3		3
Property - Special Handling - Missing Item								1					
Property - Special Handling - Missing Item							1			2			
Screening	1	1	1	1	2		2	1	2		1	1	13
Screening - Inconsistency		1						1					2
Screening - Lengthy Lines	1												
Screening - 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
Civil Rights - Racial Profiling or Discrimina		0	1		0	0		1				4	2
Customer Service - Others	6	2	2		2	2	2	1	2	2	2	1	24
Customer Service - Others Customer Service - TSO	6	2	2		2	1 1	2	1	2	1 1	2	4	22
Locks	б		2	1	2	I		1	1	1 1	2	1	- 2
Locks - Missing or Damaged Lock				1					1	1			
Mishandling of Passenger Property		2	4	1	1	1	2	3	3		3	1	2
Mishandling of Passenger Property - Dam	aged/Missing It								1		1	'	
Mishandling of Passenger Property - Dam		2	4	1		1	2	3	2		1	1	1
Mishandling of Passenger Property - Disar	0				1		_				1		
Patdown	-		1					1	1		1		
Patdown - Flyer			1					1	1		1		
Persons w/ Disabilities (PWD)	3						1		1	1			
Persons w/ Disabilities (PWD) - Breast Ca	1												
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	I /Mental E	isability				1						
Persons w/ Disabilities (PWD) - Diabetes	1												
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)								1				
Persons w/ Disabilities (PWD) - Touch Av	1												
Persons w/ Disabilities (PWD) - Wheelcha			4	4	4		4	0	0	1	4	4	1
Property - Special Handling Property - Special Handling - Damaged Ite	2 me - Carry	1	1	1	1		1	2	2	2	1	1	1
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ans - carry	1		ı	1		1						
Property - Special Handling - Damaged III Property - Special Handling - Missing Item	s - Carry-O	1			1		1						
Property - Special Handling - Missing Item Property - Special Handling - Missing Item	s - Carry-C	1	1					2	2	2	1	1	1
Screening	1	2	1		1	1	1		1	1	1	1	ı
Screening - Crew Member or Airline Emplo		1							'				
Screening - Crew Member of Affiline Emplo	-,	1			1	1							
Screening - Inconsistency Screening - Lengthy Lines									1				
Screening - Procedures/Process	1						1			1			;
Screening - Retrieving Abandoned/Confisc			1				•						
2019	14	4	8	6	5	8	8	12	6	7	6	6	90

			TSA Conta	ct Center (1	ГСС) Data [·]	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights		1			1								2
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimin	ation				1								1
Customer Service	3	1	2		1	2	1	6	2	2	1		21
Customer Service - TSO	3	1	2		1	2	1	6	2	2	1		21
Locks			3	1	1	1							6
Locks - Missing or Damaged Lock			3	1	1	1							6
Mishandling of Passenger Property	1	1	1	1		1	3	1	2	2	4		17
Mishandling of Passenger Property - Dan	naged/Missir	ig ItemsC	arry-on Lug	gage		1							1
Mishandling of Passenger Property - Dan	naged/Missir	ig ItemsC	hecked Ba	ggage			2		1	2	2		7
Mishandling of Passenger Property - Disa	1	1	1	1			1	1	1		2		9
Patdown	1			1		1			1	2			6
Patdown - Flyer	1			1		1			1	1			5
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	1	1				1						1	4
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - General						1							1
Persons w/ Disabilities (PWD) - Medical I	Devices - Att	ached to th	ne Body									1	1
Persons w/ Disabilities (PWD) - Respirato	1												1
Property - Special Handling	8		1	3	1	1	2	3	1	1		4	25
Property - Special Handling - Damaged It	ems - Carry-	On										1	1
Property - Special Handling - Damaged It	5		1		1		2	1				2	12
Property - Special Handling - Missing Iter	2			1		1				1			5
Property - Special Handling - Missing Iter	1			2				2	1			1	7
Screening			1		1	1	2	2			1	1	9
Screening - Crew Member or Airline Emp	loyee							1					1
Screening - Inconsistency												1	1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process			1			1	2	1			1		6

- valo	40.0 :	44.11			Center (TC			04.6	05.15	20.1		00.1	00.0	-
jories	10-Oct	11-Nov		Dec 6		02-Feb	03-Mar	04-Apr 6	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2016	6		6	6	16 6	5 2	9 5	6 1	12 4	11	11	16 2	9	11 2
Customer Service					1		J		1	J		1		
Customer Service - Others									1					
Customer Service - TSO					1							1		
Locks									1					
Locks - Missing or Damaged Lock									1					
Mishandling of Passenger Property					5	2	4		1	1	1	1	2	1
Mishandling of Passenger Property - Dan	maged/Missing	g Items-	Checke	ed Bag	5	2	4		1	1	1	1	2	1
Patdown								1						
Patdown - Children								1						
Persons w/ Disabilities (PWD)							1							
Persons w/ Disabilities (PWD) - Medicall	y Necessary N	Nedicati	ion and l	Medica	Supplies		1							
Screening									1	2				
Screening - Lengthy Lines									1					
Screening - Procedures/Process										2				
2017	2		2	1	3	2	1	1	2	2	3	4	3	
Customer Service						1	1	1					1	
Customer Service - Others						1							1	
Customer Service - TSO							1	1						
Locks	1													
Locks - Missing or Damaged Lock	1													
Mishandling of Passenger Property	<u> </u>		2		3	1				1	1	3	1	
Mishandling of Passenger Property - Dar	naged/Missing	ı Items-	_	n Luaa							1			
Mishandling of Passenger Property - Dar		,	2	uyy	3	1					'	2	1	
Mishandling of Passenger Property - Disa		Carry		necked	J	- '				1		1	1	
Patdown	arrayed itellis	-carry-	511 UI UI	1					1	- 1	1	1	1	
				1					1		1		1	
Patdown - Flyer				1					1		a		1	
Patdown - General											1			
Property - Special Handling									1	1		1		
Property - Special Handling - Missing Iter									1	1		1		
Screening	1										1			
Screening - Procedures/Process											1			
Screening - Security Breach	1													
018	3		2	2	4	1	1		2	4	4	3	2	
Civil Rights											1	1		
Civil Rights - Sex/Gender/Gender Identity	y- Not Transge	ender									1			
Civil Rights - Transgender Screening												1		
Customer Service			1							2	1			
Customer Service - Others			1								1			
Customer Service - TSO										2				
Locks						1			1					
Locks - General									1					
Locks - Missing or Damaged Lock						1								
Mishandling of Passenger Property					2				1	1		1	2	
Mishandling of Passenger Property - Dar	⊣ maged/Missing	ı Items-	-Checke	ed Bar	1				1			1	1	
Mishandling of Passenger Property - Disa					1					1		· ·	1	
Patdown	arrayed items	-Oarry-	011 01 01	ICORCI			1			'	1			
Patdown - Flyer							1				1			
Property - Special Handling	1			2	- 1		1				1	1		
	tomo Chooke	- d			1						1	1		
Property - Special Handling - Damaged II				- 1	1						-			
Property - Special Handling - Missing Iter		l									1			
Property - Special Handling - Missing Iter				1								1		
Screening Providence (Providence)	2		1		1					1				
Screening - Procedures/Process	1		1		1					1				
Screening - Retrieving Abandoned/Confis														
2019	1		2	3	3		2	4	4	2	3		2	
Civil Rights												2		
Civil Rights - Age												1		
Civil Rights - Sex/Gender/Gender Identity	y- Not Transge	ender										1		
Customer Service			1					1	2			1		
Customer Service - Others								1	2			1		
Customer Service - TSO			1											
Mishandling of Passenger Property				1	1		1	1	1	1		2	1	
Mishandling of Passenger Property - Dan	naged/Missin	g Items-	Carry-c	n Lug	1									
Dal		-		1			1	1	1			2	1	
Mishandling of Passenger Property - Dar				necked						1				
	arrayed items.			4							1		1	
Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa	arrayed items													
Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa Patdown	arrayed items			1							1		1	
Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	arrayed items		1	1	1						1		1	
Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)			1	1	1						1		1	
Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General				1	1						1		1	
Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Im	plants (joint)		1		1								1	
Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling	pplants (joint)			1			1				2		1	
Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling Property - Special Handling - Damaged It	plants (joint) 1 tems - Checke	ed			1						2		1	
Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter	plants (joint) 1 tems - Checke	ed		1	1		1				2		1	
Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening	plants (joint) 1 tems - Checke	ed		1	1			2	1	1	2	2	1	
Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Im Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter	plants (joint) 1 tems - Checke	ed		1	1			2	1	1	2		1	

						ool - FOIA							
egories				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IS	5	10	10	3	5	5	4	5	11	9	8	11	86
2016				1	1	1	2		2	1	1	3	12
Civil Rights									1				
Civil Rights - Racial Profiling or Discrimina	ation								1				
Customer Service												2	
Customer Service - Others												1	
Customer Service - TSO												1	
Lost and Found							1						
Lost and Found - Airport/TSA							1						
Mishandling of Passenger Property				1	1	1	1		1	1	1	1	
	ogod/Missing Ita	oma Chaol	rad Dar	1	1	1	1		1	1	1	1	
Mishandling of Passenger Property - Dam			keu baţ	1			- 1						
2017	3	5			1	3		2	5	4	3	3	2
Civil Rights		1											
Civil Rights - Racial Profiling or Discrimina		1											
Customer Service	1	1				1					1		
Customer Service - Others		1											
Customer Service - TSO	1					1					1		
Locks		1						1			1		
Locks - Missing or Damaged Lock		1						1			1		
Mishandling of Passenger Property	1				1			ı	2	1	1		
	l l	ome Corre	on Lugar	00	1					1	ı		
Mishandling of Passenger Property - Dam		emsCarry	-on Lugga	ige	1								
Mishandling of Passenger Property - Dam	1								2	1	1		
Patdown								1	1	2			
Patdown - Flyer								1	1	2			
Persons w/ Disabilities (PWD)		1							1			1	
Persons w/ Disabilities (PWD) - Breast Ca	ancer	1											
Persons w/ Disabilities (PWD) - Diabetes									1				
Persons w/ Disabilities (PWD) - Mobility D		heelchair c	r Scooter	١								1	
Screening	1	1	i Occobici	/		2			1	1		2	
-	'								1	<u>'</u>			
Screening - Inconsistency		1				1							
Screening - Procedures/Process	1					1			1	1		2	
2018	2	3	7	2	2		1	2	2	2	4	1	2
Civil Rights					1								
Civil Rights - Hair Patdowns					1								
Customer Service			2		1		1	1		1	2		
Customer Service - Others			1								2		
Customer Comitee TCO			- 4				1	1					
Customer Service - TSO					1					1			
	1		1	2	1					1 1			
Mishandling of Passenger Property	1 aged/Missing Ite	emsC		2	1			1		1			
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	aged/Missing Ite	emsC	1		1								
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	aged/Missing Ite			2	1			1		1			
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	aged/Missing Ite	2			1			1		1			
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	aged/Missing Ite 1		1		1			1		1			
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling	aged/Missing Ite 1 1	2			1			1	1	1			
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	aged/Missing Ite 1 1	2	1		1			1	1	1			
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling	aged/Missing Ite 1 1 ems - Checked	2	1		1			1		1			
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	aged/Missing Ite 1 1 ems - Checked	2	2		1			1		1	2	1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	aged/Missing Ite 1 1 1 ems - Checked 1	2 2	2		1			1	1	1	2		
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl	aged/Missing Ite 1 1 1 ems - Checked 1	2 2	2		1			1	1	1		1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency	aged/Missing Ite 1 1 1 ems - Checked 1	2 2	2		1			1	1	1	2		
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines	aged/Missing Ite 1 1 1 ems - Checked 1	2 2	2 2 2		1			1	1	1			
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	aged/Missing Ite 1 1 1 ems - Checked 1	1	2 2 2					1 1	1 1	1 1		1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	aged/Missing Ite 1 1 1 ems - Checked 1	1 1 2	2 2 2 2 3		1	1	1	1	1 1 2	1			1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service	aged/Missing Ite 1 1 1 ems - Checked 1	2 2 1 1 2	2 2 2 2 3 1			1		1 1	1 1 1 2 1	1 1		1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	aged/Missing Ite 1 1 1 ems - Checked 1	1 1 2	2 2 2 2 3			1		1 1	1 1 2	1 1		1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service	aged/Missing Ite 1 1 1 ems - Checked 1	2 2 1 1 2	2 2 2 2 3 1			1		1 1	1 1 1 2 1	1 1		1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Locks	aged/Missing Ite 1 1 1 ems - Checked 1	2 2 1 1 2	2 2 2 2 3 1			1	1	1 1	1 1 1 2 1	1 1		4	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock	aged/Missing Ite 1 1 1 ems - Checked 1	2 2 1 1 2	2 2 2 2 3 1			1	1	1 1	1 1 1 2 1	2		1 4 1 1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Persons w/ Disabilities (PWD)	aged/Missing Ite 1 1 ems - Checked 1 oyee	2 2 1 1 2	2 2 2 2 3 1			1	1	1 1	1 1 1 2 1	2		1 4 1 1 1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service Customer Service - Customer Service - TSO Locks Locks - Missing or Damaged Lock Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In	aged/Missing Ite 1 1 ems - Checked 1 oyee	1 1 2 2 1	2 2 2 2 3 1		1		1	1	1 1 2 1 1	2		1 1 1 1 1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Property - Special Handling	aged/Missing Ite 1 1 ems - Checked 1 oyee	2 2 1 1 2	2 2 2 2 2 3 1 1			1	1	1 1	1 1 2 1 1	2		1 4 1 1 1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Property - Special Handling Property - Special Handling	aged/Missing Ite 1 1 ems - Checked 1 oyee mpairment ems - Checked	1 1 2 2 1	2 2 2 2 2 3 1 1		1		1	1	1 1 2 1 1	2		1 1 1 1 1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item	aged/Missing Ite 1 1 ems - Checked 1 oyee mpairment ems - Checked as - Carry-On	2 2 1 1 2 1 1	2 2 2 2 2 3 1 1		1	1	1	1	1 1 2 1 1	2		1 1 1 1 1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Persons W/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Property - Special Handling Property - Special Handling	aged/Missing Ite 1 1 ems - Checked 1 oyee mpairment ems - Checked as - Carry-On	1 1 2 2 1	2 2 2 2 2 3 1 1		1		1	1	1 1 2 1 1	2		1 4 1 1 1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item	aged/Missing Ite 1 1 ems - Checked 1 oyee mpairment ems - Checked as - Carry-On	2 2 1 1 2 1 1	2 2 2 2 2 3 1 1		1	1	1	1	1 1 2 1 1	2		1 1 1 1 1 1	1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing In Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item	aged/Missing Ite 1 1 ems - Checked 1 oyee mpairment ems - Checked as - Carry-On	2 2 1 1 2 1 1	2 2 2 2 2 3 1 1		1	1	1	1	1 1 2 1 1	1 1		1 1 1 1 1 1 1 1 1	1

			rsa Conta	ct Center (T	CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BJI	2	1	4	3	1	5	2	4	6	3	8	3	42
2016				1		2				1			4
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property				1		1				1			3
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	hecked Bag	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
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	2			2	1	1	2		1	2	11
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Checke	d		1			1				2
Property - Special Handling								1	1				2
Property - Special Handling - Missing Iter	ns - Checked							1	1				2
Screening				1									1
Screening - Procedures/Process				1									1
2018	1		1	1			1	1	1		4		10
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	1						1		1		2		5
Mishandling of Passenger Property - Dam	1								1		1		3
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Checke	d			1				1		2
Property - Special Handling								1			1		2
Property - Special Handling - Missing Iter	ns - Carry-Or	ı						1					1
Property - Special Handling - Missing Iter	ns - Checked										1		1
Screening			1								1		2
Screening - Procedures/Process			1								1		2
2019	1	1	1		1			1	1	2	3	1	12
Customer Service										1			1
Customer Service - TSO										1			1
Locks	1	1						1				1	4
Locks - Missing or Damaged Lock	1	1						1				1	4
Mishandling of Passenger Property					1				1	1	2		5
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	hecked Ba	gage					1	1	2		4
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Checke	d	1								1
Property - Special Handling			1								1		2
Property - Special Handling - Damaged It											1		1
Property - Special Handling - Missing Iter	ns - Checked		1										1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BKW												2	2
2016												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Bag	ggage								1	1
2018												1	1
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identit	y- Not Trans	gender										1	1

	10.5			ct Center (1	•					AT			_
tegories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2016	8	6	(5 10 1	7	15 5	11 2	11 2	8	14 2		9	110
Civil Rights				'		3					3	1	2.
Civil Rights - Racial Profiling or Discrimin	nation											1	
Customer Service						2			1				
Customer Service - TSO						2			1				
Locks							1					1	
Locks - Missing or Damaged Lock				4			1	0		4		1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dar	naged/Missing	Itome Co	arry on Lu	1	2	3 1	1	2		1	3	1	1-
Mishandling of Passenger Property - Dar					2	2	1	2			3	1	1:
Mishandling of Passenger Property - Disa										1			
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Medical												1	•
2017 Customer Service	3	1	•	3 1		4	2	3	1	9	3		3:
Customer Service - TSO	1			1				1	1	4			
Lost and Found				'				'	'	1			
Lost and Found - Airport/TSA										1			
Mishandling of Passenger Property	2	1	2	2 1		3	1			2	1		1
Mishandling of Passenger Property - Dar		ItemsCa	arry-on Lu	ggage			1						
Mishandling of Passenger Property - Dan		1	2	2 1		3				1	1		1
Mishandling of Passenger Property - Disa	arrayed Items-	Carry-on	or Checke	ed						1			
Patdown Flyor											1		
Patdown - Flyer Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Hearing	I Impairment										1		
Property - Special Handling	рантнопі							2		1	'		
Property - Special Handling - Missing Iter	ms - Carry-On							1					
Property - Special Handling - Missing Iter								1		1			
Screening			1	1		1	1			1			
Screening - Inconsistency			1										
Screening - Procedures/Process	_			1		1	1			1			
2018 Civil Rights	3	2	2	2 3	2	5	3	4	3	1	2	3	3
Civil Rights - Racial Profiling or Discrimir	ation						I			1			
Civil Rights - Sex/Gender/Gender Identity		nder					1			- '			
Customer Service	2	1			1	1		1	1			1	
Customer Service - Others									1				
Customer Service - TSO	2	1			1	1		1				1	
Locks				1	1						1		
Locks - Missing or Damaged Lock				1	1						1		
Mishandling of Passenger Property		Manage 0 -				1	1		1		1		
Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar						1			1		1		
Mishandling of Passenger Property - Disa						- 1	1		ı				
Patdown	l layed items	-Carry-Orr	or oricond				'		1			1	
Patdown - Flyer									1			1	
Persons w/ Disabilities (PWD)		1						2					
Persons w/ Disabilities (PWD) - Medicall		edication	and Medi	cal Supplies				1					
Persons w/ Disabilities (PWD) - Metal Im		1											
Persons w/ Disabilities (PWD) - Respirat	ory and Inhale	Equipme						1					
Property Special Handling Missing Ital	mo Corri O		1			1							
Property - Special Handling - Missing Iter Screening	ms - Carry-On		1	1		1 2	1	1				1	
Screening - Lengthy Lines				<u>1</u>			ı	1				I	
Screening - Procedures/Process	1			· ·		2	1	1				1	
2019	2	3	1	3	3	1	4	2	3	2	3	2	:
Civil Rights											1		
Civil Rights - Sex/Gender/Gender Identity	/- Not Transge	nder									1		
Customer Service	T. Control of the Con				2			1	1				
								1	1				
Customer Service - TSO					2								
Mishandling of Passenger Property	maged/Missis	1		2	2		1						
Mishandling of Passenger Property Mishandling of Passenger Property - Dar	maged/Missii	1		2	2		1		2	1	1		
Mishandling of Passenger Property Mishandling of Passenger Property - Dar Patdown	naged/Missii				2		1 2		2	1	1		
Mishandling of Passenger Property Mishandling of Passenger Property - Dar	maged/Missii			2	2		1	1	2 2				
Mishandling of Passenger Property Mishandling of Passenger Property - Dar Patdown Patdown - Flyer	naged/Missiı		1	2	2		1 2 2	1 1					
Mishandling of Passenger Property Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Persons w/ Disabilities (PWD)		1	1	2	2		1 2 2	1					
Mishandling of Passenger Property Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility Property - Special Handling	Disability (Not	Wheelch		2	1	1	1 2 2	1 1				1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged It	Disability (Not 2 tems - Carry-C	Wheelch		2			1 2 2	1				1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged It	Disability (Not 2 tems - Carry-C	Wheelch		2	1	1	1 2 2	1					
Mishandling of Passenger Property Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	Disability (Not 2 tems - Carry-C	Wheelch 1		2	1		1 2 2	1 1		1	1	1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged I' Property - Special Handling - Damaged I' Property - Special Handling - Missing Iter Screening	Disability (Not 2 tems - Carry-C	Wheelch 1		2	1		1 2 2	1			1		
Mishandling of Passenger Property Mishandling of Passenger Property - Dar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	Disability (Not 2 tems - Carry-C	Wheelch 1		2	1		1 2 2	1		1	1	1	

and a second	100			Center (TO						A= 1 ·	•••		
gories			2-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
V	2	4	1	8	3	5	10	3	6	12			
2016					2						3	1	
Customer Service											1		
Customer Service - TSO											1		
Locks					1						2		
Locks - Missing or Damaged Lock					1						2		
Mishandling of Passenger Property					1							1	
Mishandling of Passenger Property - Dam	naged/Missing Ite	msChec	ked Bagg	age	1							1	
2017	1	2		5			4	2	4	7		1	
Customer Service	1						2			2			
Customer Service - Others							1			1			
Customer Service - TSO	1						1			1			
Locks				1				1	1				
Locks - Missing or Damaged Lock				1				1	1				
Mishandling of Passenger Property		2		3			1	1	2	3		1	
Mishandling of Passenger Property - Dam	 aned/Missing Ite		/-on Luga					'		1		1	
Mishandling of Passenger Property - Dam		2	y-on Lugg	3			1	1	2	2			
Patdown	lageu/iviissii			3			- 1	- 1	1				
									1				
Patdown - Flyer							4		1				
Property - Special Handling							1						
Property - Special Handling - Missing Item	ns - Checked						1						
Screening				1						2			
Screening - Inconsistency										1			
Screening - Procedures/Process				1						1			
2018		1	1	1		5	2		1	4		1	
Civil Rights							1						
Civil Rights - Racial Profiling or Discrimina	ation						1						
Customer Service						2	1			1			
Customer Service - Others						1							
Customer Service - TSO						1	1			1			
Mishandling of Passenger Property				1		1						1	
Mishandling of Passenger Property - Dam	naged/Missing Ite	msChec	ked Bac	1		1							
Mishandling of Passenger Property - Disa												1	
Patdown		1				1							
Patdown - Flyer		1				1							
Property - Special Handling									1				
Property - Special Handling - Missing Item	ns - Carry-On								1				
Screening	lis - Garry-Orr		1			1			1	3			
Screening - Inconsistency			'			· ·				1			
Screening - Procedures/Process			1			1				2			
2019	1	1	1	2	1	1	4	1	1	1		1	
	1	1			1		1	1	1	1		1	
Civil Rights	41												
Civil Rights - Racial Profiling or Discrimina	ation						1						
Customer Service		1		1	1		1			1		1	
Customer Service - TSO		1		1	1		1			1		1	
Lost and Found								1					
Lost and Found - Airport/TSA								1					
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Diabetes				1									
Property - Special Handling	1								1				
Property - Special Handling - Damaged Ite	ems - Checked								1				
Property - Special Handling - Missing Item													
Screening							2						
Screening Screening - Lengthy Lines							1						

			TSA C	ontact	t Center (T	CC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-D		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ВМІ	2	2		7	2	4	2	6	2	5	2	2	4	40
2016						2		2						4
Civil Rights								1						1
Civil Rights - Racial Profiling or Discrimin	ation							1						1
Customer Service						1								1
Customer Service - Others						1								1
Mishandling of Passenger Property						1								1
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	arry-or	n Lugg	age	1								1
Patdown								1						1
Patdown - Flyer								1						1
2017		1		2	1	1	1			2			2	13
Customer Service								3					1	4
Customer Service - TSO								3					1	4
Mishandling of Passenger Property				1		1	1						1	4
Mishandling of Passenger Property - Dan				1			1							2
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-or	or Che	ecked		1							1	2
Persons w/ Disabilities (PWD)				1										1
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Men		1										1
Property - Special Handling										2				2
Property - Special Handling - Damaged It		ed								1				1
Property - Special Handling - Missing Iter	ns - Checked									1				1
Screening		1			1									2
Screening - Procedures/Process		1			1									2
2018		1		2	1	1	1		1	1	1		2	11
Civil Rights				1										1
Civil Rights - Racial Profiling or Discrimin	ation			1										1
Customer Service		1		1			1							3
Customer Service - Others		1												1
Customer Service - TSO				1			1							2
Mishandling of Passenger Property											1		1	2
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	hecked	d Bagg	gage						1		1	2
Persons w/ Disabilities (PWD)													1	1
Persons w/ Disabilities (PWD) - Diabetes													1	1
Screening					1	1			1	1				4
Screening - Procedures/Process						1			1	1				3
Screening - Security Breach					1									1
2019	2			3				1	1	2	1	2		12
Civil Rights										1				1
Civil Rights - National Origin										1				1
Mishandling of Passenger Property										1				1
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	hecked	d Bagg	gage					1				1
Patdown				1					1					2
Patdown - Flyer				1					1					2
Persons w/ Disabilities (PWD)	1													1
Persons w/ Disabilities (PWD) - Diabetes	1													1
Property - Special Handling								1			1			2
Property - Special Handling - Damaged It	ems - Carry-C	On									1			1
Property - Special Handling - Missing Iter	ns - Checked							1						1
Screening	1			2								2		5
Screening - Procedures/Process	1			2								2		5

	12.2 1		A Contact C									***	
ategories								05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BNA	91	79	91	62	82	113	107	141	123	135	122	118	1,264
2016				9	13	42	30	25	28	30	29	21	227
Advanced Imaging Technology (AIT)								1					
Advanced Imaging Technology (AIT) - Fly	er					4		1	4		4		1
Civil Rights	-4:					1		1	1		1		4
Civil Rights - Racial Profiling or Discrimina		•				1		1	4		1		3
Civil Rights - Screening of Religious or Cu	ultural Garment I	S		0	4	0	_		1	40	-		1
Customer Service				2	1	8	5	5	6	10	1	4	42
Customer Service - Others						11	1			2			4
Customer Service - TSO				2	1	7	4	5	6	8	1	4	38
Identification (ID) Requirements									1	1			2
Identification (ID) Requirements - Domest	IC								1	1			2
Locks					1		4	1	1	1	3	2	13
Locks - Missing or Damaged Lock					1		4	1	1	1	3	2	13
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				5	11	14	15	8	17	13	19	13	115
Mishandling of Passenger Property - Dam					1						1		2
Mishandling of Passenger Property - Dam				1	2	1	2	1	2	2	1		12
Mishandling of Passenger Property - Dam				4	8	12	11	6	11	11	17	13	93
Mishandling of Passenger Property - Dam	naged/Missing I	temsUns	pecified Lug	gage					1				1
Mishandling of Passenger Property - Disa	rrayed Items0	Carry-on or	Checked			1	2	1	3				7
Patdown										2			2
Patdown - Flyer										2			2
Persons w/ Disabilities (PWD)				1						2	2	1	6
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not V	Vheelchair	or Scooter)								2	1	3
Persons w/ Disabilities (PWD) - Prosthesi			,							1			1
Persons w/ Disabilities (PWD) - Service A										1			1
Persons w/ Disabilities (PWD) - Wheelcha		awav		1									1
Screening		5 ,		1		19	6	9	2	1	2	1	41
Screening - Inconsistency							1		1				2
Screening - Lengthy Lines				1		16	3	7	1				28
Screening - 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
Civil Rights - Racial Profiling or Discrimina					1						1		3
Civil Rights - Sexual Orientation - Not Tra			1										1
Customer Service	3	2	6	5		1	2	4	4	5	6		38
Customer Service - Others	0		1			- '			1		0		2
Customer Service - TSO	3	2	5	5		1	2	4	3	5	6		36
Identification (ID) Requirements	3		0	3		- 1		4	3	5	0	1	1
Identification (ID) Requirements - ID Matc	hina Tieket and	Poording	Dace Iceuse									1	1
Locks	3	5	1	1	1	2	2	2	1	2	2	4	26
Locks - General	3		ı	- 1	- 1			1	I			1	
Locks - Missing or Damaged Lock	3	1	1	1	1	2	2	1	- 1	2	2	3	3
	3	4	ı	ı	1		1	ı	1	1	2	3	23
Lost and Found													4
Lost and Found - Airport/TSA	40	40	00	4.4	1	4.4	1	47	1	1	40	0	4
Mishandling of Passenger Property	12	16	23	11	16	14	10	17	10	8	12	8	157
Mishandling of Passenger Property - Dam	1	45	2	5	3	1	7	4.4	0	_			12
Mishandling of Passenger Property - Dam		15	19	6	12	13	7	14	8	5	8	6	123
Mishandling of Passenger Property - Dam			1				•						2
Mishandling of Passenger Property - Disa		1	1		1		3	3	2	3	4	2	20
Patdown	4	2	1	1	3	3	2		2		2	4	24
Patdown - Flyer	2	1	1	1	3	1	2		2		2	4	19
Patdown - Flyer as Observer	1	1				1							3
Patdown - Non-Flyer	1					1							2
Persons w/ Disabilities (PWD)			1		1			3	2			1	8
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Mobility D			or Scooter)		1				1				2
Persons w/ Disabilities (PWD) - Prosthesi		d Casts						1				1	2
Persons w/ Disabilities (PWD) - Visual Im	pairment								1				1
		gway						1					1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se						4	7	11	5	2	5	34
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling											1		1
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged It	ems - Carry-On												
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling	ems - Carry-On							3	6	1		2	12
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item	ems - Carry-On ems - Checked ns - Carry-On							3	6	1 1		2	2
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item	ems - Carry-On ems - Checked ns - Carry-On						4		5		1	3	
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance	ems - Carry-On ems - Checked ns - Carry-On						4	1		1	1 2		2 19 3
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item	ems - Carry-On ems - Checked ns - Carry-On						4	1		1			19 3 3
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance	ems - Carry-On ems - Checked ns - Carry-On		2	1	1	1	4	1		1 3 1	2		2 19 3
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other	ems - Carry-On ems - Checked ns - Carry-On ns - Checked		2 1	1	1	1		3	5	1 3 1 1	2	3	19 3 3
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening	ems - Carry-On ems - Checked ns - Carry-On ns - Checked	2		1	1	1		3	5	1 3 1 1	2	3	2 19 3 3 27
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency	ems - Carry-On ems - Checked ns - Carry-On ns - Checked	2		1	1	1		3	5	1 3 1 1	2	3 6 2	2 19 3 3 27 5
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	ems - Carry-On ems - Checked ns - Carry-On ns - Checked	2	1				1	1 3	5	1 3 1 1 4	2 2 2	6 2 1	2 19 3 3 27 5 1
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	ems - Carry-On ems - Checked ns - Carry-On ns - Checked 3	2	1				1	1 3	5	1 3 1 1 4	2 2 2	6 2 1	2 19 3 3 27 5 1 17 2
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach	ems - Carry-On ems - Checked ns - Carry-On ns - Checked 3 2 cated Items	2 2	1	1	1	1	1	2	2	1 3 1 1 4	2 2 2 1 1	6 2 1 2	2 19 3 3 27 5 1 17 2
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach	ems - Carry-On ems - Checked ns - Carry-On ns - Checked 3	2	1				1	1 3	5	1 3 1 1 4	2 2 2	6 2 1 2	2 19 3 3 27 5 1 17 2
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2018 Civil Rights	ems - Carry-On ems - Checked ns - Carry-On ns - Checked 3 2 cated Items 1 31	2 2	1 1 22 1	1	1	1	1 1 24	2	2	1 3 1 1 4	2 2 2 1 1	6 2 1 2	2 19 3 3 27 5 1 17 2 2 306
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2018 Civil Rights Civil Rights - Hair Patdowns	ems - Carry-On ems - Checked ns - Carry-On ns - Checked 3 2 cated Items 1 31	2 2	1 1 22	1	1	1	1 1 24	2 2 42	2	1 3 1 1 4	2 2 2 1 1	6 2 1 2	2 19 3 3 27 5 1 17 2 2 2 306
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2018 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion	ems - Carry-On ems - Checked ns - Carry-On ns - Checked 3 2 cated Items 1 31	2 2	1 1 22 1	1	1	1	1 24 1	2	2	1 3 1 1 4	2 2 2 1 1	6 2 1 2	2 19 3 3 27 5 1 17 2 2 306 4 1
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2018 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina	ems - Carry-On ems - Checked ns - Carry-On ns - Checked 2 cated Items 1 1 1	2 2 2	1 1 22 1	1 15	1	26	1 1 24 1 1	2 2 42 1	2 2	1 3 1 1 4 3 3 1	2 2 2 1 1 35	3 6 2 1 2 1 2 2	2 19 3 3 27 5 1 17 2 2 306 4 1 1
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2018 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriminal Customer Service	ems - Carry-On ems - Checked ns - Carry-On ns - Checked 3 2 cated Items 1 31 1	17	1 1 22 1 1	1 15	1	26	1 1 24 1 1 3	1 3 2 2 42 1	2 2 21	1 3 1 1 1 4 3 3 1 1 27	2 2 2 1 1 35	3 6 2 1 2 1 28	2 19 3 27 5 1 17 2 2 306 4 1 1 1 2
Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2018 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina	ems - Carry-On ems - Checked ns - Carry-On ns - Checked 2 cated Items 1 1 1	2 2 2	1 1 22 1	1 15	1	26	1 1 24 1 1	2 2 42 1	2 2	1 3 1 1 4 3 3 1	2 2 2 1 1 35	3 6 2 1 2 1 2 2	2 19 3 3 27 5 1 17 2 2 306 4 1 1

TSA Contact Center (TCC) Data Tool - FOIA Categories 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep Total Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Damaged/Missing Items--Carry-on Luggage Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Cancer Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch Persons w/ Disabilities (PWD) - Prosthesis/Amputees Persons w/ Disabilities (PWD) - Service Animals Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway Persons w/ Disabilities (PWD) - Wounded Warrior Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Items - Carry-On Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flyer Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimination Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening **Customer Service** Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Damaged/Missing Items--Unspecified Luggage Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spectrum Persons w/ Disabilities (PWD) - Breast Cancer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal Medical Devices Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) Persons w/ Disabilities (PWD) - Service Animals Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged Ite Property - Special Handling - Missing Items - Carry-On Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Employee Screening - Inconsistency

Screening - Lengthy Lines

Screening - Shoe Screening

Screening - Procedures/Process Screening - Security Breach

Catagorias	40.0-4	44 Navi				C) Data To		04 4	05 Mar.	00 1	07 1	00 4	00.0	Tatal
Categories	10-Oct 24	11-Nov 2		ec u			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOI 2016	24	2	9	34	53 11	37 11	35 9	28 5	37 14	34 4	46 13			432 89
Civil Rights					2	- 11	9	J	14	4	13	14	•	2
Civil Rights - Racial Profiling or Discrimina	ation				2									2
Customer Service							1	1	3	1		1	2	9
Customer Service - TSO							1	1	3	1		1	2	9
Locks						1							1	2
Locks - Missing or Damaged Lock						1							1	2
Lost and Found						1								1
Lost and Found - Airport/TSA						1								1
Mishandling of Passenger Property					6	8	5	3	8	3	9	12	4	58
Mishandling of Passenger Property - Dam	aged/Missin	g Items	Carry-on	Luggag	е		1		2		2			5
Mishandling of Passenger Property - Dam					6	8	4	3	5	3	7	11	4	51
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Che	cked					1			1		2
Patdown					2				2		1		1	6
Patdown - Flyer					2				2		1			5
Patdown - Flyer as Observer													1	1
Persons w/ Disabilities (PWD)		1 . 0 1			1			1						2
Persons w/ Disabilities (PWD) - Prosthesi			IS		1			4						1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway				4	2	1	4		2			1
Screening Longthy Lines						1	3		1		1	1		9
Screening - Lengthy Lines						1	2		1		2	1		7
Screening - Procedures/Process 2017	5	1	4	9	14	15	9	13	4	16	18	8	10	132
Civil Rights	9			1	14	1	3	13	-	10	10		10	3
Civil Rights - Racial Profiling or Discrimina	l ation			'		1							!	1
Civil Rights - Sexual Orientation - Not Tra				1										1
Civil Rights - Transgender Screening													1	1
Customer Service	1		3		4	2	1	3	1	1	2		1	19
Customer Service - Others	·							2			1			3
Customer Service - TSO	1		3		4	2	1	1	1	1	1		1	16
Locks	·							1	1	1		1		4
Locks - 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
Mishandling of Passenger Property - Dam	i aged/Missin	g Items	С	1		1	1							3
Mishandling of Passenger Property - Dam	3		2	3	10	9	5	5		6	7	3	3	56
Mishandling of Passenger Property - Disa	rrayed Item		2							2	2		1	7
Patdown			2	3		1	2	2		2	1			13
Patdown - Flyer			2	3		1	2	2		1	1			12
Patdown - Flyer as Observer										1				1
Persons w/ Disabilities (PWD)										2				2
Persons w/ Disabilities (PWD) - Diabetes										1				1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelc	hair or S	cooter)						1				1
Property - Special Handling									1	2	6			14
Property - Special Handling - Damaged Ite										1	4	2	1	8
Property - Special Handling - Missing Item									1					1
Property - Special Handling - Missing Item			_							1	2	2		5
Screening	1		2	1		1		2	1				3	11
Screening - Inconsistency	4		0	4		4		1	4					1
Screening - Procedures/Process	1		2	1		1		1	1				1	8
Screening - Retrieving Abandoned/Confise Screening - Security Breach	cated items												1	<u>1</u>
2018	7	1:	2	6	15	6	3	6	6	7	7	9		89
Advanced Imaging Technology (AIT)	,		2 1	•	15	•	3	0	0	- 1	,	9		1
Advanced Imaging Technology (ATT) Advanced Imaging Technology (ATT) - Fly	er		1											
Civil Rights					2									2
Civil Rights - Hair Patdowns					1									1
Civil Rights - Sexual Orientation - Not Tra	l nsgender				1									<u>_</u>
Customer Service	1			1	2		1	3		3	2	2		15
Customer Service - Others								1						1
Customer Service - TSO	1			1	2		1	2		3	2	2		14
Locks	1						-			1	_	2		4
Locks - 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
Mishandling of Passenger Property - Dam	aged/Missin	g Items	С	2								1		3
Mishandling of Passenger Property - Dam	2		5	1	4	1	1	1	1	1	2	2	1	22
Mishandling of Passenger Property - Disa	rrayed Item		1		1	1			1		1			5
Patdown						1			1			1		3
Patdown - Flyer						1			1			1		3
Persons w/ Disabilities (PWD)					1				1			1	1	4
Persons w/ Disabilities (PWD) - Autism S												1		1
Persons w/ Disabilities (PWD) - Hearing I													1	1
Persons w/ Disabilities (PWD) - Mobility D			hair or S	coot	1									1
Persons w/ Disabilities (PWD) - Wheelcha									1					1
Property - Special Handling	2		2	2	3	1		2	2	2	1		2	19
Property - Special Handling - Damaged Ite				1	2			1	1				1	7
Property - Special Handling - Missing Item			1	1	1				1					4
Property - Special Handling - Missing Item			1			1		1		2	1		1	8
Screening Inconsistency	1	,	3		2	2	1				1		1	11
Screening - Inconsistency			2				1							1
Screening - Procedures/Process	1	;	3		1	1					1		1	8
Screening - Retrieving Abandoned/Confise	Lated Items				1	4								1
Screening - Security Breach	40		6	10	40	1 5	4.4	,	40	-	_	4-		122
Civil Rights	12		6	19	13	5	14	4	13	7	8	15 1	6	122 5
Civil raignts	1				1				1	- 1		1		

			TSA Conta	ct Center (TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Age									1				1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimin	1										1		2
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	gender		1									1
Customer Service				2		2		1		2	2	1	10
Customer Service - TSO				2		2		1		2	2	1	10
Locks		1			1	1		1			4		8
Locks - Missing or Damaged Lock		1			1	1		1			4		8
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property	3	1	6	3	2	1	3	4	5	2	4		34
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	1										1
Mishandling of Passenger Property - Dam	3	1	5	2	1	1	1	4	5	2	4		29
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsU	Inspecified	Luggage			1						1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	1	1		1						3
Patdown			2	. 1		1			1	2	1	1	9
Patdown - Flyer			1	1		1			1	2	1	1	8
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)	3		3	1	1	1							9
Persons w/ Disabilities (PWD) - Breast Ca	ancer		1										1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Internal M	Nedical Dev	ces				1							1
Persons w/ Disabilities (PWD) - Medical I	1												1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	1 1										1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)			1	1								2
Persons w/ Disabilities (PWD) - Mobility [Disability (N	ot Wheelch	1										1
Persons w/ Disabilities (PWD) - Wheelch													1
Property - Special Handling	5	3	7	3	1	6	1	4		1	1	2	34
Property - Special Handling - Damaged It	ems - Chec	1	2			1	1	1				2	8
Property - Special Handling - Missing Iten					1	2							4
Property - Special Handling - Missing Iten	5	1	5	3		3		3		1	1		22
Screening		1	1	2		2		1		1	2	2	12
Screening - Inconsistency								1					1
Screening - Procedures/Process		1	1	2		2				1	2	2	11

			TSA Contact		•								
Categories	10-Oct	11-Nov	12-Dec			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BOS	418	319	322	324	303	359	385	421	475	469	501	449	4,745
2016				72	66	115	108	110	99	106	130	116	922
Advanced Imaging Technology (AIT)							1	1					2
Advanced Imaging Technology (AIT) - Fly	er						1	1					2
Civil Rights				4	3	4		4	2	3	4	9	33
Civil Rights - General Complaint and Disc	rimination				1								1
Civil Rights - National Origin								1		1			2
Civil Rights - Perceived Religion								'		1			1
	otion			4	2	4		2	1	- 1	2	8	
Civil Rights - Racial Profiling or Discrimina				4	2	4		2	1	4	2		23
Civil Rights - Sex/Gender/Gender Identity-		ender						1		1	1	1	4
Civil Rights - Sexual Orientation - Not Tra	nsgender								1				1
Civil Rights - Transgender Screening											1		1
Customer Service				5	8	20	22	25	18	20	17	16	151
Customer Service - CSM								1					1
Customer Service - Others				1		4	3	5	3		1	1	18
Customer Service - TSO				4	8	16	19	19	15	20	16	15	132
Identification (ID) Requirements							1	1		1		1	4
Identification (ID) Requirements - Domesti	ic							1		1		1	3
Identification (ID) Requirements - ID Match		nd Boardii	na Dace Iceu	96			1	1				<u> </u>	1
Locks	illig Ticket a	iu boaruii	ilg i ass issu		4	0		4	2	4	0	0	
				4	4	9	8	4	3	4	8	8	52
Locks - General						1							1
Locks - Missing or Damaged Lock				4	4	8	8	4	3	4	8		51
Lost and Found					3	8	2	2	5	3	5	3	31
Lost and Found - 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
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	arry-on Lug	3	8	6	6	8	5	4	7	3	50
Mishandling of Passenger Property - Dam				43	25	47	44	37	42	47	60		405
Mishandling of Passenger Property - Dam					1			· ·	2	2			5
Mishandling of Passenger Property - Disa				uggage 2	4	5	4	5	2	2	8	2	34
Patdown	nayou nemb	Jany-Ul	OI OHECKE	5	3	7	5	9	7	5	5		
													50
Patdown - Flyer				5	3	7	5	9	6	5	5	4	49
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)				1	3	2	4	5	2	1	2	1	21
Persons w/ Disabilities (PWD) - Autism Sp	pectrum							1					1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not I	Breast Ca	ncer					1	1				2
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	al Disability	1		1							2
Persons w/ Disabilities (PWD) - Diabetes							1				1		2
Persons w/ Disabilities (PWD) - General					1							1	2
Persons w/ Disabilities (PWD) - Medically	l Necessary N	/ledication	and Medica	LSupplies	1			2					3
Persons w/ Disabilities (PWD) - Mobility D					- '		1		1	1	1		4
				1)		1	'		1	- 1	- 1		1
Persons w/ Disabilities (PWD) - Prosthesi													
Persons w/ Disabilities (PWD) - Touch Av					1								1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway					2	1					3
Request for Assistance									1				1
Request for Assistance - Wounded Warric	or (MSIJSOC)							1				1
Screening				4	4	7	11	9	9	12	14	9	79
Screening - Children									1				1
Screening - Crew Member or Airline Empl	ovee					1	1	1					3
Screening - Inconsistency						1	1	3	1				6
Screening - Lengthy Lines				2	2	1	4	4	1	2	2		18
Screening - Procedures/Process				1	2	3	5	1	4	9	11		42
	4 14			1		3	J		1	9	1		3
Screening - Retrieving Abandoned/Confise	l			- 1		4				4	ı		
Screening - Security Breach						1			1	1		3	6
SIDA (Security Identification Display Area)										1			1
SIDA (Security Identification Display Area) - General									1			1
TSA Contact Information				1					1	1			3
TSA Contact Information - 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
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin		1			1								2
Civil Rights - Perceived Religion		- 1		1	1		1						2
Civil Rights - Racial Profiling or Discrimina	4	3	2	1	1	1	2	3	3	4	4	3	
		3			1			3	3	4	4	3	30
Civil Rights - Screening of Religious Cultu													1
Civil Rights - Screening of Religious or Cu							1						1
Civil Rights - Sex/Gender/Gender Identity-		1		2	1			1	1		1		7
Civil Rights - Transgender Screening	1	1		1				1		1		1	6
Customer Service	18	22	18	20	17	19	14	28	31	26	29	23	265
Customer Service - CSM			1	1	1	1							4
Customer Service - Others		3	2	2		2	2	3	2	2	2	2	22
Customer Service - TSO	18	19		17	16	16	12	25	29	24	27		239
Identification (ID) Requirements	1	.0	1							2			4
Identification (ID) Requirements - Domest	1		1							2			4
Locks	11	7		4	4	3	5	3	4	5	6	6	64
	- 11			4	4	3	5	3		3	0	Ü	
Locks - General		1				_	_	_	1	-	-		3
Locks - Missing or Damaged Lock	11	6		4	4	3	5	3	3	5	6		61
Lost and Found	3	5		3	5	1		1	4	6	6		43
Lost and Found - Airport/TSA	3	5		3	5	1		1	4	6	6		43
Mishandling of Passenger Property	70	60	53	45	36	43	18	23	45	37	42	29	501
Mishandling of Passenger Property - Dam	9	8	4	5	3	5	1	2	4	1	3		45
Mishandling of Passenger Property - Dam	53	47		35	31	35	14	19	33	29	32		396
Mishandling of Passenger Property - Dam	1	1					1	1			1		5
Mishandling of Passenger Property - Disa	-	4	3	5	2	3	2	1	8	7	6	7	55
Patdown	3	1		2	4	10	7	7	5	7	8		62
	J		U		-	10	- 1	- 1	3	- 1	0		UZ

egories) Data Tool								
-							•	•				9-Sep	Total
Patdown - Flyer	3	1	5	2	4	9	7	7	5	7	8	2	60
Patdown - Flyer as Observer			1			1							2
Persons w/ Disabilities (PWD)	3	4	5			3	3	6	5	9	2	4	44
Persons w/ Disabilities (PWD) - Breast C		1											1
Persons w/ Disabilities (PWD) - Cancer (,											1	1
Persons w/ Disabilities (PWD) - Cognitive		ai /ivientai L	isability					1	1	2	4		1
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General							1		1	3	1	1	2
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing	Impairment						1	1	I				
Persons w/ Disabilities (PWD) - Internal I								1					1
Persons w/ Disabilities (PWD) - Medically			2					ı	1	1			6
Persons w/ Disabilities (PWD) - Mobility	1	/heelch	1						1	3		2	7
Persons w/ Disabilities (PWD) - Ostomy/	, ,	1	'				1		'	1			3
Persons w/ Disabilities (PWD) - Prosthes		'					- '	1	1	'			3
Persons w/ Disabilities (PWD) - Touch A		1	2				1	'	'				- 4
Persons w/ Disabilities (PWD) - Visual Im						1							
Persons w/ Disabilities (PWD) - Wheelch		1				2		2		1	1		7
Prohibited & Permitted Items			1		1			1	2	2	1		3
Prohibited & Permitted Items - Beauty & 0	Grooming Items										1		
Prohibited & Permitted Items - Electronic			1										
Prohibited & Permitted Items - Firearm/A									1	1			2
Prohibited & Permitted Items - Knives/To		p Objects							1				
Prohibited & Permitted Items - Liquids/Ge		, ,								1			
Prohibited & Permitted Items - Medication		edically Ne	cessary Ite	ms				1					
Prohibited & Permitted Items - Sporting G		, -	,		1								
Property - Special Handling							14	26	18	20	23	15	116
Property - Special Handling - Damaged It	ems - Carry-On								4	1	1		(
Property - Special Handling - Damaged It							2	6	2	6	3	4	23
Property - Special Handling - Missing Iter							3	5	1	1	4	2	16
Property - Special Handling - Missing Iter							9	15	11	12	15	9	7
Request for Assistance	1	1				1	1		2	1		1	8
Request for Assistance - Other						1	1		2	1		1	6
Request for Assistance - Wounded Warri	1	1											2
Screening	13	14	13	16	14	8	8	9	18	8	9	18	148
Screening - Crew Member or Airline Emp	loyee											1	1
Screening - Inconsistency	1	2	1	3	1	2	2		1	2	1		16
Screening - International Screening			1										1
Screening - Lengthy Lines	3	1	2	2	2	1		2	2		1	4	20
Screening - Procedures/Process	9	9	8	11	10	5	6	4	13	6	7	13	101
Screening - 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
Advanced Imaging Technology (AIT) - Fly			1										2
Advanced Imaging Technology (AIT) - Fly										1			1
Civil Rights	7	3	5	2	2	3	9	6	5	6	3	4	55
Civil Rights - Age		2				1	1						4
Civil Rights - Constitutional Rights			1		1						1	1	4
Civil Rights - Hair Patdowns	1								1				2
Civil Rights - Headwear									1	-			
	4							4		1			
Civil Rights - National Origin	1							1	1	1			3
Civil Rights - National Origin Civil Rights - Perceived Religion			1	4	4	4	2	1	1			2	3
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin	3	anial Itama	1	1	1	1	3	1	1	1		3	3 1 19
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult	3 ural and Ceremo		1	1	1	1	3		1			3	3 1 19 1
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C	3 ural and Ceremo ultural Garment	3			1			1	1	4		3	3 1 19 1
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity	3 ural and Ceremoultural Garment		1	1	1		1		1		2	3	3 1 19 1 1
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	3 ural and Ceremoultural Garment	3	2		1			1	1	4	2	3	19 19 1 1 11
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tre Civil Rights - Transgender Screening	3 ural and Ceremo ultural Garment 2 unsgender	1	2	1		1	1 4	1 1	1	1			3 1 19 1 1 11 4
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service	3 ural and Ceremoultural Garment: 2 unsgender	1 28	2 1 14		20	16	1 4 30	1 1 1 16	1 1 1 27	1 30	24	12	19 11 11 2 3 251
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others	3 ural and Ceremoultural Garment 2 unsgender 21 2	28 5	2 1 14 2	1 13	20	1 16 1	1 4 30 1	1 1 1 16 2	1 1 1 27 2	1 30 1	24 1	12	19 11 11 2 257 27
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	3 ural and Ceremoultural Garment: 2 unsgender	1 28	2 1 14	13	20	16	1 4 30	1 1 1 16	1 1 1 27 2 25	1 30	24	12	19 11 11 25 25 22 23
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	3 3 3 4 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	28 5	2 1 14 2	1 13	20	1 16 1	1 4 30 1	1 1 1 16 2	1 1 27 2 25 1	1 30 1	24 1	12	11 11 11 25 25 22 230
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes	3 3 3 4 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	28 5	2 1 14 2	1 13 13 1	20	1 16 1	1 4 30 1	1 1 1 16 2	1 1 1 27 2 25	1 30 1	24 1	12	11 11 12 3 25 2 230
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tre Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors	3 ural and Cereme ultural Garment 2 unsgender 21 21 2 19 tic	28 5 23	2 1 14 2 12	1 13 13 1	20 3 17	16 1 15	1 4 30 1 29	1 1 1 16 2 14	1 1 27 2 25 1	4 1 30 1 29	24 1 23	12 1 11	19 11 11 11 12 13 13 14 15 15 15 15 15 15 15 15 15 15 15 15 15
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes	3 ural and Ceremultural Garment 2 unsgender 21 2 19 tic Domestic 16	28 5	2 1 14 2	1 13 13 1	20	1 16 1	1 4 30 1	1 1 1 16 2	1 1 1 27 2 2 25 1	1 30 1	24 1	12	19 11 11 11 25 25 22 230 2
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks Locks - General	3 ural and Cerement ultural Garment 2 unsgender 21 2 19 tic Domestic 16 3	28 5 23	2 1 14 2 12	1 13 13 1	20 3 17	16 1 15	1 4 30 1 29	1 1 1 16 2 14	1 1 1 27 2 25 1 1	4 1 30 1 29	24 1 23	12 1 11	18 18 11 25 25 23 23 23 70
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks	3 ural and Ceremoultural Garment 2 ussgender 21 2 19 tic Domestic 16 3 13	28 5 23	2 1 14 2 12	1 13 13 1 1 1 2	20 3 17	1 16 1 15	1 4 30 1 29	1 1 1 16 2 14	1 1 1 27 2 25 1 1	4 1 30 1 29	24 1 23 4 1	12 1 11	11 11 25 25 230 230 70
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock	3 ural and Cerement ultural Garment 2 unsgender 21 2 19 tic Domestic 16 3	28 5 23 4	2 1 14 2 12 5	1 13 13 1 1 1 2	20 3 17	1 16 1 15	1 4 30 1 29 6 1 5	1 1 1 16 2 14 8 1 7	1 1 27 2 25 1 1 4 1 3	4 1 30 1 29 6	24 1 23 4 1 3	12 1 11 7	19 11 11 25 25 22 23 23 27 70 63
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	3 ural and Ceremoultural Garment 2 ussgender 21 2 19 itic Domestic 16 3 13 12	28 5 23 4 4	2 1 14 2 12 5 5	1 13 13 1 1 1 2	20 3 17 4 4 3	1 16 1 15 4 4	1 4 30 1 29 6 1 5 7	1 1 1 16 2 14 8 1 7 6	1 1 27 2 25 1 1 4 1 3 3	4 1 30 1 29 6 6 3	24 1 23 4 1 3 13	12 1 11 7 7	119 119 119 129 129 129 129 129 129 129
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	a 3 ural and Cereme ultural Garment 2 unsgender 21 2 19 tic Domestic 16 3 13 12 12 43	28 5 23 4 4 10	2 1 14 2 12 12 5 5 7	1 13 13 1 1 2 2 4 4	20 3 17 4 4 3 3	1 16 1 15 4 4 1	1 4 30 1 29 6 1 5 7	1 1 1 16 2 14 8 8 1 7 6 6	1 1 1 27 2 2 25 1 1 1 4 4 1 3 3 3	4 1 30 1 29 6 6 6 3 3	24 1 23 4 1 3 13	12 1 11 7 7 7 6 6	11 11 225 225 230 77 63 65 75
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tre Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	3 ural and Cereme ultural Garment 2 unsgender 21 2 19 tic Domestic 16 3 13 12 12 43 1	28 5 23 4 4 10 10 25	2 1 14 2 12 12 5 5 7 7 7	1 13 13 1 1 2 2 4 4 31	20 3 17 4 4 3 3 3 24	1 16 1 15 4 4 4 1 1	1 4 30 1 29 6 1 5 7 7 28	1 1 1 16 2 14 8 1 7 6 6 6	1 1 27 2 25 1 1 4 1 3 3 3 3 3 3	4 1 30 1 29 6 6 3 3 3 26	24 1 23 4 1 3 13 13 43	12 1 11 7 7 6 6 6 35	11 11 225 225 230 70 63 75 75 360
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tre Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	3 ural and Cerement ultural Garment 2 unsgender 21 2 19 tic Domestic 16 3 13 12 12 43 1 1 32	28 5 23 4 4 10 10 25 1	2 1 14 2 12 5 5 7 7 7 32 1	1 13 13 1 1 2 2 4 4 31	20 3 17 4 4 3 3 3 24 2	1 16 1 15 4 4 1 1 1 1 1 1	1 4 30 1 29 6 1 5 7 7 7 28 4	1 1 1 16 2 14 8 1 7 6 6 6 29 5	1 1 27 2 25 1 1 4 1 3 3 3 3 3 3 2	4 1 30 1 29 6 6 6 3 3 26 3	24 1 23 4 1 3 13 13 43 2	12 1 11 7 7 6 6 6 35 1	19 11 25 25 22 23 23 70 66 75 76 366 25 22
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tre Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	3 ural and Cereme ultural Garment 2 unsgender 21 2 19 tic Domestic 16 3 13 12 12 43 11 12 43 11 12 12 12 11 11 11 11 12 12 11 11 11	28 5 23 4 4 10 10 25 1	2 1 14 2 12 5 5 7 7 7 32 1	1 13 13 1 1 2 2 4 4 31 1 26	20 3 17 4 4 3 3 3 24 2	1 16 1 15 15 4 4 1 1 1 1 1 2 5 5	1 4 30 1 29 6 1 5 7 7 7 28 4	1 1 1 16 2 14 8 1 7 6 6 6 29 5	1 1 27 2 25 1 1 4 1 3 3 3 3 3 3 2 27	4 1 30 1 29 6 6 6 3 3 26 3	24 1 23 4 1 3 13 13 43 2	12 1 11 7 7 6 6 6 35 1	11 11 25 25 22 23 23 24 70 70 71 75 360 22 28
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	3 ural and Cereme ultural Garment 2 unsgender 21 2 19 tic Domestic 16 3 13 12 12 43 11 12 43 11 12 12 12 11 11 11 11 12 12 11 11 11	28 5 23 4 4 10 10 25 1 22	2 1 14 2 12 5 5 7 7 7 32 1 1 28	1 13 13 1 1 2 2 4 4 4 31 1 26 2	20 3 17 4 4 3 3 24 2	1 16 1 15 4 4 1 1 1 1 2 5 2	1 4 30 1 29 6 1 5 7 7 7 28 4	1 1 1 16 2 14 8 1 7 6 6 29 5 22	1 1 27 2 25 1 1 4 1 3 3 3 3 3 2 27	4 1 30 1 29 6 6 6 3 3 26 3 20	24 1 23 4 1 3 13 13 43 2 34	12 1 11 7 7 6 6 6 35 1 30	19 11 25 25 23 23 23 70 70 75 366 28 28 28
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Possenger Property Mishandling of Passenger Property - Dan	3 Jaral and Cereme Jaral and Cereme 2 Jaral and Cereme 2 Jaral and Cereme 1 2 Jaral and Cereme 1 2 Jaral and Cereme 2 Jaral and Cereme 2 Jaral and Cereme 2 Jaral and Cereme 3 Jaral and All and A	28 5 23 4 4 10 10 25 1 22 1	2 1 14 2 12 12 5 5 7 7 7 32 1 28	1 13 13 1 1 2 2 4 4 31 1 26 2 2	20 3 17 4 4 3 3 24 2 17	1 16 1 15 15 4 4 1 1 1 1 2 2 5 2 2 2	1 4 30 1 29 6 1 5 7 7 28 4 24	1 1 1 16 2 14 8 1 7 6 6 6 29 5 22	1 1 27 2 25 1 1 4 1 3 3 3 3 3 2 27 1 1	4 1 30 1 29 6 6 3 3 26 3 20	24 1 23 4 1 3 13 13 43 2 34	12 1 11 7 7 6 6 6 35 1 30	11 11 25 25 23 23 77 66 77 73 366 21 28
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa	3 Jaral and Cereme Litter 2 2 Jaral and Cerement 3 Jaral	28 5 23 4 4 10 10 25 1 22 1 1 5	2 1 14 2 12 12 5 5 7 7 7 32 1 28	1 13 13 1 1 2 2 4 4 31 1 26 2 2	20 3 17 4 4 3 3 24 2 17	1 16 1 15 4 4 1 1 11 2 5 2 2 5 5	1 4 30 1 29 6 1 5 7 7 7 28 4 24	1 1 1 16 2 14 8 8 1 7 6 6 6 29 5 22	1 1 27 2 2 25 1 1 4 1 3 3 3 3 3 2 27 1 1 3 5	4 1 30 1 29 6 6 3 3 26 3 20 3 2	24 1 23 4 1 3 13 13 43 2 34	12 1 11 7 7 6 6 6 35 1 30	11 11 25 22 23 23 77 63 64 77 77 366 22 28 44 55
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	3 Jaral and Cereme Later of the later of t	28 5 23 4 4 10 10 25 1 22 1 1 5	2 1 14 2 12 12 5 5 7 7 7 32 1 28	1 13 13 1 1 2 2 4 4 31 1 26 2 2	20 3 17 4 4 3 3 24 2 17	1 16 1 15 4 4 1 1 11 2 5 2 2 5 5	1 4 30 1 29 6 1 5 7 7 7 28 4 24	1 1 1 16 2 14 8 8 1 7 6 6 6 29 5 22	1 1 27 2 2 25 1 1 4 1 3 3 3 3 3 2 27 1 1 3 5	4 1 30 1 29 6 6 3 3 26 3 20 3 2	24 1 23 4 1 3 13 13 43 2 34 7 6 4	12 1 11 7 7 6 6 6 35 1 30	11 12 25 25 23 23 23 24 36 25 25 23 23 24 25 25 25 25 25 25 25 25 25 25
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tre Civil Rights - Sexual Orientation - Not Tre Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	3 Jaral and Cereme Later of the later of t	28 5 23 4 4 10 10 25 1 22 1 1 5 4	2 1 14 2 12 12 5 5 7 7 7 32 1 28	1 13 13 1 1 2 2 4 4 31 1 26 2 2	20 3 17 4 4 3 3 24 2 17	1 16 1 15 4 4 1 1 11 2 5 2 2 5 5	1 4 30 1 29 6 1 5 7 7 7 28 4 24	1 1 1 16 2 14 8 8 1 7 6 6 6 29 5 22	1 1 27 2 2 25 1 1 4 1 3 3 3 3 3 2 27 1 1 3 5	4 1 30 1 29 6 6 3 3 26 3 20 3 2	24 1 23 4 1 3 13 13 43 2 34 7 6 4 1	12 1 11 7 7 6 6 6 35 1 30	19 11 225 225 230 70 71 63 366 28 28 1
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tre Civil Rights - Sexual Orientation - Not Tre Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dise Patdown Patdown - Flyer Patdown - Flyer	3 ural and Cerement ultural Garment 2 unsgender 21 2 19 tic Domestic 16 3 13 12 12 43 11 12 43 11 19 6 5 11 3 3	28 5 23 4 4 10 10 25 1 22 1 1 5 4	2 1 14 2 12 5 5 7 7 32 1 28 3 8	1 13 13 1 1 2 2 4 31 1 26 2 2 1	20 3 17 4 4 3 3 24 2 17 5 6	1 16 1 15 4 4 1 1 1 1 1 2 5 2 2 5 5 5	1 4 30 1 29 6 1 5 7 7 28 4 24	1 1 1 16 2 14 8 1 7 6 6 6 29 5 22 2 7	1 1 27 2 25 1 1 1 4 1 3 3 3 3 3 3 2 27 1 1 3 5 5 5 5 5	4 1 30 1 29 6 6 6 3 3 26 3 20 3 20	24 1 23 4 1 3 13 43 2 34 7 6 4 1 1	12 1 11 7 7 6 6 35 1 30 4 2	19 11 225 225 233 24 70 75 366 229 287 44 55 57
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tre Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	3 Jaral and Cerement Lultural Garment 2 Jaral Service 21 2 19 Lic Domestic 16 3 13 12 12 12 43 11 32 11 3 9 6 5 1	28 5 23 4 4 10 10 25 1 22 1 1 5 4	2 1 14 2 12 5 5 7 7 32 1 28 3 8	1 13 13 1 1 2 2 4 31 1 26 2 2 1	20 3 17 4 4 3 3 24 2 17 5 6 6	1 16 1 15 4 4 1 1 1 1 1 2 5 2 2 5 5 5	1 4 30 1 29 6 1 5 7 7 28 4 24	1 1 1 16 2 14 8 1 7 6 6 6 29 5 22 2 7	1 1 27 2 25 1 1 1 4 1 3 3 3 3 3 3 2 27 1 1 3 5 5 5 5 5	4 1 30 1 29 6 6 3 3 26 3 20 3 2 1 1	24 1 23 4 1 3 13 43 2 34 7 6 4 1 1	12 1 11 7 7 6 6 35 1 30 4 2	15 15 25 25 20 20 30 60 36 25 28 36 26 28 36 36 36 44 45 55 56 56 56 56 56 56 56 56 56 56 56 56
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	3 aral and Cereme ultural Garment 2 2 nnsgender 21 2 19 tic Domestic 16 3 13 12 12 43 11 12 43 11 12 12 43 11 11 12 12 13 14 15 16 16 17 18 18 18 19 19 10 10 10 10 10 10 10 10 10 10 10 10 10	28 5 23 4 4 10 10 25 1 1 5 4	2 1 14 2 12 12 5 5 7 7 7 32 1 28 3 8 8	1 13 13 1 1 2 2 4 31 1 26 2 2 1	20 3 17 4 4 3 3 24 2 17 5 6 6	1 16 1 15 4 4 1 1 1 1 1 2 5 2 2 5 5 5	1 4 30 1 29 6 1 5 7 7 28 4 24	1 1 1 16 2 14 8 1 7 6 6 6 29 5 22 2 7	1 1 27 2 25 1 1 1 4 1 3 3 3 3 3 3 2 27 1 1 3 5 5 5 5 5	4 1 30 1 29 6 6 3 3 26 3 20 3 2 1 1	24 1 23 4 1 3 13 13 43 2 34 7 6 4 1 1 1 5	12 1 11 7 7 6 6 35 1 30 4 2	33 11 19 11 11 11 44 33 2551 21 23 20 70 75 75 360 25 287 77 75 52 33 24 25 25 25 25 25 25 25 25 25 25 25 25 25
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disc Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C	a 3 ural and Cereme ultural Garment 2 unsgender 21 21 2 19 itic Domestic 16 3 13 12 12 43 11 12 43 11 12 43 11 12 12 43 11 13 12 12 12 43 11 11 11 12 12 13 14 15 16 16 17 18 18 18 19 18 18 18 18 18 18 18 18 18 18 18 18 18	28 5 23 4 4 10 10 25 1 1 5 4	2 1 14 2 12 12 5 5 7 7 7 32 1 28 3 8 8	1 13 13 1 1 2 2 4 31 1 26 2 2 1	20 3 17 4 4 3 3 24 2 17 5 6 6	1 16 1 15 4 4 1 1 1 1 1 2 5 2 2 5 5 5	1 4 30 1 29 6 1 5 7 7 28 4 24	1 1 1 16 2 14 8 1 7 6 6 6 29 5 22 2 7	1 1 27 2 25 1 1 1 4 1 3 3 3 3 3 3 2 27 1 1 3 5 5 5 5	4 1 30 1 29 6 6 3 3 26 3 20 3 2 1 1	24 1 23 4 1 3 13 13 43 2 34 7 6 4 1 1 1 5	12 1 11 7 7 6 6 35 1 30 4 2	33 11 19 11 11 11 4 3 251 21 23 21 11 17 70 75 360 25 28 77 75 360 25 360 25 360 26 4 4 4 5 5 7 5 7 5 7 5 7 5 7 5 7 5 7 5 7
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identify Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	a 3 ural and Cereme ultural Garment 2 unsgender 21 21 2 19 itic Domestic 16 3 13 12 12 43 11 12 43 11 12 43 11 12 12 43 11 13 12 12 12 43 11 11 11 12 12 13 14 15 16 16 17 18 18 18 19 18 18 18 18 18 18 18 18 18 18 18 18 18	28 5 23 4 4 10 10 25 1 1 5 4	2 1 14 2 12 12 5 5 7 7 7 32 1 28 3 8 8	1 13 13 1 1 2 2 4 4 31 1 26 2 2 1	20 3 17 4 4 3 3 24 2 17 5 6 6	1 16 1 15 4 4 1 1 1 1 1 2 5 2 2 5 5	1 4 30 1 29 6 1 5 7 7 7 28 4 24	1 1 1 16 2 14 8 1 7 6 6 6 29 5 22 2 7	1 1 27 2 25 1 1 4 1 3 3 3 3 3 2 27 1 1 3 5 5	4 1 30 1 29 6 6 3 3 26 3 20 3 2 1 1 10 1	24 1 23 4 1 3 13 13 43 2 34 7 6 4 1 1 1 5	12 1 11 7 7 6 6 35 1 30 4 2	33 11 19 11 11 11 14 33 251 21 230 70 77 63 360 25 287 77 57 57 57 57 57 57 57 57 57 57 57 57
Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sacial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tre Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Minors Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Passen	3 ural and Cereme ultural Garment 2 unsgender 21 2 19 tic Domestic 16 3 13 12 12 43 11 12 43 11 32 11 43 11 32 11 43 11 32 11 43 11 11 11 11 11 11 11 11 11 11 11 11 11	28 5 23 4 4 10 10 25 1 1 5 4	2 1 14 2 12 5 5 7 7 7 32 1 28 3 8 8	1 13 13 1 1 2 2 4 31 1 1 26 2 2 1 1	20 3 17 4 4 3 3 24 2 17 5 6 6	1 16 1 15 4 4 1 1 1 1 1 2 5 2 2 5 5	1 4 30 1 29 6 1 5 7 7 7 28 4 24	1 1 1 16 2 14 8 1 7 6 6 6 29 5 22 2 7 7	1 1 27 2 25 1 1 4 1 3 3 3 3 3 2 27 1 1 3 5 5	4 1 30 1 29 6 6 6 3 3 26 3 20 1 1 10 1	24 1 23 4 1 3 13 13 43 2 34 7 6 4 1 1 1 5	12 1 11 7 7 6 6 35 1 30 4 2	2 3 3 1 1 19 1 1 1 2 2 5 1 1 2 2 5 1 1 1 7 7 7 7 7 7 8 3 8 6 8 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7

			A Contact C		•								
Categories				1-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medical [1	1	1		1	4
Persons w/ Disabilities (PWD) - Medically		dicatior	1					1	2				4
Persons w/ Disabilities (PWD) - Metal Imp				1				1					2
Persons w/ Disabilities (PWD) - Mobility [2					1	1		4	2		10
Persons w/ Disabilities (PWD) - Ostomy/0			1										1
Persons w/ Disabilities (PWD) - Prosthesi						1						1	2
Persons w/ Disabilities (PWD) - Respirato		Equipment				1							1
Persons w/ Disabilities (PWD) - Service A	Animals					1	2			1	1		5
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	uma)		1			1		1				3
Persons w/ Disabilities (PWD) - Visual Im	pairment	1					1						2
Persons w/ Disabilities (PWD) - Wheelcha	1			1		1	1		4		1	1	10
Property - Special Handling	28	16	17	22	15	18	17	25	24	22	22	21	247
Property - Special Handling - Damaged It	ems - Carry	1	2		2	3			1		2		11
Property - Special Handling - Damaged It	8	6	3	6	4	5	4	7	6	9	4	6	68
Property - Special Handling - Missing Iten	4	4	3	3	5	2	4	7	6	4	6	1	49
Property - Special Handling - Missing Iten		5	9	13	4	8	9	11	11	9	10	14	119
Request for Assistance		1										1	2
Request for Assistance - Other												1	1
Request for Assistance - Wounded Warrio	or (MSLISO)	1											1
Screening	17	11	12	7	12	8	17	12	17	13	16	14	156
	17	- 11	12	- 1	12	0	17	12	17	13	10	14	
Screening - Children									1				1
Screening - Crew Member or Airline Empl												1	2
Screening - Inconsistency	1	3	1			1			2	1	1		10
Screening - Lengthy Lines	3	3	2	2	4	3	2	2	2	2	1		26
Screening - Procedures/Process	12	4	9	4	7	4	15	10	12	9	12	13	111
Screening - Retrieving Abandoned/Confis	cated Items	1		1									2
Screening - Security Breach					1					1	2		4
2019	135	93	104	69	64	84	76	88	110	116	104	124	1,167
Advanced Imaging Technology (AIT)	1			1						1		1	4
Advanced Imaging Technology (AIT) - Fly	1			1						1		1	4
Civil Rights	7	9	1	2	4	5	1	2	4	3	6	2	46
Civil Rights - Age			1				1				1		3
Civil Rights - Constitutional Rights	1			1									2
Civil Rights - Hair Patdowns					1				1				2
Civil Rights - Headwear	1				- '				1		1		2
Civil Rights - National Origin	'					1			1		- 1		2
						- 1			1			1	
Civil Rights - Perceived Religion				4									2
Civil Rights - Racial Profiling or Discrimina		3		1	3	4		2			3	1	21
Civil Rights - Screening of Religious or Cu										1			1
Civil Rights - Sex/Gender/Gender Identity		5								2	1		9
Civil Rights - Sexual Orientation - Not Tra	nsgender								1				1
Civil Rights - Transgender Screening		1											1
Customer Service	27	24	20	11	9	18	12	15	18	20	13	18	205
Customer Service - Others		1	1		1	1	1		4		1	3	13
Customer Service - TSO	27	23	19	11	8	17	11	15	14	20	12	15	192
Identification (ID) Requirements											1		1
Identification (ID) Requirements - Domest	tic										1		1
Locks	7	5	5	3	1	3	4	2	4	8	4	10	56
Locks - Missing or Damaged Lock	7	5	5	3	1	3	4	2	4	8	4	10	56
Lost and Found	4	2	3	3	4	3	1	1	2	3			26
Lost and Found - Airport/TSA	4	2	3	3	4	3	1	1	2	3			26
Mishandling of Passenger Property	35	16	20	19	14	18	16	23	20	26	26	33	266
Mishandling of Passenger Property - Dam		10	20	10	1	4	10	1	20	3	1	3	16
		15	17	17	9	12	14	17	14	20	19	26	
Mishandling of Passenger Property - Dam						12			14	20	19	20	206
Mishandling of Passenger Property - Dam					1		1	1_					3
Mishandling of Passenger Property - Disa		1	3	2	3	2	1	4	4	3	6	4	41
Patdown	4	4	6	2	4	3	2	4	8	5	7	7	56
Patdown - Flyer	4	3	6	2	3	2	2	3	8	4	7	7	51
Patdown - Flyer as Observer		1								1			2
Patdown - General					1	1							2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	4	8	6	2	5	4	5	11	8	7	7	6	73
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	1	1										2
Persons w/ Disabilities (PWD) - Cognitive		al /Mental	Disability							1			1
Persons w/ Disabilities (PWD) - Diabetes	1		1			1			1	2			6
Persons w/ Disabilities (PWD) - General			1			1							2
Persons w/ Disabilities (PWD) - Hearing I	mpairment	1									1		2
Persons w/ Disabilities (PWD) - Internal M		1											1
Persons w/ Disabilities (PWD) - Internal N		ed to the	Rody					1	1				2
, ,			Douy				1					^	
Persons w/ Disabilities (PWD) - Medically		2		4	4			1	1			2	8
Persons w/ Disabilities (PWD) - Mobility [1	1	1	1		1	4	2				11
Persons w/ Disabilities (PWD) - Ostomy/C							1	1	1				3
Persons w/ Disabilities (PWD) - Prosthesi		1		1				1		2	1		7
Persons w/ Disabilities (PWD) - Service A							1				1	1	3
Persons w/ Disabilities (PWD) - Touch Av		1				1				1	1	2	6
Persons w/ Disabilities (PWD) - Visual Im	pairment				1					1	1		3
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1	2		3	1	1	3	2		2	1	16
Property - Special Handling	23	14	31	18	16	18	13	17	26	30	29	25	260
Property - Special Handling - Damaged It	-		2	2	2	3	1	1	3	2	2	3	21
Property - Special Handling - Damaged It		1	7	2	1	2	5	4	8	13	8	4	58
Property - Special Handling - Missing Iten		7	5	3	5	3	2	2	4	4	8	8	53
Property - Special Handling - Missing Iten	18	6	17	11	8	10	5	10	11	11	11	10	128
Request for Assistance						2	2		1	1	1		7
Request for Assistance - Other						2	2		1	1	1		7
Screening	23	11	12	8	7	10	20	13	19	12	10	22	167

Categories		10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Screening - Crew Member or Airline Empl	oyee										1		1
	Screening - Inconsistency	3			1					1			2	7
	Screening - Lengthy Lines	6	1	3	1	1	1	1		2		1	1	18
	Screening - Military										1			1
	Screening - Procedures/Process	12	10	7	6	6	8	17	13	16	11	7	18	131
	Screening - Retrieving Abandoned/Confis	1		2				1						
	Screening - Security Breach	1					1	1				1	1	

			TSA Con	tact Center	(TCC) Data	Tool - FOIA							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BPT	3	1		2	1	1	1	1	2	1	3	1	17
2016					1				1			1	:
Customer Service									1				
Customer Service - TSO									1				
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked B	aç	1								
Screening												1	
Screening - Procedures/Process												1	
2017	1					1	1				1		
Advanced Imaging Technology (AIT)											1		
Advanced Imaging Technology (AIT) - FI	yer										1		
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked B	aggage			1						
Screening	1					1							
Screening - Procedures/Process						1							
Screening - Security Breach	1												
2018	1									1	2		
Locks										1			
Locks - Missing or Damaged Lock										1			
Property - Special Handling											1		
Property - Special Handling - Missing Ite	ms - Checke	d									1		
Screening	1										1		
Screening - Procedures/Process	1										1		
2019	1	1		2				1	1				
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dis	a 1												
Property - Special Handling								1	1				
Property - Special Handling - Damaged I	tems - Checl	ked						1	1				
Screening		1		2									
Screening - Procedures/Process		1		2									3

Cotomorios	40.0-1			ct Center (1				05.14-	00 1	07 1	00.4	00.0	T-4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BQK	3	4	4	12	8	9	10	2	9	7	6	6	80
2016					4	4				2			10
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property					1	3				1			5
Mishandling of Passenger Property - Dam						1							1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	iggage	1	2				1			4
Patdown						1							1
Patdown - Flyer						1							1
Screening					2					1			3
Screening - Procedures/Process					2					1			3
2017			1	4	1		3		1		2		15
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property			1	4	1		1		1		2	1	11
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	1	4	1				1		2	1	10
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checke	ed			1						1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling							1						1
Property - Special Handling - Missing Iten	ns - Checked	i					1						1
Screening												1	1
Screening - Procedures/Process												1	1
2018	2	2	2	2 4	2	1	1	2	3	3	3	2	27
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimina	ation	1											1
Customer Service								1					1
Customer Service - TSO								1					1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property				3		1	1	1	3	3	2	1	15
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	arry-on Lu	ggage					1				1
Mishandling of Passenger Property - Dam							1		2	3	1	1	10
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checke			1		1			1		4
Patdown	1				1								2
Patdown - Flyer	1				1								2
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Diabetes											1		1
Property - Special Handling	1	1		1	1								4
Property - Special Handling - Damaged It		1											1
Property - Special Handling - Missing Iten				1	1								3
Screening			2										2
Screening - Procedures/Process			2										2
2019	1	2			1	4	6		5	2	1	1	28
Customer Service						•	•		•	_	•	1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property	1		1	2	1	2	3		3	1	1		15
Mishandling of Passenger Property - Dam	1		1		1	1	2						7
Mishandling of Passenger Property - Disa		sCarry-on				1	1		3	1	1		8
Patdown	nayed items	1	OI OIICORC			1	1		0		'		3
Patdown - Flyer		1				1	1						3
Property - Special Handling		1		2		1	- 1		1				5
Property - Special Handling - Damaged It	eme - Chaol	1		1		- 1			1				3
		<u> </u>		1					1				1
Property - Special Handling - Missing Item				1		4							
Property - Special Handling - Missing Iten	is - Checked	ı				1			4	4			1
Screening Procedures/Process							2		1	1			4
Screening - Procedures/Process							2		1	1			4

gories	10-Oct	11-Nov	12-Dec		TCC) Data ⁻ 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
QN	7	5		8 8		5		10	11	9		· · · · · · · · · · · · · · · · · · ·	9
2016	,	3		1		2		3	1	2			
Customer Service							1	1	'		-		
							1	1					
Customer Service - TSO							1	1					
Locks						1					1		
Locks - Missing or Damaged Lock						1					1		
Lost and Found											1		
Lost and Found - Airport/TSA											1		
Mishandling of Passenger Property				1				2	1			1	
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCa	arrv-on Lu	iggage				1					
Mishandling of Passenger Property - Dam								1	1			1	
Persons w/ Disabilities (PWD)	agoa/moom,	,	ioonou Bi							1	1		
Persons w/ Disabilities (PWD) - Mobility D	Nicobility (No	: M/boolobo	oir or Soo	otor)						1			
		VVIIEEIGIIA	all 01 300	oter)						ı			
Persons w/ Disabilities (PWD) - Service A	nimais										1		
Screening						1				1		1	
Screening - Procedures/Process						1					1	1	
Screening - Security Breach										1			
2017	2	3		2 1	3		3	1	2			2	
Civil Rights	1								1				
Civil Rights - National Origin									1				
Civil Rights - Racial Profiling or Discrimina	1								'				
	1											1	
Customer Service													
Customer Service - TSO												1	
Mishandling of Passenger Property	1	2		2 1			3					1	
Mishandling of Passenger Property - Dam	aged/Missii	2		1	1							1	
Mishandling of Passenger Property - Dam				1 1	1		3						
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Check	ed	1								
Patdown		1											
Patdown - General		1											
Property - Special Handling								1	1				
	0								ı				
Property - Special Handling - Missing Item								1					
Property - Special Handling - Missing Item	is - Checked								1				
2018	2	1		3		2	1	2	3	6	2		2
Customer Service									1	1			
Customer Service - TSO									1	1			
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property				1			1			1			
	agad/Missing	ı Itama Cl	analiad Di				1			1			
Mishandling of Passenger Property - Dam		j itemsCi	пескеа Ва	aç 1			1			1			
Persons w/ Disabilities (PWD)	2								1				
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Menta	al Disabili	ty					1				
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Wheelcha	1												
Property - Special Handling		1		1		2		2					
Property - Special Handling - Damaged Ite	ems - Carry-C							1					
				1				'					
Property - Special Handling - Missing Item								-					
Property - Special Handling - Missing Item	is - Checke	1				2		1					
Screening				1					1	3			
Screening - Procedures/Process				1					1	3	2		
2019	3	1		6 3	1	1	3	4	5	1	3	4	3
Customer Service	1			1			1	1					
Customer Service - Others	1												
Customer Service - TSO	•			1			1	1					
Lost and Found		4		1			- 1	- 1	1				
		<u>I</u>		1									
Lost and Found - Airport/TSA		1		1					1				
Mishandling of Passenger Property	2			1 2			2	1	1	1	1	2	
Mishandling of Passenger Property - Dam		g ItemsCa	arry-on Lu	ıg 2			1						
Mishandling of Passenger Property - Dam	2			1			1		1		1	2	
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsUi	nspecified	Luggage				1					
Mishandling of Passenger Property - Disa										1			
Patdown	,							1				1	
Patdown - Flyer								1				1	
								1			_		
Property - Special Handling				3		1			3		2		
Property - Special Handling - Missing Item									3		2		
Property - Special Handling - Missing Item	s - Checked			3		1							
Screening				1	1			1				1	
Ocicering													
Screening - Procedures/Process				1				1				1	

		•	ΓSA Conta	ct Center (TCC) Data 1	ool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRD	3	3	2		2	2		2	1	1	3	4	23
2016					1	1			1			1	4
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimina	ation				1								1
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	ggage		1						1	2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)								1				1
2017								1		1	2	3	7
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property										1	2	1	4
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	ggage						1	2	1	4
Property - Special Handling												1	1
Property - Special Handling - Missing Item	ns - Checke	d										1	1
Screening								1					1
Screening - Procedures/Process								1					1
2018		1			1			1					3
Mishandling of Passenger Property		1			1			1					3
Mishandling of Passenger Property - Disa	rrayed Item	1			1			1					3
2019	3	2	2			1					1		9
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	2	2	1								1		6
Mishandling of Passenger Property - Dam	1	1	1								1		4
Mishandling of Passenger Property - Disa	1	1											2
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling						1							1
Property - Special Handling - Missing Item	ns - Checke	d				1							1

				,	,		-						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRL			1		1					2			4
2016										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	ggage						1			1
2018			1									1	
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	1										1
2019					1					1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	ggage				1			1		
Patdown					1								1
Patdown - Flyer					1								1

				ct Center (T									
ategories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRO	3			2	2	4	_	2	3	4	_	2	27
2016						2	1		1	1	1		6
Customer Service						1							1
Customer Service - TSO						1							1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property						1	1		1		1		4
Mishandling of Passenger Property - Dam									1				1
Mishandling of Passenger Property - Dam	aged/Missing	ltemsC	hecked Ba	ggage		1	1				1		3
2017	1				1			2	1	2	1	1	9
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property	1							1	1	1	1		į
Mishandling of Passenger Property - Dam	1							1	1	1			4
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-or	or Checke	d							1		1
Patdown										1			
Patdown - Flyer										1			
Screening					1							1	2
Screening - Procedures/Process					1							1	2
2018	1				1					1			
Customer Service										1			1
Customer Service - TSO										1			
Mishandling of Passenger Property	1				1								2
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-or	or Checke	d	1								
2019	1			2		2	2		1			1	9
Civil Rights	1												
Civil Rights - Sex/Gender/Gender Identity	1												
Customer Service				1									
Customer Service - TSO				1									
Locks						1							
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	aged/Missino	ItemsC	hecked Ba	ggage					1				
Persons w/ Disabilities (PWD)	,						1						4
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts					1						
Property - Special Handling				1			1						2
Property - Special Handling - Damaged Ite	ems - Checke	ed					1						
Property - Special Handling - Missing Item				1									4
Screening						1						1	2
Screening - Procedures/Process						1						1	2

			I SA COMILAC	r center (CC) Data	1001 - 1 CIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BRW	1		2	3	1	1	1		1				10
2017				2	1	1	1						5
Mishandling of Passenger Property				2	1	1							4
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Baç	2	1	1							4
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Diabetes							1						1
2018			2	1					1				4
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	1										1
Property - Special Handling			1	1					1				3
Property - Special Handling - Damaged Ite	ems - Check	ced		1									1
Property - Special Handling - Missing Item	ns - Carry-O	n							1				1
Property - Special Handling - Missing Item	ns - Checke	d	1										1
2019	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTM						1	1		1				3
2016									1				1
Patdown									1				1
Patdown - Flyer									1				1
2018						1							1
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	ggage		1							1
2019							1						1
Property - Special Handling							1						1
Property - Special Handling - Missing Iten	ns - Checke	d					1						1

As a series	10.0						Tool - FOIA							
tegories	10-Oct	11-Nov	12-D			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTR	7	9		6	8	9	5	12	9	7	9	8	6	9
2016					1	3	1	4	3	1	1		1	1
Customer Service						1								
Customer Service - TSO						1								
Mishandling of Passenger Property					1	1	1	3	3	1	1		1	1
Mishandling of Passenger Property - Dam	aged/Missino	g ItemsC	Carry-on	Lug	1									
Mishandling of Passenger Property - Dam	aged/Missing	ltemsC	Checked	Baggage		1	1	2	3	1				
Mishandling of Passenger Property - Dam					ge						1			
Mishandling of Passenger Property - Disa								1					1	
Request for Assistance	,	· · · · · · · · · · · · · · · · · ·						1						
Request for Assistance - Other								1						
Screening						1		'						
						1								
Screening - Procedures/Process	•	_			_		•		•		•	•		
2017	3	5			4	1	3	4	2	1	3	2		
Customer Service	1	1					1							
Customer Service - TSO	1	1					1							
Locks		1					1		1					
Locks - General									1					
Locks - Missing or Damaged Lock		1					1							
Mishandling of Passenger Property	2	1			3		1	3	1	1	2	1		
Mishandling of Passenger Property - Dam		1			3		1	1	1		2			
Mishandling of Passenger Property - Disa				cked				2		1	_			
Patdown	nayou nome	oung of	. 0. 0	0.1.0 u		1		1				1		
Patdown - Flyer						1		1				1		
Screening		2			1	- 1		1			1	'		
<u> </u>														
Screening - Procedures/Process	_	2		_	1						1			
2018	2	3		3	2	3	1		3		1			
Customer Service						2			2		1		1	
Customer Service - Others									2					
Customer Service - TSO						2					1		1	
Mishandling of Passenger Property				2					1	2		1		
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC		2					1	1		1		
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Che	cked						1				
Patdown	1													
Patdown - Flyer	1													
Persons w/ Disabilities (PWD)	·				2									
Persons w/ Disabilities (PWD) - Visual Im	nairment				2									
Property - Special Handling	pairment	2								1		1		
	Obselve													
Property - Special Handling - Damaged Ite										1		1		
Property - Special Handling - Missing Item		2												
Screening	1	1		1		1	1					2		
Screening - Lengthy Lines				1										
Screening - Procedures/Process	1	1				1	1					2		
2019	2	1		3	1	2		4	1	2	4	2	4	
Customer Service						1		1	1		2	1		
Customer Service - Others						1		1						
Customer Service - TSO									1		2	1		
Locks								1						
Locks - Missing or Damaged Lock								1						
Mishandling of Passenger Property	1			1	1	4		ر ا			1		2	
	1			1	1	1		2			1		2	
Mishandling of Passenger Property - Dam		0		4	- 1	I					- 1			
Mishandling of Passenger Property - Disa	rrayed items	Carry-or	I	1									1	
Persons w/ Disabilities (PWD)				1										
Persons w/ Disabilities (PWD) - Diabetes				1										
Property - Special Handling	1	1								2	1	1	1	
Property - Special Handling - Damaged Ite	1													
Property - Special Handling - Missing Item	ns - Carry-C	1								1			1	
Property - Special Handling - Missing Item										1	1	1		
Screening				1										
				-										

Catagorias	40.0-4	44 11				CC) Data To		04 4	05.14	00 1	07 1.1	00.4	00.0	T-4-1
Categories	10-Oct	11-Nov					03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BTV	25	1	19	18	13	15	18	8	21	12	32	25	22	228
2016					2	4	3	1	10	1	5	5	5	36
Customer Service							1		1		2		1	5
Customer Service - TSO						4	1		1		2		1	5
Identification (ID) Requirements Identification (ID) Requirements - Domest	<u> </u>					1 1			1					2 2
Locks	1					1			1		1		1	3
Locks - Missing or Damaged Lock						1					1		1	3
Mishandling of Passenger Property					1	2			5		2	5	1	16
Mishandling of Passenger Property - Dam	l naged/Missin	a Items-	-Checked F	Bar	1	1			3		1	5	1	12
Mishandling of Passenger Property - Disa					- '-	1			2		1	0	'	4
Patdown		· oany	011 01 01100			'				1				1
Patdown - Flyer										1				1
Persons w/ Disabilities (PWD)									1					1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medicati	on and Me	dical Su	pplies				1					1
Screening					1		2	1	2				2	8
Screening - Inconsistency								1						1
Screening - Procedures/Process					1		2		1				1	5
Screening - Retrieving Abandoned/Confis	cated Items								1					1
Screening - Security Breach													1	1
2017	7		7	6	4	2	7	2	3	4	6	3	5	56
Civil Rights				1									1	2
Civil Rights - Racial Profiling or Discrimina	ation			1									1	2
Customer Service	2		2	1	1	1	2			1	2		1	13
Customer Service - Others			1		1									2
Customer Service - TSO	2		1	1		1	2			1	2		1	11
Mishandling of Passenger Property	4		3	3		1	3	2		2	3			21
Mishandling of Passenger Property - Dam			1	1										2
Mishandling of Passenger Property - Dam			2	2			1	2		2	3			16
Mishandling of Passenger Property - Disa	rrayed Items	Carry-	on or Chec	ked		1	2							3
Patdown			1	1					1		1		1	5
Patdown - Flyer			1						1		1		1	4
Patdown - Flyer as Observer				1										1
Persons w/ Disabilities (PWD)		0											1	1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway							-			4	1	1
Property - Special Handling	Charles								1			1	1	3
Property - Special Handling - Missing Iten	Is - Checked	l	1		2				1	4			1	3
Screening Screening - Inconsistency	1		1		3		2		1	1		2		11
Screening - Inconsistency Screening - Lengthy Lines	<u> </u>				1		1					I		3
Screening - 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		J	U	-		,				3	12	1	2
Civil Rights - Hair Patdowns	1												'	1
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender											1	<u>.</u>
Customer Service	1		1				2		1	1	1	1	1	9
Customer Service - Others			•				1				•			1
Customer Service - TSO	1		1				1		1	1	1	1	1	8
Locks	1													1
Locks - Missing or Damaged Lock	1													1
Mishandling of Passenger Property				1	1	1				1	2	4	2	12
Mishandling of Passenger Property - Dam				1							1			2
Mishandling of Passenger Property - Dam	naged/Missin	g Items-	-Checked E	Заς	1	1				1	1	3		7
Mishandling of Passenger Property - Disa	rrayed Items	Carry-	on or Chec	ked								1	2	3
Patdown	1						1				2	3	1	8
Patdown - Flyer	1						1				2	3	1	8
Persons w/ Disabilities (PWD)	2					1								3
Persons w/ Disabilities (PWD) - Medically	1													1
Persons w/ Disabilities (PWD) - Mobility D	1					1								2
Property - Special Handling			1								1	1	1	4
Property - Special Handling - Missing Iten			1										1	2
Property - Special Handling - Missing Iten	ns - Checked										1	1		2
Request for Assistance												1		1
Request for Assistance - Other			_	_								1		1
Screening	2		3	5	3	1	2		1		3	2		22
Screening - Lengthy Lines			3	2	2							1		8
Screening - Procedures/Process	2		_	3	1	1	2		1	_	3	1		14
2019	10		7	6	3	6	3	5	6	5	12	5	6	74
Advanced Imaging Technology (AIT)	ildran			1						1				2
Advanced Imaging Technology (AIT) - Ch				1						1				1
Advanced Imaging Technology (AIT) - Fly	t e		1							ļ.				1
Civil Rights Constitutional Rights														
Civil Rights - Constitutional Rights Customer Service	4		2		1	1	1	1	1	2	2	2		1 17
Customer Service - Others	+		_		- 1	1	1	1	1		1			2
Customer Service - Others Customer Service - TSO	4		2		1	1	1	- 1	1	2	1	2		15
Locks	- 4		_		1	ı	- 1		1		2		1	5
Locks - Missing or Damaged Lock					1						2		1	5
Mishandling of Passenger Property	1			1	1	2	1	2	3	1			2	14
Mishandling of Passenger Property - Dam		a Items-	-Carry-on I					2	<u> </u>					2
Mishandling of Passenger Property - Dam		J	2, 011 L	-55490	1	2	1		3	1			1	10
Mishandling of Passenger Property - Disa		Carrv-	on	1	'				3				1	2
Patdown	,								1		4	1	1	7
Patdown - Flyer									1		2		1	5
Patdown - Flyer as Observer											1			1
•	1													

			IOA OOIII	ct ocnier (i	oo, bata	1001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Non-Flyer										1			
Persons w/ Disabilities (PWD)	1	1			2	1							
Persons w/ Disabilities (PWD) - Diabetes						1							
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	cal Supplies	1								
Persons w/ Disabilities (PWD) - Mobility D	1												
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1			1								
Property - Special Handling	1	1	2		1		1					1	
Property - Special Handling - Damaged Ite	ems - Check	red	1		1		1					1	
Property - Special Handling - Missing Item	ns - Carry-C	1	1										
Property - Special Handling - Missing Item	1												
Screening	3	2	2				1	1	1	4	1	1	1
Screening - Inconsistency	1												
Screening - Procedures/Process	2	2	1				1	1	1	4	1	1	1
Screening - Retrieving Abandoned/Confis	cated Items		1										

Catagorias	40.0-4	44 М				C) Data Too		04 4	05.14	00 1	07 1.1	00.4	00.0	T - 4 - 1
Categories	10-Oct	11-Nov					03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUF	28	2	25	39	38	30	34	31	41	27	46	44		426
2016					11	6	5	7	12	8	10	12	17	88
Civil Rights	41						1		2			1		4
Civil Rights - Racial Profiling or Discrimin							4		1			1		2
Civil Rights - Sex/Gender/Gender Identity		ender					1		4					1
Civil Rights - Sexual Orientation - Not Tra Customer Service	nsgender I				4	4			1	4			0	1
Customer Service - Others					4	1 1				1		2	2	10
Customer Service - Others Customer Service - TSO					4	I				1		2	2	<u>1</u> 9
Locks					4				3	1				4
Locks - Missing or Damaged Lock									3	1				4
Mishandling of Passenger Property					7	5	4	6	6	6	7	7	0	
	 agod/Missin	a Itoma	Corny on I	Hadodo		5	4	6		1	- 1	- 1	9	57 7
Mishandling of Passenger Property - Dam					7		4	4	2	4	7	7		47
Mishandling of Passenger Property - Dam					- /	3	4	4	4	1	- /	- /		
Mishandling of Passenger Property - Disa	nayeu items I	Carry-	on or Chec	keu		2						4	4	3
Patdown												1	1 1	2
Patdown - Flyer														2
Persons w/ Disabilities (PWD)	-:-/ 04/	C										1	1	2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooler/	Segway							4		0	1	1	2
Screening								1	1		3		4	9
Screening - Inconsistency											1			1
Screening - Lengthy Lines									1				1	2
Screening - 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
Advanced Imaging Technology (AIT) - Fly	er										1			1
Civil Rights						1								1
Civil Rights - Racial Profiling or Discrimina	ation					1								1
Customer Service			1	1	1	1	1	2	3			3	2	15
Customer Service - Others												1		1
Customer Service - TSO			1	1	1	1	1	2	3			2	2	14
Human Capital			1											1
Human Capital - Prospective Employmen	t with TSA		1											1
Locks			1		1			2					2	6
Locks - Missing or Damaged Lock			1		1			2					2	6
Lost and Found												1		1
Lost and Found - Airport/TSA												1		1
Mishandling of Passenger Property	9		2	8	8	6	6	3	3	5	5	6	3	64
Mishandling of Passenger Property - Dam	2			1										3
Mishandling of Passenger Property - Dam	7		2	7	5	6	5	3	2	5	5	5	3	55
Mishandling of Passenger Property - Disa	rrayed Items	Carry-	on or Chec	ke:	3		1		1			1		6
Patdown				2						2				4
Patdown - Flyer				2						2				4
Persons w/ Disabilities (PWD)					1				1		2			4
Persons w/ Disabilities (PWD) - Internal N	ledical Devi	ces			1									1
Persons w/ Disabilities (PWD) - Mobility [Disability (No	t Wheel	chair or Sc	ooter)					1		1			2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	trauma)									1			1
Property - Special Handling									2	1	4	3		10
Property - Special Handling - Damaged Ite	ems - Carry-	On								1		1		2
Property - Special Handling - Damaged Ite	ems - Check	ed							1		1	1		3
Property - Special Handling - Missing Iten	ns - Carry-Or	ı									1			1
Property - Special Handling - Missing Iten	ns - Checked								1		2	1		4
Screening				1		2	2	1	4		1		1	12
Screening - Children											1			1
Screening - Crew Member or Airline Empl	oyee								1					1
Screening - Lengthy Lines													1	1
Screening - Procedures/Process				1		2	2	1	3					9
2018	9	1	14	10	12	8	16	7	9	5	7	7	9	113
Civil Rights				1									1	2
Civil Rights - Constitutional Rights													1	1
Civil Rights - Transgender Screening				1										1
Customer Service	1		2			1	4		1		1		1	11
Customer Service - Others			1				1							2
Customer Service - TSO	1		1			1	3		1		1		1	9
Locks	1		2			3			1	1	2	1	1	12
Locks - General			1											1
Locks - 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
Mishandling of Passenger Property - Dam	i aged/Missin	g Items-			1							1		2
Mishandling of Passenger Property - Dam			5	3	5	2	7	5	6	3	1	3	3	45
Mishandling of Passenger Property - Dam		a Items-	-Unspecifie	ed Lugga	age								1	1
Mishandling of Passenger Property - Disa		3		33-	-3-	1		1				1		4
Patdown				1	1		1	*						3
Patdown - Flyer				1	1		1							3
Persons w/ Disabilities (PWD)				1										1
Persons w/ Disabilities (PWD) - Diabetes				1										1
Property - Special Handling	2		5	1	4	1	2	1	1	1	3	1	2	24
Property - Special Handling - Damaged It			1	•	-7	'	1	1	'	1	3	'		4
Property - Special Handling - Damaged It			1	1	2					· ·		1	1	7
Property - Special Handling - Missing Iten			•				1		1			'	'	2
Property - Special Handling - Missing Item			3		2	1	1	1	1		3		1	11
Screening	2		J	3	1	1	2	1			3		- 1	8
Screening - Crew Member or Airline Empl				J	- 1		2							2
Screening - Crew Member of Affiline Empl	-,00			1										1
Screening - Procedures/Process	1			2										3
25.25/mig 1 1000dar03/1 100033	'			_										<u> </u>

TSA Contact Cer	ter (TCC) Data Tool - FOIA

					(CC) Data								
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Retrieving Abandoned/Confis	cated Items			1									1
Screening - Security Breach	1												1
2019	10	6	17	4	6	4	9	7	6	16	12	9	106
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Fly	er										1		1
Civil Rights					1		1					2	4
Civil Rights - Racial Profiling or Discrimina	ation						1					2	3
Civil Rights - Screening of Religious Cultu	ral and Cere	emonial Ite	ms		1								1
Customer Service	2		1		1	1	1	1		2	2		11
Customer Service - TSO	2		1		1	1	1	1		2	2		11
Locks	1	1	1	1	1		1		1	1	2	1	11
Locks - Missing or Damaged Lock	1	1	1	1	1		1		1	1	2	1	11
Mishandling of Passenger Property	1	3	6		1	1	3	1	2	7	1	3	29
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	gage			1			1			2
Mishandling of Passenger Property - Dam	1	2	5		1	1	2	1	2	4	1	3	23
Mishandling of Passenger Property - Dam	laged/Missin	g ItemsU	1										1
Mishandling of Passenger Property - Disa	rrayed Item	1								2			3
Patdown					1			2	1	1			5
Patdown - Flyer					1			2	1	1			5
Persons w/ Disabilities (PWD)			1	1			1					1	4
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	. 1										1
Persons w/ Disabilities (PWD) - Medically				al Supplies								1	1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelch	air or Scoot	1			1						2
Property - Special Handling	4	2	8	2		2		1	1	5	2	1	28
Property - Special Handling - Damaged Ite	1	1	1	1							1		5
Property - Special Handling - Damaged Ite	ems - Checl	1	4			1				3		1	10
Property - Special Handling - Missing Item	1								1		1		3
Property - Special Handling - Missing Item	2		3	1		1		1		2			10
Request for Assistance												1	1
Request for Assistance - Other												1	1
Screening	2				1		2	2	1		4		12
Screening - Crew Member or Airline Empl	oyee										2		2
Screening - Inconsistency	1						1				1		3
Screening - Procedures/Process	1				1		1	2	1		1		7

atagorias	40.0-4	44 М				C) Data T		04 4	05.14	00 1	07 1.1	00 4	00.0	Tital
ategories		11-Nov	12-D			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BUR	23	38	l .	26	41	25	46	42	30	45	50			439
2016					7	8	14	9	9	13	16		8	93
Civil Rights												1		1
Civil Rights - Perceived Religion					0		0	0		4		1	4	1
Customer Service Others					2		2	2	1	1			1	9
Customer Service - Others					1		2	1	4	1			1	6
Customer Service - TSO						4		1	1				4	3
Locks					1	1		1			1	1	1	6
Locks - General											1			1
Locks - Missing or Damaged Lock					1	1		1				1	1	5
Mishandling of Passenger Property	1/8 4: :	. 11		1	4	4	11	5	5	9	11	4	5	58
Mishandling of Passenger Property - Dam							3				1			4
Mishandling of Passenger Property - Dam					4	4	6	5	5	9	10	4	5	52
Mishandling of Passenger Property - Dam					age		1							1
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-or	n or Che	ecked			1							1
Patdown						2	1	1	1	1	1	2		10
Patdown - Flyer						2	1	1	1	1		1	1	8
Patdown - Flyer as Observer											1			1
Patdown - Non-Flyer												1		1
Persons w/ Disabilities (PWD)									2					2
Persons w/ Disabilities (PWD) - Visual Im	pairment								1					1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway							1					1
Screening						1				2	2	1		6
Screening - Procedures/Process						1				1	2	1		5
Screening - Security Breach										1				1
TSA Contact Information											1			1
TSA Contact Information - General											1			1
2017	12	9	,	9	14	10	11	5	6	12	8	13	12	121
Civil Rights	12	9	,	J	14	10	11	ð	1	12	8	13	12	5
	<u> </u>								ı			Į.		
Civil Rights - Hair Patdowns										1				1
Civil Rights - Racial Profiling or Discrimina	1								1			1	1	4
Customer Service		4		2	1	1	4		1	2	2	1	4	22
Customer Service - Others				1										1
Customer Service - TSO		4		1	1	1	4		1	2	2		4	21
Locks	1				1							4	1	7
Locks - Missing or Damaged Lock	1				1							4	1	7
Mishandling of Passenger Property	9	4	ļ.	5	11	7	5	5	2	4	3	3		58
Mishandling of Passenger Property - Dam	3			1	1	2				1				8
Mishandling of Passenger Property - Dam	6	4	ļ	3	7	4	5	3	1	2	2	2		39
Mishandling of Passenger Property - Disa		-Carry-or	n	1	3	1		2	1	1	1	1		11
Patdown				1		1	1			1		2		6
Patdown - Flyer				1		1	1			1		2		6
Persons w/ Disabilities (PWD)									1				1	2
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	and Casts	3						1					1
Persons w/ Disabilities (PWD) - Respirato													1	1
Property - Special Handling	.,								1	4	1	1	3	10
Property - Special Handling - Damaged Ite	l ems - Checks	nd							1	2		1	1	5
Property - Special Handling - Missing Item		,u								2	1		2	5
Screening	1	1		1	1	1	1				2		2	10
<u> </u>	'	1		1	- 1		1							10
Screening - Inconsistency											4			- 1
Screening - Lengthy Lines											1			1
Screening - Procedures/Process	1				1	1	1				1		2	7
Screening - Security Breach				1										1
TSA Contact Information												1		1
TSA Contact Information - General												1		1
2018	7	15	5	8	11	4	13	9	7	8	10	7	5	104
Civil Rights				2				1	1					4
Civil Rights - Racial Profiling or Discrimina	ation							1	1					2
Civil Rights - Sexual Orientation - Not Tra	nsgender			1										1
Civil Rights - Transgender Screening				1										1
Customer Service	2	2)				3	2		1	2			12
Customer Service - TSO	2	2					3	2		1	2			12
Locks		2		2	1				1	1		1	1	9
Locks - General													1	1
Locks - Missing or Damaged Lock		2)	2	1				1	1		1		8
Lost and Found					- 1		2		- '			- '		2
Lost and Found - Airport/TSA														
·				0	0		2	2	4	0	0	4	4	2
Mishandling of Passenger Property	100.00	4		2	2		3	3	1	2	2	4	1	24
Mishandling of Passenger Property - Dam										1				1
Mishandling of Passenger Property - Dam		2		2	1		3	3	1	1	1	4		18
Mishandling of Passenger Property - Disa	rrayed Item	2	-		1						1		1	5
Patdown	2	1			1	1	1	2			1		1	10
Patdown - Flyer	2	1			1	1	1	1			1		1	9
Patdown - Non-Flyer								1						1
Persons w/ Disabilities (PWD)				1	1		1			3				6
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Men	tal Disa	bility	1									1
Persons w/ Disabilities (PWD) - Diabetes				-						1				1
Persons w/ Disabilities (PWD) - Mobility [Wheelch	nair or S	Scooter)						2				2
Persons w/ Disabilities (PWD) - Touch Av			J. U	1										1
Persons w/ Disabilities (PWD) - Wheelcha							1							1
Property - Special Handling			:		4	1	1	1		1	^		^	
	2 Corry C	5 Dn	,				1	1		1	3		2	20
Property - Special Handling - Damaged Ite					11	1								2
Property - Special Handling - Damaged Ite		1			1		1	1			1			5
Property - Special Handling - Missing Item											1			1
Property - Special Handling - Missing Item	2	4			2					1	1		2	12

				ct Center (
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	1	1	1	2	2	2		4		2	2		17
Screening - Inconsistency					1			2					3
Screening - International Screening	1												1
Screening - Procedures/Process		1	1	2	1	2		2		2	2		13
2019	4	14	9	9	3	8	19	8	12	16	14	5	121
Civil Rights		2	1	1	1		2	1	1	3			12
Civil Rights - Age										1			1
Civil Rights - Hair Patdowns		1											1
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimin	ation						2	1	1	1			5
Civil Rights - Sex/Gender/Gender Identity	ا- Not Trans	1		1									2
Civil Rights - Sexual Orientation - Not Tra	nsgender									1			1
Civil Rights - Transgender Screening					1								1
Customer Service				1		1	2	3	2	2	1		12
Customer Service - Others							1						1
Customer Service - TSO				1		1	1	3	2	2	1		11
Locks		2		1	1		1	1	1				7
Locks - Missing or Damaged Lock		2		1	1		1	1	1				7
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property	1	2	4	1		1	6	3	2	2	3	2	27
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	arry-on Lu	ggage			1	1			1		3
Mishandling of Passenger Property - Dan		1	3			1	4	1	2	2	2	1	19
Mishandling of Passenger Property - Disa		1	1				1	1				1	5
Patdown	1			1		1			1	3	2	1	9
Patdown - Flyer				1		1			1	3	2	1	9
Persons w/ Disabilities (PWD)		2					2		1	1	2		8
Persons w/ Disabilities (PWD) - Autism S	pectrum										1		1
Persons w/ Disabilities (PWD) - Cancer (general) Not	Breast Car	ncer								1		1
Persons w/ Disabilities (PWD) - Medically				cal Supplies			1		1				2
Persons w/ Disabilities (PWD) - Prosthes				- ''			1						1
Persons w/ Disabilities (PWD) - Touch Av	version (pair	2											2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway								1			1
Property - Special Handling	1	3	3	3 2	1	3	3		1	2	4		23
Property - Special Handling - Damaged It	1				1								2
Property - Special Handling - Damaged It		1	2	2 1		1	3				1		9
Property - Special Handling - Missing Iter						1			1				2
Property - Special Handling - Missing Iter		2	1	1		1				2	3		10
Screening	2	3				2	3		3	3	1	2	22
Screening - Inconsistency	1			1			1						3
Screening - Lengthy Lines	· '		1										1
Screening - Procedures/Process		2				1	1		3	3	1	2	13
Screening - Retrieving Abandoned/Confis	1	1		1			'		- 0	0	- '		3
Screening - Security Breach	1	- '		'		1	1						2
Oorcoming - Occurry Dicaoli						- 1	- 1						

Catogories	40.0=					ool - FOIA	04 4	OF Mari	06 1	07 1~1	00 4	00.0	Tetal
Categories		I1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
BWI	276	242	242	250	211	266	285	319	316	347	350	246	3,350
2016				65	68	67	93	96	93	107	105	95	789
Civil Rights				3	1	3	4	3	2	6	7	2	31
Civil Rights - General Complaint and Disc	rimination			1						0			1
Civil Rights - National Origin	-4: - ·-			0	4	0	4	0	0	2	-	0	2
Civil Rights - Racial Profiling or Discrimina Customer Service	auon			2	1	3	4	3	2	4	7	2	28
Customer Service - CSM				16	17	17	14	24	20	31	21	27	187
						2		4		2		4	1
Customer Service - Others				2	47	3	1	4	1	3	1	1	16
Customer Service - TSO				14	17	14	13	20	19	28	19	26	170
Identification (ID) Requirements								1				1	2
Identification (ID) Requirements - Domest	IC							1				1	2
Locks				2	1	2	4	6	10	6	3	3	37
Locks - General									1				1
Locks - Missing or Damaged Lock				2	1	2	4	6	9	6	3	3	36
Lost and Found						2	1	1		8	2		14
Lost and Found - Airport/TSA						2	1	1		8	2		14
Mishandling of Passenger Property				27	33	27	37	32	38	45	54	48	341
Mishandling of Passenger Property - Dam				4	7	5	7	3	5	8	8	8	55
Mishandling of Passenger Property - Dam				23	23	20	27	24	28	33	39	35	252
Mishandling of Passenger Property - Dam	aged/Missing	ItemsUn	specified L	uggage			1						1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on o	or Checked		3	2	2	5	5	4	7	5	33
Patdown				2	2	1	4	2	4	1	5	4	25
Patdown - Flyer				2	2	1	2	2	3	1	5	2	20
Patdown - Flyer as Observer							2						2
Patdown - General									1				1
Patdown - Non-Flyer												2	2
Persons w/ Disabilities (PWD)				5	2	4	4	5	5	3		3	31
Persons w/ Disabilities (PWD) - Autism Sp	pectrum						1	1					2
Persons w/ Disabilities (PWD) - Breast Ca						1							1
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	tal /Mental	Disability						1			1	2
Persons w/ Disabilities (PWD) - Diabetes						1			1				2
Persons w/ Disabilities (PWD) - General				1					1				2
Persons w/ Disabilities (PWD) - Medical D	Devices - Attac	hed to the	Body	1			1						2
Persons w/ Disabilities (PWD) - Medically								1					1
Persons w/ Disabilities (PWD) - Metal Imp								1					1
Persons w/ Disabilities (PWD) - Mobility D		Wheelchai	ir or Scoote	er)	1	1	1			3		1	7
Persons w/ Disabilities (PWD) - Prosthesi			0. 000010	1					1				2
Persons w/ Disabilities (PWD) - Service A		ia oaoto				1		1					2
Persons w/ Disabilities (PWD) - Visual Im									1				1
Persons w/ Disabilities (PWD) - Wheelcha		edway		2	1		1	1				1	6
Screening		ogway		10	12	11	25	22	14	7	13	7	121
Screening - Inconsistency				1	2	1	3	22	2		4	1	14
Screening - Lengthy Lines				2	7	8	15	16	7	3	6	1	65
Screening - Procedures/Process				7	1	2	7	5	4	4	3	3	36
Screening - Procedures/Process Screening - Retrieving Abandoned/Confise	natad Itama			- 1	1		- 1	3	4	4	3	2	30
Screening - Security Breach	cated items				1			1	1				3
2017	102	94	89	78	63	77	57	72	79	92	78	42	923
Civil Rights	2	34	1	3	1	2	31	4	2	2	1	2	20
Civil Rights - Hair Patdowns			- '	3	1				1		- 1		1
Civil Rights - National Origin									1				1
Civil Rights - National Origin Civil Rights - Perceived Religion			1						- 1				1
	2		- '	3	1	1		2		2	1	1	
Civil Rights - Racial Profiling or Discrimina				3	1	1		3 1			1	1	14
Civil Rights - Transgender Screening	0.4	0.4	40	40			40		0.4	00	00		
Customer Service	31	31	16	13	8	19	16	20	24	20	20	7	225
Customer Service - Others	6	1	4	1	1	2	2	1	4	1	2	_	25
Customer Service - TSO	25	30	12	12	7	17	14	19	20	19	18	7	200
Identification (ID) Requirements			1	3	2			1					7
Identification (ID) Requirements - Domesti			1	3	1			1					6
Identification (ID) Requirements - ID Matc					1								1
Locks	7	3	4	5	3	8	7	5	5	4	3	3	57
Locks - General		1							1	1	1	1	5
Locks - 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
Lost and Found - 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
Mishandling of Passenger Property - Dam	9	2	5	7	3	4		1	3		4	1	39
Mishandling of Passenger Property - Dam	26	22	36	29	25	24	9	19	15	18	22	11	256
Mishandling of Passenger Property - Disa	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
Patdown - Flyer	5	4	4	4	6	4	4	4	1	1	3		40
Patdown - Flyer as Observer		1						1					2
Patdown - Non-Flyer		1							1				2
Persons w/ Disabilities (PWD)	5	8	4	2	1	8	4	5	1	6	1	1	46
Persons w/ Disabilities (PWD) - Breast Ca	ancer		1			1				1			3
Persons w/ Disabilities (PWD) - Cancer (g		reast Cand	cer							1			1
Persons w/ Disabilities (PWD) - Cognitive		1											1
Persons w/ Disabilities (PWD) - Diabetes		1	1					1		1			5
Persons w/ Disabilities (PWD) - Hearing II						1	1						2
Persons w/ Disabilities (PWD) - Internal M		S	1										1
Persons w/ Disabilities (PWD) - Medical D			1				1						2
Persons w/ Disabilities (PWD) - Medically		1				1				1	1		5
Persons w/ Disabilities (PWD) - Metal Imp		1		1						- '			2
Persons w/ Disabilities (PWD) - Mobility [3				2		1		1			8
Persons w/ Disabilities (PWD) - Prosthesi							1	1		1			3
. 5.55115 W. DIGGOINGOS (1 WD) - 1 105111651	put000 a	54515					- 1	· ·		'			<u> </u>

					C) Data Too								
gories			2-Dec 0	1-Jan 0	2-Feb 03	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Touch Ave						1						1	
Persons w/ Disabilities (PWD) - Visual Imp		1		1		2	- 1	2	1				1
Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items	2			1	1	2	1	2	3				1
Prohibited & Permitted Items - Alcohol and	Tobacco								1				
Prohibited & Permitted Items - Medication/		adically Na	coccary Ital	me					1				
Prohibited & Permitted Items - Sporting Go		edically INC	cessary iter	113					1				
Property - Special Handling	lous						7	8	11	23	3 10) 5	6
Property - Special Handling - Damaged Ite	ms - Carry-On						1	0	- 11	1			(
Property - Special Handling - Damaged Ite							1		3	8		4	
Property - Special Handling - Missing Items							2	1	1	C	1		
Property - Special Handling - Missing Items							3	7	7	1.4			
	s - Checked	4						- /		14	8		4
Request for Assistance		11					1						
Request for Assistance - Other		1	40				1						
Screening	14	18	13	8	9	6	6	3	6	9			11
Screening - Inconsistency	2	1	2	1						1		1	
Screening - Lengthy Lines	3	5	1		1		3		1	5			
Screening - Procedures/Process	9	11	10	6	8	4	3	3	3	3	3 9	6	
Screening - Retrieving Abandoned/Confisc	ated Items	1		1		2							
Screening - Security Breach									2				
TSA Contact Information										1			
TSA Contact Information - General										1			
2018	95	80	83	66	39	68	66	78	87	85	82	62	89
Civil Rights	3	1	1			1	5	2	2	4	. 2		2
Civil Rights - Racial Profiling or Discrimina	2	1	1			1	5	1	2	4	1		
Civil Rights - Screening of Religious Cultur	al and Ceremo	onial Items									1		
Civil Rights - Sex/Gender/Gender Identity	1							1					
Customer Service	29	24	16	15	8	13	20	22	19	18	3 19	11	2
Customer Service - Others	6	4	1		3	4	4	4	1	1			;
Customer Service - TSO	23	20	15	15	5	9	16	18	18	17			18
Identification (ID) Requirements				1									
Identification (ID) Requirements - Domestic	3			1									
Locks	7	3	7	2	2	4	3	4	5	1	7	4	
Locks - General	,		1			7	1	1	3	'			
Locks - Missing or Damaged Lock	7	3	6	2	2	4	2	3	5	1	7	4	4
Lost and Found	1	3	U	3		2	1	1	1	2			
Lost and Found - Airport/TSA	1			3		2	1	1	1	2			1
Mishandling of Passenger Property	13	16	25	11	7	11	11	17	14				
			25			- 11				16			16
Mishandling of Passenger Property - Dama	•	1	00			4.4	1	1	3	2			
Mishandling of Passenger Property - Dam	10	13	23	6	6	11	10	14	9	3			12
Mishandling of Passenger Property - Dama				1							2		
Mishandling of Passenger Property - Disa	3	2	2	4	1			2	2	6			2
Patdown	1	1			1	4	1	2	3	3			
Patdown - Flyer	1	1			1	3	1	2	2	3	3 1	2	1
Patdown - Flyer as Observer						1			1				
Persons w/ Disabilities (PWD)	3	5	7	9	5	8	6	5	14	5	5 3	6	7
Persons w/ Disabilities (PWD) - Autism Sp				2									
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	al /Mental D	isability				1	1		1			
Persons w/ Disabilities (PWD) - Diabetes				2				1	3				
Persons w/ Disabilities (PWD) - General	1							1	2		2		
Persons w/ Disabilities (PWD) - Hearing In	npairment									1			
Persons w/ Disabilities (PWD) - Internal Me	edical Dev	1	1										
Persons w/ Disabilities (PWD) - Medical D	evices - Attach	ed to the B	ody					1	1				
Persons w/ Disabilities (PWD) - Medically	1		1				1	1		1			
Persons w/ Disabilities (PWD) - Metal Imp	1	1											
Persons w/ Disabilities (PWD) - Mobility Di	isability (N	1	3		3	4	2		3	2		1	1
Persons w/ Disabilities (PWD) - Ostomy/O			-	1	-								
Persons w/ Disabilities (PWD) - Respirator		Equipment		1									
Persons w/ Disabilities (PWD) - Service Ar		1 1							3				
Persons w/ Disabilities (PWD) - Touch Ave		uma)									1		
Persons w/ Disabilities (PWD) - Visual Imp		,										1	
Persons w/ Disabilities (PWD) - Wheelcha		2	2	3	2	4	2		2			4	
Prohibited & Permitted Items						-				1			
Prohibited & Permitted Items - Alcohol and	Tobacco									1			
Property - Special Handling	19	12	13	17	7	11	3	12	12	14		5 15	1
Property - Special Handling - Damaged Ite							3						
	3	1	2	2	1	2		3	4	1			
Property - Special Handling - Damaged Ite	6	4	4	2	2	2		3	1	3			
Property - Special Handling - Missing Item	2	10	4	4	2	2	1	3	2	1			
Property - Special Handling - Missing Item	8	10	7	9	2	5	2	3	5	9			7
Request for Assistance		1	1	1		2	1		1	1			1
Request for Assistance - Other	(140) 100	4	1	1		2	1		1	1	1	1	
Request for Assistance - Wounded Warrio		1											4-
Screening	19	17	13	7	9	12	15	13	16	20			17
Screening - Crew Member or Airline Emplo		1									1		
Screening - Inconsistency	2	2	1			1				3		2	
Screening - Lengthy Lines	8	5	4	4	2	2	6	8	5	9			(
Screening - Procedures/Process	9	9	6	3	7	6	9	5	11	8	8	3	
Screening - Retrieving Abandoned/Confisc	ated Items					1							
Screening - Security Breach			2			2					1	1	
2019	79	68	70	41	41	54	69	73	57	63	85	47	74
2013			1	1						1			
Advanced Imaging Technology (AIT)													
	er		1	1						1			
Advanced Imaging Technology (AIT)	er 3	4	1	1 2	1	3	3	2	3	1		3	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye		4	1		1	3	3	2	3			3	2

		1	SA Contac	ct Center (1	CC) Data	ΓοοΙ - FΟΙΑ	<u>.</u>						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimina	ation	3		2	1	1	2	1	2	1	1		14
Civil Rights - Sex/Gender/Gender Identity	2	1				1						2	6
Civil Rights - Transgender Screening							1						1
Customer Service	20	17	17	9	13	19	18	9	8	8	18	9	165
Customer Service - Others	1		1		1	1			1	1	1		7
Customer Service - TSO	19	17	16	9	12	18	18	9	7	7	17	9	158
Locks	1	5	4	1	3	2	2	6	4	3	4	3	38
Locks - Missing or Damaged Lock	1	5	4	1	3	2	2	6	4	3	4	3	38
Lost and Found			1						1		1		3
Lost and Found - Airport/TSA			1						1		1		3
Mishandling of Passenger Property	16	11	16	8	11	5	9	15	12	17	19	12	151
Mishandling of Passenger Property - Dam	3		1		1			2	1	1	3		12
Mishandling of Passenger Property - Dam	11	6	13	8	9	5	7	11	8	15	13	10	116
Mishandling of Passenger Property - Disa	2	5	2		1		2	2	3	1	3	2	23
Patdown	1		2	1	1	3	6	6		5	2	2	29
Patdown - Children								1					1
Patdown - Flyer	1		2	1	1	3	6	3		4	2	2	25
Patdown - Flyer as Observer								1		1			2
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	5	3	8	3		1	6	7		4	13	3	53
Persons w/ Disabilities (PWD) - Breast Ca	ancer						1						
Persons w/ Disabilities (PWD) - Cancer (g		Breast Car	ncer								1		
Persons w/ Disabilities (PWD) - Cognitive				1		1					3		3
Persons w/ Disabilities (PWD) - Diabetes							2	2		1			5
Persons w/ Disabilities (PWD) - General							1	2					3
Persons w/ Disabilities (PWD) - Internal M	1												
Persons w/ Disabilities (PWD) - Medical D		tached to th	e Bodv								1		
Persons w/ Disabilities (PWD) - Medically			,	2						1	5	1	10
Persons w/ Disabilities (PWD) - Metal Imp												1	
Persons w/ Disabilities (PWD) - Mobility D	- 0 /		2					1		1	2	1	8
Persons w/ Disabilities (PWD) - Prosthesi			1										2
Persons w/ Disabilities (PWD) - Respirato		ler Equipme											
Persons w/ Disabilities (PWD) - Service A							1				1		2
Persons w/ Disabilities (PWD) - Touch Av													
Persons w/ Disabilities (PWD) - Visual Im		1						1					2
Persons w/ Disabilities (PWD) - Wheelcha			2				1			1			(
Property - Special Handling	16	15	11	11	8	9	11	14	16	13	14	8	146
Property - Special Handling - Damaged Ite	2	2	1	2	3	3	2					1	17
Property - Special Handling - Damaged Ite		3	2	3	1	2	6	4	4	6	2	2	41
Property - Special Handling - Missing Item			6	1	1	1	1		2	3		1	22
Property - Special Handling - Missing Item		10	2	5	3	3	2		10	4		4	66
Request for Assistance	· '	10			1		1	0	10		10		3
Request for Assistance - Other		1			1		1						3
Screening	17	12	10	5	3	12	13	14	13	11	13	7	130
Screening - Inconsistency	17	12	10	5	3	12	13	2	13	- 11	13	- 1	130
Screening - Inconsistency Screening - Lengthy Lines	7	2	5	1	1	4	3		4	3	5	1	39
Screening - Lengthy Lines Screening - Procedures/Process	9	9	5	4	2	6	9		7	7		6	80
		9	5	4		0	9	1	- /		8	0	2
Screening - Retrieving Abandoned/Confis	1					2	1	1	4	1			5
Screening - Security Breach						2	1		1	1			5

2016	ategories	10-Oct 1	1_Nav			Center (TCC		oi - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Curronn Service															10tai 111
Caution Ferrors		8			•				- 1		ď				111
Customer Services - TSO								4						3	2
Malacellagy of Peasager Proposity													1		2
Ministrating of Passerger Property - Deragget Ministrating of Pass						2							1		3
Ministrating of Passerger Property - Deragget Ministrating of Pass		naged/Missing I	tems F	Private Sci	ee								1		2
Personal Disabilities (PWI) Frequency distabilities (PWI) Fr	Mishandling of Passenger Property - Dam	naged/Missing I	tems	Carry-on I	_ug	1									1
Personan of Disclabilities (PMD) Most Implicate (port)				-		1									1
Personane or Disabilities (PVD) - Manual Implantant growth of the Personal Probabilities (PVD) - Manual Implantant growth of the Personal Probabilities (PVD) - Manual Implantant growth of the Personal Probabilities (PVD) - Manual Implantant growth of the Personal Probabilities (PVD) - Manual Implantant growth of the Personal Implantant growth gro	Patdown - Flyer					1									1
Penions at Disabilities (PVD) - Touch Average openinarians 1 1 1 1 1 1 1 1 1								1						1	2
Probleme Promise								1							1
Printhible of Permitted Items - Fineman/formation 1 1 1 1 1 1 1 1 1		/ersion (pain/tra	iuma)												1
Provisition & Promitted Prime - Interview of Cook Resource 1														1	2
Screening 1													1		1
Sovering - Proceshistery - Proceshistery - Proceshister Processors - 1		ols/Razors/Shar	rp Obje	ects											1
Something - Proceedants Process 1	<u> </u>					1		1		1					6
Customer Service - TSO	• • • • • • • • • • • • • • • • • • • •											1		1	2
Customer Service - TSCO				_			_	1							4
Lacks - Mostage or Damaged Lack		2		2	1		5			2	2			2	28
Locka															3
Locks - Missing of Demaged Lock Lock and Found - Agrinary 178A Lock and Found - Agrinary 178A Mahameding of Passenger Property - Demaged Missing Items Phrate Science 1 Mahameding of Passenger Property - Demaged Items—Carry-on 1 Pation				0		1			1			1			3
Leat and Found Leat and Found of Passenger Property Minhandrating of Passenger Property Pathoron Piper P															2
Lost and Found - Apport SA				2							1				
Mahandring of Passenger Property - Daming of Mahandring of Property - Daming of Mahandring of Passenger Prope															- 1
Mishanding of Passenger Poperty - Disarrayed Rema-Carry-on 1 Mishanding of Passenger (Poperty - Disarrayed Rema-Carry-on 1 Mishanding of Passenger (Poperty - Disarrayed Rema-Carry-on 1 Pathone - Pyr		1			1	1	1		4		1		4		6
Mehanding of Passenger Property - Observed Heres-Carry-on 1 Patdown - Flyer		ll	teme =	Private Sa			1		- 1				1		
Methandling of Passenger Property - Disamrayed Items—Carry on 1			como F	iivate oti	Ju	1	1		1				1		
Patdown - Flyer			Carry-0	n	1		ı		- 1				ı		
Patidown - Flyer a Chearver		ayou nomoC	Juny-0	***						2		1	1	1	5
Personary Obsabilities (PWD) - Cognitive Developmental Mental Disability 1 1 1 1 1 1 1 1 1															
Persons w Disabilities (PWD)												1	'		
Persons W Disabilities (PWD) - Adoctary Medication and Medic 1	•					1					1				2
Persons w Disabilities (PWD) - Medically Necessary Medication and Medic 1		Development	al /Mer	ntal Disab	ilitv						1				
Screening - Froodures Process						1									1
Streening - Procedures 1 3 1 2 1 3 1 2 1 5 1 2 1 5 1 2 1 5 5 5 5 5 5 5 5 5		1				1	4						2	1	g
Screening - Retrieving Abandoned/Confecialed Items	<u> </u>	1													1
Screening - Security Breach	Screening - Procedures/Process					1	3						1		5
2018	Screening - Retrieving Abandoned/Confis	cated Items											1		1
Civil Rights - Age	Screening - Security Breach						1							1	2
Civil Rights - Road Profiling or Discrimination 1	2018	4		2	4	4	1	5	1	2	2	1	5		31
Civil Rights - Racial Profiling or Discrimination	Civil Rights			1	1	2									4
Civil Rights - Transgender Identity - Not Transgender 1						1									1
Customer Service - Others				1											1
Customer Service - Others		- Not Transgen	der			1									1
Customer Service - Others															1
Customer Service - TSO		2			1	1	1				1				8
Locks - Missing of Damaged Lock															1
Locks - Missing or Damaged Lock 1		2			1	1	1				1				7
Mishandling of Passenger Property															1
Mishandling of Passenger Property - Disarrayed Items—Carry-on					4			1							1
Patdown - Non-Flyer			· · · · ·												1
Patdown - Non-Flyer		rrayed itemsC	Jarry-0	on	1				4			- 4	4		I
Patdown - Non-Flyer		1							1						3
Persons w/ Disabilities (PWD) - Diabetes 1		1							4			1	1		
Persons w/ Disabilities (PWD) - Poinbetes 1	•					4		A	1						1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)	· · ·					1		- 1							3
Persons w Disabilities (PWD) - Prosthesis/Amputees and Casts			Vheelo	hair or So	noter\			4			1				1
Property - Special Handling - Damaged Items - Checked					JUIGI)	1		1							1
Property - Special Handling - Damaged Items - Checked	. ,	1	Jasi			1				2					3
Property - Special Handling - Missing Item 1		ems - Checked													1
Screening															2
Screening - Inconsistency 1 1 3 3 3 3 3 3 3 3	1 7 1	<u>'</u>		1	1			1		1			Λ		7
Screening - Procedures/Process 1 1					-			1							1
Screening - Retrieving Abandoned/Confiscated Items 1 2019 2 3 2 1 6 4 4 4 5 5 5 5 5 5 5				1	1								3		5
2 3 2 1 6 4 4 4 5 5 5 Civil Rights 1 1 1 1 1 1 1 1 1 1 1		cated Items													1
Civil Rights 1 1 1 1 1 Civil Rights - Racial Profiling or Discrimination 1 1 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 1 Civil Rights - Transgender Screening 1 2 1 1 Customer Service 1 2 1 1 Customer Service - TSO 1 2 1 1 Locks 1 2 1 1 Locks - Missing or Damaged Lock 1 2 1 1 Mishandling of Passenger Property 1 2 1 1 Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor 1 1 3 1 1 3 Patdown 1 3 1 1 3 1 1 3 Persons W/ Disabilities (PWD) 1		1	:	3	2	1		6	4	4	4	5	5		36
Civil Rights - Racial Profiling or Discrimination 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 1 Civil Rights - Transgender Screening 1 1 Customer Service 1 2 1 1 Customer Service - TSO 1 2 1 1 Locks 1 2 1 1 Locks - Missing or Damaged Lock 1 2 1 1 Mishandling of Passenger Property 1 2 1 1 Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 1 4 1 4 <th< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>4</td></th<>															4
Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 Civil Rights - Transgender Screening 1 Customer Service 1 2 1 1 Customer Service - TSO 1 2 1 1 Locks 1 2 1 1 Locks - Missing or Damaged Lock 1 2 1 Mishandling of Passenger Property 1 2 1 1 Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 4 1 3 2 1 1 3 4 1 3 2 1 1 3 4 1 3 2 1 1 3 4 1		ation													1
Civil Rights - Transgender Screening			der			1							1		2
Customer Service 1 2 1	•							1							1
Locks 1 Locks - Missing or Damaged Lock 1 Mishandling of Passenger Property 1 2 Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor 1 1 Mishandling of Passenger Property - Dam 1 1 3 1 1 3 Patdown 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1 1 3 1								1	2	1		1			5
Locks - Missing or Damaged Lock 1 Mishandling of Passenger Property 1 2 Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor 1 1 Mishandling of Passenger Property - Dam 1 1 Patdown 1 3 1 1 3 Patdown - Flyer 1 3 1 1 3 1 1 3 1	Customer Service - TSO							1	2	1		1			5
Mishandling of Passenger Property 1 2 Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor 1 1 Mishandling of Passenger Property - Dam 1 3 1 3 Patdown 1 3 1 1 3 Patdown - Flyer 1 3 1 1 3 Persons w/ Disabilities (PWD) 1 1 1 1 Persons w/ Disabilities (PWD) - Hearing Impairment 1 1 1 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1 1	Locks												1		1
Mishandling of Passenger Property - Damaged/Missing Items Private Screening Contractor 1 Mishandling of Passenger Property - Dam 1 Patdown 1 3 1 1 3 Patdown - Flyer 1 3 1 1 3 Persons W Disabilities (PWD) 1 1 1 1 1 Persons w/ Disabilities (PWD) - Hearing Impairment 1 1 1 1 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1 1 1													1		1
Mishandling of Passenger Property - Dam 1 1 Patdown 1 3 1 1 3 Patdown - Flyer 1 3 1 1 3 Persons w/ Disabilities (PWD) 1 1 1 1 Persons w/ Disabilities (PWD) - Hearing Impairment 1 1 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1 1		1								2					3
Patdown 1 3 1 1 3 Patdown - Flyer 1 3 1 1 3 Persons w/ Disabilities (PWD) 1 1 1 1 Persons w/ Disabilities (PWD) - Hearing Impairment 1 1 1 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1 1			tems F	Private Sci	eenin	g Contracto	r			1					1
Patdown - Flyer 1 3 1 1 3 Persons w/ Disabilities (PWD) 1 1 1 1 Persons w/ Disabilities (PWD) - Hearing Impairment 1 1 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1 1		1													2
Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Hearing Impairment 1 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1											1				9
Persons w/ Disabilities (PWD) - Hearing Impairment 1 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1	•							3		1	1				9
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1	· · ·			1											3
												1			1
Persons w/ Disabilities (PWD) - Prosthesis/Amputees 1					ooter)								1		1
	Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees		1											1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling			1										1
Property - Special Handling - Damaged It	ems - Checl	ked	1										1
Screening	1	1	1			1	1		3		2		10
Screening - Inconsistency									2				2
Screening - Procedures/Process		1	1			1	1		1		2		7
Screening - Security Breach	1												1

Categories	40.0-4 44		A Contact Cer		•		04 4	OF M	06 1	07 1.1	00 4	00.0	Tetal
Categories CAE	10-Oct 11	-Nov 1 19	12-Dec 01 15	Jan 0 15	2-Feb 03	3-Mar 21	04-Apr 19	05-May 10	06-Jun 23	07-Jul 21	08-Aug	09-Sep	Total
2016	9	19	15	15 3	16 7	21 2	19	10	3	21 5		20 7	213 34
Civil Rights				3	1	1			3	9		1	34
Civil Rights - Racial Profiling or Discrimin	ation				1	1						1	3
Customer Service					2		1	1	1	1		1	7
Customer Service - Others					2				1				3
Customer Service - TSO							1	1		1		1	4
Locks				2									2
Locks - Missing or Damaged Lock				2									2
Mishandling of Passenger Property				1	2	1	1	1	2	1		4	15
Mishandling of Passenger Property - Dan	naged/Missing Ite	emsChe	cked Baç	1	2	1	1	1	2	1	2	4	15
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)			0 ()		1					1			2
Persons w/ Disabilities (PWD) - Mobility [Disability (Not W	heelchair	or Scooter)		1					1			2
Screening Cray Member or Airling Emp	loves				1					2	1		<u>4</u>
Screening - Crew Member or Airline Emp Screening - Lengthy Lines	l				1								1
Screening - Procedures/Process					ı					2			2
2017	2	1	2	4		4	2	2	3	2		7	34
Civil Rights	_	•		1		•	_	_		_		•	1
Civil Rights - Racial Profiling or Discrimin	ation			1									1
Customer Service						1	1		2	1		3	8
Customer Service - Others												1	1
Customer Service - TSO						1	1		2	1		2	7
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1	2	1		1		1			1	2	10
Mishandling of Passenger Property - Dan		1	2	1		1		1				2	9
Mishandling of Passenger Property - Disa	arrayed ItemsCa	arry-on or	Checked								1		1
Patdown				1		1			1	1	2		6
Patdown - Flyer				1		1			1	1	2		6
Persons w/ Disabilities (PWD)	varaian (nain/trau	ıma)				1					1		2
Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch						ı					1		1
Property - Special Handling	aii/ Scoolei/ Seg	way					1	1			1		3
Property - Special Handling - Damaged It	ems - Checked						1				<u> </u>		1
Property - Special Handling - Missing Iter								1					1
Property - Special Handling - Missing Iter											1		1
Screening				1								2	3
Screening - Inconsistency				1									1
Screening - Procedures/Process												2	2
										_	•		
2018	5	9	8	4	7	8	6	2	2	7		1	68
Civil Rights	5	9	8	4	7	1	6	2	1	1		1	4
Civil Rights Civil Rights - Hair Patdowns		9	8	4	7		6	2		1	1	1	4 2
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin	ation					1			1		1	1	2 2
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Customer Service		4	2	1	1	1	2	1	1	1	1	1	2 2 15
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others	ation 1	4	2	1	1	1 1	2	1	1	1	1 2	1	4 2 2 15 2
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO	ation	4	2			1			1	1	1 2 2	1	4 2 2 15 2 13
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Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disc Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks Locks - Missing or Damaged Lock	ation 1 1 anged/Missing Ite anaged/Missing Ite anaged/Missing Ite anaged/Missing Ite anaged/Missing Ite anaged/Missing Ite anaged/Missing Ite anaged ItemsCalling Items	4 1 3 3 emsCarry-on 2 2 1 1 1 1 9 1	2 1 1 2 y-on Luggage 1 1 1 1 3 5 1	1 1 1 2 2 4 4	1 1 1 1 1 1 2 2 2 2 3 1 2	1 1 1 1 1 1 1 5 2 1 2 7	2 2 1 1 1 1 1 1 9 2 1	1 1 1 4	1 1 1 1 1 15 2 1 1	1 1 1 2 2 2 2 2 2 2 1 1 1 7 1 1 1 1 1 1	1 1 2 2 3 3 3 1 1 1 1 8 2 1 1	1	4 2 2 15 2 13 1 1 1 9 1 7 1 6 6 3 1 1 1 1 1 2 4 2 4 2 7 7 7 7 1 2 7 7 7 7 7 7 7 7 7 7 7 7 7
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disc Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	ation 1 1 1 1 1 1 1 1 1 1 1 1 1	4 1 3 emsCarry-on 2 2 1 1 1 1 1 2 1 1 1 1	2 1 1 2 y-on Luggage 1 1 1 1 3 5 1	1 1 1 1 1 1	1 1 1 1 1 1 2 2 2 2 3 1 2	1 1 1 1 1 1 1 1 1 1 1	2 2 1 1 1 1 1 9 2 1 1 1 1 1 1 2 2 1 1 1 1	1 1 1 4	1 1 1 1 15 2 1 1	1 1 1 2 2 2 2 2 2 2 1 1 1 7 1 1 1 1 1 1	1 1 2 2 3 3 3 1 1 1 1 8 2 1 1 1	1	4 2 2 15 2 13 1 1 9 1 7 1 6 6 3 1 1 1 1 6 2 4 2 4 24 5 7 7 12 7 7 7 12 7 7 7 1 9 2 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property	ation 1 1 1 1 1 1 1 1 1 1 1 1 1	4 1 3 3 emsCarry-on 2 2 1 1 1 1 9 1	2 1 1 2 y-on Luggage 1 1 1 1 3 5 1	1 1 1 1 1 1 1	1 1 1 1 1 1 1 2 2 2 2	1 1 1 1 1 1 1 1 1 1 1	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 4	1 1 1 1 1 15 2 1 1 3 3	1 1 1 2 2 2 2 2 2 2 1 1 1 7 1 1 1 1 1 1	1 1 2 2 3 3 3 1 1 1 1 8 2 1 1 1 1	1	4 2 2 15 2 13 1 1 9 1 7 7 1 6 6 3 1 1 1 1 6 2 4 24 5 7 7 12 7 7 12 7 7 12 13 13 1 14 15 16 17 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disc Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process 2019 Civil Rights Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property	ation 1 1 1 1 1 1 1 1 1 1 1 1 1	4 1 3 emsCarry-on 2 2 1 1 1 1 1 2 1 1 1 1	2 1 1 2 y-on Luggage 1 1 1 1 3 5 1	1 1 1 1 1 1	1 1 1 1 1 1 1 2 2 2 2 2 3 1 2 2 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 4	1 1 1 1 1 1 3 3 3 1 1 1 1 1 1 1	1 1 1 2 2 2 2 2 2 2 1 1 1 7 1 1 1 1 1 1	1 1 2 2 3 3 3 1 1 1 1 8 2 1 1 1 1	1	4 2 2 15 2 13 1 1 9 1 7 1 6 6 3 3 1 1 1 1 6 2 4 24 5 7 7 12 7 7 7 9 9 1 1 2 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2
Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property	ation 1 1 1 1 1 1 1 1 1 1 1 1 1	4 1 3 emsCarry-on 2 2 1 1 1 1 1 2 1 1 1 1	2 1 1 2 y-on Luggage 1 1 1 1 3 5 1	1 1 1 1 1 1 1	1 1 1 1 1 1 1 2 2 2 2	1 1 1 1 1 1 1 1 1 1 1	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 4	1 1 1 1 1 15 2 1 1 3 3	1 1 1 2 2 2 2 2 2 2 1 1 1 7 1 1 1 1 1 1	1 1 2 2 3 3 3 1 1 1 1 8 2 1 1 1 1	1	4 2 2 15 2 13 1 1 9 1 7 7 1 6 6 3 1 1 1 1 6 2 4 24 5 7 7 12 7 7 12 7 7 12 13 13 1 14 15 16 17 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)		1	1				1		2		1		6
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Di	essings/Ma	asks								1		1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)								1				1
Persons w/ Disabilities (PWD) - Mobility [Disability (N	ot Wheelch	air or Scoot	er)					1				1
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts	1				1						2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1											1
Property - Special Handling	1	3		1	1	1	1		3	2		2	15
Property - Special Handling - Damaged It	ems - Carry	-On							1				1
Property - Special Handling - Damaged It	ems - Checl	red								2		1	3
Property - Special Handling - Missing Iten	1				1	1							3
Property - Special Handling - Missing Iten	ns - Checke	3		1			1		2			1	8
Screening		1				1	1	1	3	3	2	1	13
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process		1					1		3	2	2		9
Screening - Security Breach										1		1	2

jories	10.0 1 11		Contact Ce		•								
,											08-Aug	09-Sep	Total
2046	5	6	7	10	15	16	6	9	10	13	12	20	129 52
2016 Civil Rights				5	7	13 1	2	4	4	4	6	7	52
Civil Rights - Sex/Gender/Gender Identity-	Not Transgond	or				1							
Customer Service	Not Transgenu	51			2	1						1	
Customer Service - Others					1	- 1						<u> </u>	-
Customer Service - TSO					1	1						1	
Locks					- 1	1					1		
Locks - Missing or Damaged Lock						1					1		
Mishandling of Passenger Property				5	5	8	1	2	4	3	3	5	
Mishandling of Passenger Property - Dama	agad/Missing It	ome Corni	on Luggons		5	0	1	2	4	3		5	30
						7	ı	0	4	2			
Mishandling of Passenger Property - Dama				5	5	7		2	4	3	3	5	34
Mishandling of Passenger Property - Disar	rayed itemsCa	arry-on or C	лескеа			1							
Patdown										1	1_		
Patdown - Flyer											1		
Patdown - Flyer as Observer										1			
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Prosthesis	3/Amputees and	Casts						1					
Screening						2	1	1			1	1	
Screening - Crew Member or Airline Emplo	oyee						1						
Screening - Inconsistency						1							
Screening - Procedures/Process						1		1			1	1	
2017	1	3	4	3	5	2	1	3	2	4		6	3
Customer Service			1							2			
Customer Service - TSO			1							2			
Lost and Found			•						1				
Lost and Found - Airport/TSA									1				
Mishandling of Passenger Property	1	3	3	2	4	2		1		2		1	1
		1	1	۷	2			1					13
Mishandling of Passenger Property - Dama				0				4				4	
Mishandling of Passenger Property - Dam	1	2	2	2	2	2		1		2		1	1
Patdown												1	
Patdown - Flyer												1	
Persons w/ Disabilities (PWD)				1								2	
Persons w/ Disabilities (PWD) - General												1	
Persons w/ Disabilities (PWD) - Medically			Medic	1									
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/trau	ıma)										1	
Prohibited & Permitted Items												1	
Prohibited & Permitted Items - Knives/Too	ls/Razors/Sharp	Objects										1	
Property - Special Handling							1	2					
Property - Special Handling - Missing Item	s - Carry-On						1						
Property - Special Handling - Missing Item								2					2
Screening					1				1			1	3
Screening - Procedures/Process					1								1
Screening - Retrieving Abandoned/Confisc	cated Items											1	1
Screening - Security Breach									1				1
2018	2	3	1		2			1	2	2	4	1	18
Customer Service			•		_			•	_	1	1		3
Customer Service - TSO									1	1	1		3
Locks											1		
Locks - Missing or Damaged Lock											1		
		1	1		1							1	
Mishandling of Passenger Property	// Ai i		ı		ı								
Mishandling of Passenger Property - Dama	•	1											
Mishandling of Passenger Property - Dam	aged/Missing Ite	msC	1		1							1	
Patdown					1					1	1		
Patdown - Flyer									1				
•					1					1	1		;
Patdown - Flyer as Observer					1				1	1			;
Patdown - Flyer as Observer Persons w/ Disabilities (PWD)		1			1					1			
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D	isability (N	1			1					1			
Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	isability (N				1					1			
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D					1					1	1		
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling	2				1					1	1		
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite	2				1			1		1	1		
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ith Property - Special Handling - Missing Iten Screening	2	1			1			1		1	1		3 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency	2	1			1			1		1	1		3 3 3 2 2 2 2 2 2 2 3
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process	2 1 1	1	2	2		1	3	1	1		1	6	3
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019	2	1	2	2	1	1	3			3	1	6	25
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service	2 1 1	1	2	2		1	3	1	1		1 1 2 2 1	6	3 1 1 3 1 2 2 1 1 2 2 1
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO	2 1 1	1	2			1	3	1	1		1 1 1	6	24
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Lost and Found	2 1 1	1	2	1		1	3	1	1		1 1 2 2 1	6	2:
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA	2 1 1 1	1	2	1				1	2	3	1 1 2 2 1		2:
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	2 1 1 2	1	2	1 1 1		1	1	1	2	3	1 1 2 2 1	2	25
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 1 1 1	1	2	1			1	1	2	3	1 1 2 2 1	2 2	228
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	2 1 1 2	1	2	1 1 1		1	1 1 2	1	2	3	1 1 2 2 1	2 2 1	24
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	2 1 1 2	1	2	1 1 1		1	1	1	2 1 1	3	1 1 2 1 1 1	2 2	21
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	2 1 1 2 2	1 1 1		1 1 1		1	1 1 2	1	1 2 2 1 1 1 1	3	1 1 2 2 1	2 2 1	28
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D	2 1 1 2 2	1 1 1		1 1 1		1	1 1 2	1	2 1 1	3	1 1 1 2 1 1	2 2 1	2!
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Touch Aven	2 1 1 2 2	1 1 1	ody	1 1 1		1	1 1 2	1	1 2 2 1 1 1 1	3	1 1 2 1 1 1	2 2 1 1	2:
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling	2 1 1 2 2 1 1 1 0evices - Attacheersion (pain/trau	1 1 1		1 1 1		1	1 1 2	1	1 2 2 1 1 1 1	3	1 1 1 2 1 1	2 2 1 1 1	288888333
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Touch Aven	2 1 1 2 2 1 1 1 0evices - Attacheersion (pain/trau	1 1 1	ody	1 1 1		1	1 1 2	1	1 2 2 1 1 1 1	3	1 1 1 2 1 1	2 2 1 1	288888333
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling	2 1 1 2 2 1 1 1	1 1 1	ody	1 1 1		1	1 1 2	1	1 2 2 1 1 1 1	3	1 1 1 2 1 1	2 2 1 1 1	228
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	2 1 1 2 2 2 1 1 1 1 2 evices - Attache ersion (pain/trau	1 1 1	ody	1 1 1		1	1 1 2	1	1 2 2 1 1 1 1	3 1 1	1 1 1 2 1 1	2 2 1 1 1	28 8 8 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	2 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 1	ody 1	1 1 1	1	1	1 1 2	1 1	1 2 2 1 1 1 1	3 1 1 2	1 1 1 2 1 1	2 2 1 1 1	25 22 11 11 12 25 11 11 11 11 11 11 11 11 11 11 11 11 11
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	2 1 1 2 2 2 1 1 1 1 2 evices - Attache ersion (pain/trau	1 1 1	ody 1	1 1 1		1	1 1 2	1	1 2 2 1 1 1 1	3 1 1 2	1 1 1 2 1 1	2 2 1 1 1	4 4 3 3 1 1 1 1 1 2 2 2 2 1 1 1 1 1 1 1 1 1

			I SA COIILA	ci center (ICC) Data	TOOI - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDC				1		1	2		1	1		3	9
2016				1		1						1	3
Customer Service												1	1
Customer Service - TSO												1	1
Patdown				1									1
Patdown - Flyer				1									1
Screening						1							1
Screening - Procedures/Process						1							1
2017										1		1	2
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Dar	maged/Missi	ng ItemsC	hecked Ba	ggage						1		1	2
2018							1		1			1	3
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dar	maged/Missi	ng ItemsC	hecked Ba	ggage			1						1
Patdown												1	1
Patdown - Flyer												1	1
Screening									1				1
Screening - Procedures/Process									1				1
2019							1						1
Customer Service							1						1
Customer Service - TSO							1						1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDR		1	1	1									3
2018		1	1	1									3
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-on	1	1									2
Screening		1											1
Screening - Procedures/Process		1											1

			I SA CUIILA	ci Center (i oo, bata	1001 - 1 015	•						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CDV	1						1	3		2		4	1
2016										1		2	;
Mishandling of Passenger Property										1		2	
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	hecked Bag	ggage						1		2	;
2017	1						1			1			:
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Property - Special Handling										1			
Property - Special Handling - Missing Item	ns - Checked									1			
Screening							1						
Screening - Inconsistency							1						
2018								1				2	;
Mishandling of Passenger Property								1				2	:
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	hecked Bag	ggage				1				1	
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Checke	d								1	
2019								2					:
Mishandling of Passenger Property								2					
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	arry-on Lug	gage				1					
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	hecked Ba	ggage				1					

			IOA COIILA	ct Octites (i CC) Dala	1001 - 1 017	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CEC		2		1	1		3	2		1			10
2016										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checke	d						1			1
2017				1			1	1					3
Mishandling of Passenger Property				1			1						2
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Ba	1			1						2
Screening								1					1
Screening - Procedures/Process								1					1
2018		2						1					3
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property		1						1					2
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Ba	ggage				1					1
Mishandling of Passenger Property - Dis	arrayed Item	1											1
2019					1		2						3
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Ba	ggage	1								1
Screening							1						1
Screening - Procedures/Process							1						1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CEF				1									1
2016				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Baç	1									1

				ici Ociitei (ICC) Data		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CEZ		3			1		1	2					7
2016							1	1					2
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Da	amaged/Missi	ng ItemsC	hecked Ba	ggage			1						1
Screening								1					1
Screening - Procedures/Process								1					1
2017		2						1					3
Customer Service		1						1					2
Customer Service - TSO		1						1					2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Interna	l Medical Dev	1											1
2018		1											1
Property - Special Handling		1											1
Property - Special Handling - Damaged	Items - Chec	1											1
2019					1								1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Metal I	mplants (joint				1								1

			ISA CONG	ici Center (TCC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CGI	2	1	:	2		3		2	1	1	1	2	19
2016						1							
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Dan	naged/Missir	g ItemsC	hecked Ba	iggage		1							
2017	1	1		l		1					1		
Mishandling of Passenger Property	1	1		1		1					1		
Mishandling of Passenger Property - Dan	naged/Missir	1		1		1					1		
Mishandling of Passenger Property - Disa	1												
2018								1	1	1		2	
Mishandling of Passenger Property								1				2	
Mishandling of Passenger Property - Dan	naged/Missir	g ItemsC	arry-on Lu	ggage								1	
Mishandling of Passenger Property - Dan	naged/Missir	g ItemsC	hecked Ba	iggage				1					
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checke	ed								1	
Patdown										1			
Patdown - Flyer										1			
Screening									1				
Screening - Procedures/Process									1				
2019	1			l		1		1					
Civil Rights				1		1		1					
Civil Rights - Hair Patdowns				1									
Civil Rights - Racial Profiling or Discrimin	ation					1		1					
Property - Special Handling	1												
Property - Special Handling - Damaged It	1												

	10.0-1 11		Contact Cen		•			- M 00	1	07 1	00.4	00.0	T - 4 - 1
egories HA	10-Oct 11-	-Nov 12- 8	-Dec 01-√ 10	Jan 02 9		3-Mar 04 11	I-Apr (15	05-May 06 15		07-Jul 13	08-Aug 11	09-Sep 16	Total
2016	9	ð	10	1	10 2	2	3	3	15 5	4	11	8	14:
Civil Rights				•	_			•	1	-	•		
Civil Rights - Racial Profiling or Discrimina	ation								1				
Customer Service										1	1	1	;
Customer Service - Others												1	
Customer Service - TSO										1	1		
Mishandling of Passenger Property				1	2	2	3	3	2	3		6	2:
Mishandling of Passenger Property - Dam				1								1	:
Mishandling of Passenger Property - Dam					1	2	2	3	1	3		4	10
Mishandling of Passenger Property - Dam				ge			1						
Mishandling of Passenger Property - Disar Screening	rrayed itemsCa	arry-on or C	лескеа		1				2			1	;
Screening - Inconsistency									1			1	
Screening - Procedures/Process									1			'	
2017	1	2	5	3	3	3	5	4	1	3	5	5	40
Advanced Imaging Technology (AIT)							1						
Advanced Imaging Technology (AIT) - Flye	er						1						
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimina	ation											1	
Customer Service				1				1					
Customer Service - TSO				1				1					
Locks											1		
Locks - General											1		
Mishandling of Passenger Property	1	2	3	2	1	2	1	2		1	2	2	1
Mishandling of Passenger Property - Dam		2	3 Shecked	2	1	1	1	2		1	1	2	1
Mishandling of Passenger Property - Disal Patdown	nayeu itemsCa	arry-on or C	hecked 1		1	I			1		1		
Patdown Patdown - Flyer			1		1				1				
Patdown - Flyer as Observer			1		ı				1				
Persons w/ Disabilities (PWD)			- 1		1		2						
Persons w/ Disabilities (PWD) - Cognitive	/Developmental	/Mental Dis	sability				1						
Persons w/ Disabilities (PWD) - General					1		1						
Property - Special Handling							1	1		2	1		
Property - Special Handling - Damaged Ite	ems - Checked										1		
Property - Special Handling - Missing Item	ıs - Carry-On							1					
Property - Special Handling - Missing Item	ıs - Checked						1			2			
Screening			1			1					1	2	
Screening - Procedures/Process			1			1					1	2	
2018	7	3	2	3	5	3	3	5	5	4	2	1	4
Advanced Imaging Technology (AIT)											1 1		
Advanced Imaging Technology (AIT) - Flye Customer Service	er 1						1	1	1		1		
Customer Service - TSO	1						1	1	1				
Mishandling of Passenger Property	1			2	1	2		2	2	2	1	1	1
Mishandling of Passenger Property - Dam	i' laged/Missing Ite	emsCarry-	on Luggage		'					1	'	'	
Mishandling of Passenger Property - Dam		and during t	on Luggugo	1	1	2		1	1	1	1		
Mishandling of Passenger Property - Disar		arry-on or C	Checker	1				1	1			1	
Patdown	1	1							1	1			
Patdown - Flyer	1	1							1	1			
Persons w/ Disabilities (PWD)	1				2	1		2					
Persons w/ Disabilities (PWD) - Metal Imp													
Persons w/ Disabilities (PWD) - Mobility D		neelchair or	r Scooter)										
Persons w/ Disabilities (PWD) - Prosthesis	c/Amoutooc and		i occorri					1					
Persons w/ Disabilities (PWD) - Touch Ave			i occotor)		1			ı					
. ,	ersion (pain/trau		- Geodery		1	1							
Persons w/ Disabilities (PWD) - Visual Imp	ersion (pain/trau pairment	ıma)	Coolery			1		1					
Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelcha	ersion (pain/trau pairment	ıma)	1		1	1							
Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items	rersion (pain/trau pairment air/ Scooter/ Seg	ıma)	1			1							
Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve	rersion (pain/trau pairment air/ Scooter/ Seg	ıma)	1 1	1		1							
Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items	rersion (pain/trau pairment air/ Scooter/ Seg rrages	ima) iway	1	1 1	1	1							
Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bever Property - Special Handling	ersion (pain/trau pairment air/ Scooter/ Seg arages 1 ems - Checked	ima) iway	1		1	1							
Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchate Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Ite	ersion (pain/trau pairment air/ Scooter/ Seg arages 1 ems - Checked	ima) iway 1	1		1	1	2		1	1			
Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchate Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item	ersion (pain/trau pairment air/ Scooter/ Seg rages 1 ems - Checked 1 2	ima) iway 1	1 1		1 1	1	2		1	1			
Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bevel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening	ersion (pain/trau pairment air/ Scooter/ Seg rages 1 ems - Checked 1 2	way 1 1 1	1 1		1 1	1	2		1	1			
Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process	ersion (pain/trau pairment air/ Scooter/ Seg rages 1 ems - Checked 1 2 oyee	1 1 1 1 1 1	1 1 1	1	1 1		2	1	1	1			
Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Employerening - Inconsistency Screening - Procedures/Process 2019	ersion (pain/trau pairment air/ Scooter/ Seg rages 1 ems - Checked 1 2 oyee	1 1 1 1 1 1 3	1 1 1 3	1	1 1 1 1	3			1 4	1	3	2	3
Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchate Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Employerening - Inconsistency Screening - Procedures/Process 2019 Customer Service	ersion (pain/trau pairment air/ Scooter/ Seg rages 1 ems - Checked 1 2 oyee	1 1 1 1 1 1 1 3 2	1 1 1 3 2	1 2 1	1 1 1 1	3	2	1	1 4 1	1 2 1	3	1	3
Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bevel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO	ersion (pain/trau pairment air/ Scooter/ Seg rages 1 ems - Checked 1 2 oyee	1 1 1 1 1 1 3	1 1 1 3 2 2	1	1 1 1 1	3	2	3	1 4	1			3
Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bevel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emploration - Visual Process Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Mishandling of Passenger Property	ersion (pain/trau pairment air/ Scooter/ Seg arages 1 ems - Checked 1 2 oyee 2 1	1 1 1 1 1 1 2 2 2	1 1 1 3 2 2 1	1 2 1	1 1 1 1	3	2	3 3	1 4 1	1 2 1	2	1	3
Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emploration - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Mishandling of Passenger Property - Dam	ersion (pain/trau pairment air/ Scooter/ Seg arages 1 erms - Checked 1 2 oyee 2 1 aged/Missing Ite	1 1 1 1 1 1 3 2 2 2 eemsCarry-r	1 1 1 3 2 2 1	1 2 1	1 1 1 1	3	2 4	3 3 2 1	1 4 1	1 2 1	2	1	\$
Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ersion (pain/trau pairment air/ Scooter/ Seg arages 1 erms - Checked 1 2 oyee 2 1 aged/Missing Ite	1 1 1 1 1 1 3 2 2 2 eemsCarry-r	1 1 1 3 2 2 1	1 2 1	1 1 1 1	3	2	3 3	1 4 1 1	1 2 1	2	1	3
Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown	ersion (pain/trau pairment air/ Scooter/ Seg arages 1 erms - Checked 1 2 oyee 2 1 aged/Missing Ite	1 1 1 1 1 1 3 2 2 2 eemsCarry-r	1 1 1 3 2 2 1	1 2 1	1 1 1 1	3	2 4	3 2 1	1 4 1	1 2 1	2	1	3
Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Food/Beve Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emple Screening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ersion (pain/trau pairment air/ Scooter/ Seg arages 1 erms - Checked 1 2 oyee 2 1 aged/Missing Ite	1 1 1 1 1 1 3 2 2 2 eemsCarry-r	1 1 1 3 2 2 1	1 2 1	1 1 1 1	3	2 4	3 2 1 1	1 4 1 1	1 2 1	2	1	3
Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchate Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Employscreening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	ersion (pain/trau pairment air/ Scooter/ Seg arages 1 erms - Checked 1 2 oyee 2 1 aged/Missing Ite	1 1 1 1 1 1 3 2 2 2 eemsCarry-r	1 1 1 3 2 2 1	1 2 1	1 1 1 1	3 1 1	1	3 2 1 1	1 4 1 1	1 2 1 1	2	1	3
Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchate Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emplescreening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	ersion (pain/trau pairment air/ Scooter/ Seg arages 1 ems - Checked 2 oyee 2 1 agged/Missing Ite	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 3 2 2 1	1 2 1	1 1 1 1	3 1 1	1	3 2 1 1	1 4 1 1	1 1 1	2	1	3
Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchate Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emploscreening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	ersion (pain/trau pairment air/ Scooter/ Seg arages 1 ems - Checked 1 2 oyee 2 1 laaged/Missing Ite arged/Missing Ite s/Amputees and	tima) tima) tima) tima) tima ti	1 1 1 3 2 2 1	1 2 1	1 1 1 1	3 1 1	1 1	3 2 1 1	1 4 1 1	1 1 1	2	1	3
Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchate Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Employscreening - Procedures/Process 2019 Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Respirato Property - Special Handling	rersion (pain/trau pairment air/ Scooter/ Seg arages 1 ems - Checked 1 2 oyee 2 1 laged/Missing Ite aged/Missing Ite s/Amputees and ary and Inhaler E	tima) tima) tima) tima) tima ti	1 1 1 3 2 2 1	1 2 1	1 1 1 1	3 1 1	1 1	3 2 1 1	1 4 1 1	1 1 1	2	1	3
Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchate Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bever Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emploscreening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Respirato Property - Special Handling - Damaged Ite	ersion (pain/trau pairment air/ Scooter/ Seg arages 1 ems - Checked 1 2 oyee 2 1 aaged/Missing Ite aaged/Missing Ite aaged/Missing Ite asylvand Inhaler E ems - Carry-On	tima) tima) tima) tima) tima ti	1 1 1 3 2 2 1	1 2 1	1 1 1 1	3 1 1	1 1 1	3 2 1 1	1 4 1 1 2 2	1 1 1	2	1	3
Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchate Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bevel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Emploscreening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Respirato Property - Special Handling - Damaged Ite	ersion (pain/trau pairment air/ Scooter/ Seg arages 1 ems - Checked 1 2 oyee 2 1 aaged/Missing Ite aaged/Missing Ite aaged/Missing Ite asylvand Inhaler E ems - Carry-On	nma) yway 1 1 1 1 1 2 2 emsCarry-cemsC	1 1 1 3 2 2 1	2 1 1	1 1 1 1	3 1 1	1 1 1 1	3 2 1 1	1 4 1 1 2 2	1 1 1	2 1 1	1	3
Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchate Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bevel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emploscreening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Screening	rersion (pain/trau pairment air/ Scooter/ Seg arrages	tima) tima) tima) tima) tima ti	1 1 1 3 2 2 1	1 2 1	1 1 1 1	3 1 1	1 1 1 1 1	3 2 1 1	1 4 1 1 1 2 2 2	1 1 1	2	1	3
Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchate Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Items - Food/Bevery - Special Handling - Missing Items - Property - Special Handling - Missing Items - Screening - Crew Member or Airline Emploscreening - Inconsistency - Process - Procedures/Process 2019 Customer Service - TSO Mishandling of Passenger Property - Dammand - Patdown - Patdown - Patdown - Patdown - Flyer - Persons w/ Disabilities (PWD) - General - Persons w/ Disabilities (PWD) - Prosthesis - Persons w/ Disabilities (PWD) - Respirato - Property - Special Handling - Damaged Items - Property - Special Handling - Missing Item Screening - Inconsistency	ersion (pain/trau pairment air/ Scooter/ Seg arages 1 ems - Checked 1 2 oyee 2 1 aaged/Missing Ite aaged/Missing Ite aaged/Missing Ite asylvand Inhaler E ems - Carry-On	ma) way 1 1 1 1 1 3 2 2 2 ems-Carry-cemsC	1 1 1 3 2 2 1	2 1 1 1	1 1 1 1	3 1 1	1 1 1 1	3 2 1 1	1 4 1 1 1 2 2 2	1 1 1	2 1 1	1 1	3
Persons w/ Disabilities (PWD) - Visual Impersons w/ Disabilities (PWD) - Wheelchate Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Food/Bevel Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Emploscreening - Inconsistency Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Respirato Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Screening	rersion (pain/trau pairment air/ Scooter/ Seg arrages	nma) yway 1 1 1 1 1 2 2 emsCarry-cemsC	1 1 1 3 2 2 1	2 1 1	1 1 1 1	3 1 1	1 1 1 1	3 2 1 1	1 4 1 1 1 2 2 2	1 1 1	2 1 1	1	3

				ct Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
СНО	6	10	3		6	9	11	8	3	9		6	91
2016				2	1	3	4	3		3	3	1	17
Customer Service						1	1						2
Customer Service - TSO						1	1						2
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domesi Locks	lic I			1								1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property						2	1	1				- 1	5
Mishandling of Passenger Property - Dan	 naged/Missing	n ItemsC	hecked Ba	uuaue		2	1	1					5
Patdown		g itomio o	noonoa ba	ggugo			- '	1					2
Patdown - Flyer								1					2
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility I	ı Disability (No	t Wheelch	air or Scoo	t 1									1
Screening	, , , , , , , , , , , , , , , , , , ,				1		2	1		1			5
Screening - Crew Member or Airline Emp	loyee						1						1
Screening - Lengthy Lines					1			1					2
Screening - Procedures/Process							1			4			2
2017	2	2	1	1	1	2	2	2		1	1	1	16
Customer Service							1	1					2
Customer Service - TSO							1	1					2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1					1				1	1		4
Mishandling of Passenger Property - Dan										1	1		3
Mishandling of Passenger Property - Disa	rrayed Items		or Checke	ed		1							1
Patdown		1				1							2
Patdown - Flyer		1				1							2
Property - Special Handling								1				1	2
Property - Special Handling - Damaged It								1				1	2
Screening Longthy Lines	1	1	1	1	1								5
Screening - Lengthy Lines Screening - Procedures/Process	1	1	1		1								3
Screening - Procedures/Frocess Screening - Shoe Screening		- 1		1	1								1
2018		5		2	2	2	1		2	-	1 4		19
Customer Service		1			1						•		2
Customer Service - TSO		1			1								2
Locks		1			1						1		3
Locks - Missing or Damaged Lock		1			1						1		3
Mishandling of Passenger Property				1		1			1		1		4
Mishandling of Passenger Property - Dan	naged/Missing	g ItemsC	hecked Ba	<u> </u>		1					1		3
Mishandling of Passenger Property - Disa									1				1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	al Disabilit	у						1			1
Property - Special Handling									1		2		3
Property - Special Handling - Missing Iter	ns - Checked								1		2		3
Screening		3		1		1							5
Screening - Lengthy Lines		1				1							2
Screening - Procedures/Process		2		1									3
2019	4	3	2	5	2	2		3	1	4		4	39
Civil Rights	L				1		1				1		3
Civil Rights - Screening of Religious Cultu			ns								1		1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender			1		1						2
Customer Service				2	1					1			4
Customer Service - TSO				2	1								4
Mishandling of Passenger Property	3		1				1			2	2	1	8
Mishandling of Passenger Property - Dan		g ItemsC	1										1
Mishandling of Passenger Property - Dan	3					4	1	4	4	2	2	1	7
Patdown Flyer				1		1		1	1				4
Patdown - Flyer Persons w/ Disabilities (PWD)	1	1	1	1		1		1	1			1	4
Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Medically		Breast Car 1										1	1
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Im		1	1										2
	l	1						1			2		
Property - Special Handling Property - Special Handling - Damaged It	ems - Chacl	1		1				1			2 1		6
Property - Special Handling - Damaged it				<u>1</u>				1			1		3
Screening	iio - Oricokeu	1		- 1		1	2					2	10
Screening - Inconsistency		- 1				- 1	1	- 1					10
Screening - Inconsistency Screening - Lengthy Lines		1					- 1						1
Screening - Lengthy Lines Screening - Procedures/Process		1				1	1	1			2	2	8
Corcorning - Frooductes/Frocess	I					- 1	- 1	- 1					0

Catagorias	40.00	44 11				CC) Data To		04.4	05.11	00 1	07 1 1	00.4	00.0	Total
Categories		11-Nov			Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CHS	25	4	8	40	41	26	45	66	52	52	50		38	537
2016					10	7	13	19	13	14	8	12	8	104
Civil Rights												2		2
Civil Rights - Racial Profiling or Discrimin	ation I				_	0	_	0	0	0	- 4	2	0	2
Customer Service					3	2	5	2	2	2	1		3	20
Customer Service - Others Customer Service - TSO					2	2	4			2	4		1	9
Locks					1	2	1	2	2 1	1	1		2	11
								1	1	1	1			4
Locks - Missing or Damaged Lock					7	2	4	1				0	4	
Mishandling of Passenger Property			O	1	7	3	4	13	4	8	5		4	56
Mishandling of Passenger Property - Dam						1	1	40	1		1	1		5
Mishandling of Passenger Property - Dam					6	1	3	10	3	6	4	7	4	44
Mishandling of Passenger Property - Disa	irrayed items. I	Carry-c	on or Che	ске	1	1		3		2				7
Patdown										1				1
Patdown - Non-Flyer										1				1
Persons w/ Disabilities (PWD)						1	1		1				1	4
Persons w/ Disabilities (PWD) - Metal Im									1					1
Persons w/ Disabilities (PWD) - Mobility [chair or So	cooter)		1							1	2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	segway					1							1
Screening						1	3	3	5	2	1	2		17
Screening - Crew Member or Airline Emp	loyee					1			1					2
Screening - Inconsistency									1					1
Screening - Lengthy Lines							2	1	1					4
Screening - Procedures/Process							1	1	2	2	1	2		9
Screening - Retrieving Abandoned/Confis								1						1
2017	5		8	15	15	9	10	11	12	12	9	10	6	122
Civil Rights				2			1							3
Civil Rights - Racial Profiling or Discrimin	ation			2			1							3
Customer Service	1		1	2	4		1					2		11
Customer Service - CSM					1									1
Customer Service - Others					1									1
Customer Service - TSO	1		1	2	2		1					2		9
Locks						1	1		1		1		1	5
Locks - General									1					1
Locks - Missing or Damaged Lock						1	1				1		1	4
Lost and Found										1				1
Lost and Found - Airport/TSA										1				1
Mishandling of Passenger Property	4		4	7	8	6	6	4	4	3	3	6	3	58
Mishandling of Passenger Property - Dan	naged/Missii		1						1	1				3
Mishandling of Passenger Property - Dam			3	6	6	5	5	3	3	2	3	5	2	47
Mishandling of Passenger Property - Dan	naged/Missing	Items	-U	1										1
Mishandling of Passenger Property - Disa				cke	2	1	1	1				1	1	7
Patdown			1	3		1		3	4	1	1	1		15
Patdown - Flyer				2		1		3	3	1	1	1		12
Patdown - Flyer as Observer			1											1
Patdown - Non-Flyer				1					1					2
Persons w/ Disabilities (PWD)							1			4			1	6
Persons w/ Disabilities (PWD) - Metal Im	olants (ioint)						1							1
Persons w/ Disabilities (PWD) - Mobility I		Wheeld	chair or So	cooter)									1	1
Persons w/ Disabilities (PWD) - Service A				,						1				1
Persons w/ Disabilities (PWD) - Visual Im										1				1
Persons w/ Disabilities (PWD) - Wheelch		Segway								2				2
Property - Special Handling		3 ,						2	2	1	3			8
Property - Special Handling - Damaged It	ems - Carry-0	On						1						1
Property - Special Handling - Missing Iter											1			1
Property - Special Handling - Missing Iter								1	2	1	2			6
Screening			2	1	3	1		2	1	2	1	1	1	15
Screening - Crew Member or Airline Emp	lovee			1						1				2
Screening - Lengthy Lines											1			1
Screening - Procedures/Process			2		3	1		2	1	1		1	1	12
2018	7		9	12	8	7	13	16	13	15	17		9	156
Civil Rights	-		1				1	1			2			6
Civil Rights - Hair Patdowns								1			_			1
Civil Rights - Racial Profiling or Discrimin	ı ation		1				1				2	1		5
Customer Service			1		2		4	1	4	4	2			19
Customer Service - Others							1				_			1
Customer Service - TSO			1		2		3	1	4	4	2	1		18
Locks			•		1	3	1	1	1	2		1	1	11
Locks - General						1								1
Locks - Missing or Damaged Lock					1	2	1	1	1	2		1	1	10
Lost and Found					'								1	1
Lost and Found - Airport/TSA													1	1
Mishandling of Passenger Property	1		5	5	1	2	2	5	2	2	4	4	3	36
Mishandling of Passenger Property - Dan	l naged/Missing			1	- '	1		2			1		3	5
Mishandling of Passenger Property - Dam			4	4	1	1	2	3	2	2	2	4	3	29
Mishandling of Passenger Property - Disa			1	7	- 1	- 1		J			1	4	3	29
Patdown	3		6	2	1			2	3		1	1		18
Patdown - Flyer	3		6	2	1			2	3			1		18
Persons w/ Disabilities (PWD)	3		1	2	- 1		1		2	1	1	2		10
Persons w/ Disabilities (PWD) - Diapers/0	 						1			- 1	1	2		10
	Jannenis/Dre	ssings/l	viasks				1				4			
Persons w/ Disabilities (PWD) - General	plants (Is Is A)			4							1			1
Persons w/ Disabilities (PWD) - Metal Im	. ,		4	1						1				2
Persons w/ Disabilities (PWD) - Mobility [1						4			1		2
Persons w/ Disabilities (PWD) - Touch Av				1					1			1		2
Persons w/ Disabilities (PWD) - Wheelch	aii/ ocooter/ S	segway		1					1					2

			TSA Contac										
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	2	4	3	1			1	1		6		4	3
Property - Special Handling - Damaged It	ems - Carry-	On			1				1	1	1		
Property - Special Handling - Damaged It	ems - Check	ed	2	1			1		1		2	3	1
Property - Special Handling - Missing Iten	2	1								1			
Property - Special Handling - Missing Iten	ns - Checke	3	1			1		1	2	4	3	1	1
Request for Assistance				1					1				
Request for Assistance - Other									1				
Request for Assistance - Wounded Warrio	or (MSIJSOC	C)		1									
Screening	1	1		1	1	3	5		1	2	4		1
Screening - Lengthy Lines				1	1		1						
Screening - Procedures/Process	1	1				3	4		1	2	4		1
2019	13	21	13	8	3	9	20	14	11	16	12	15	15
Civil Rights	_	1	2					2			1		
Civil Rights - Racial Profiling or Discrimin	ation	1	1								1		
Civil Rights - Sex/Gender/Gender Identity		ender	1					1					
Civil Rights - Transgender Screening								1					
Customer Service	2	2			1		3	1		2	2		1
Customer Service - TSO	2	2			1		3	1		2	2		
Locks	3	1		1		1	2			2	1	1	
Locks - Missing or Damaged Lock	3	1		1		1	2			2		1	1
Lost and Found	0			1									'
Lost and Found - Airport/TSA				1									
Mishandling of Passenger Property	3	9	5	1		3	4	3	3	4	4	5	
Mishandling of Passenger Property - Dam	-	1		- 1		J		- 3				<u> </u>	-
Mishandling of Passenger Property - Dam		6	5	1		3	3	3	3	4	3	4	3
Mishandling of Passenger Property - Dam		1		- 1		J	J	- 3			1		
Mishandling of Passenger Property - Disa		1					1				1	1	
Patdown	'	1		2		1	1	2		2	1	1	
Patdown - Flyer		1		1		1	1	1		2		1	
Patdown - Flyer as Observer		- 1		ļ		1	1	1				- 1	
Patdown - Non-Flyer				1				1					
						4		4					
Persons w/ Disabilities (PWD)				1		1		1		1		3	
Persons w/ Disabilities (PWD) - Hearing I		N 4	and Madia	-1 Committee				-				1	
Persons w/ Disabilities (PWD) - Medically		wedication	and Medica	ai Supplies		4		1				4	
Persons w/ Disabilities (PWD) - Metal Imp		0				1				1		1	
Persons w/ Disabilities (PWD) - Wheelch				1								1	
Property - Special Handling	4	3			2			2	3	2		3	
Property - Special Handling - Damaged It			1			1	1				1		
Property - Special Handling - Damaged It		1	1		1		1	1	1	2	1	1	
Property - Special Handling - Missing Iten	1						2						
Property - Special Handling - Missing Iten	1	2	3		1	1	4		2			2	
Request for Assistance										1	1		
Request for Assistance - Other										1	1		
Screening	1	4	1	2		1		2	5	2		2	2
Screening - Inconsistency				1			1						
Screening - Lengthy Lines		1											
Screening - Procedures/Process	1	3	1	1		1	1	2		1		2	1
Screening - Retrieving Abandoned/Confis	cated Items								1				
Screening - Security Breach										1			

ategories	10-Oct 1		Contact C		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CID	6	8	11	6	3	6	5 T	8	7	8		10	85
2016	-			2	1		1	4		2		4	17
Civil Rights										2			2
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen	der								1			1
Civil Rights - Transgender Screening										1			1
Customer Service					1		1					1	3
Customer Service - TSO					1		1					1	3
Locks								1					1
Locks - Missing or Damaged Lock Mishandling of Passenger Property				2				1					1
Mishandling of Passenger Property - Dam	agod/Missing I	tome Corn	, on Luggo	2				2			2 1	1	7 1
Mishandling of Passenger Property - Dam				2				1			1	1	5
Mishandling of Passenger Property - Disa								1					1
Patdown	l l	ourly on or	Oncoroa					'				1	1
Patdown - Flyer												1	1
Screening								1			1	1	3
Screening - Procedures/Process								1			1	1	3
2017		1	3	3	1	3	1	1	2	2	3	2	22
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimina	ation					1							1
Customer Service		1				1				2			5
Customer Service - TSO		1				1				2	1		5
Mishandling of Passenger Property			3	2	1		1		1		1	2	11
Mishandling of Passenger Property - Dam			y-on Lug	1									1
Mishandling of Passenger Property - Dam			3	1	1		1				1	2	9
Mishandling of Passenger Property - Disa	rrayed ItemsC	carry-on or	Checked						1				1
Patdown						1		1	1				3
Patdown - Flyer						1		1	1				3
Property - Special Handling	Observation I										1		1
Property - Special Handling - Damaged Ite	ems - Cnecked			4							1		1
Screening Screening - Procedures/Process				1									1
2018	3	5	3	1		3	2	1	1	1			20
Advanced Imaging Technology (AIT)	3	1	3						1				1
Advanced Imaging Technology (AIT) - Fly	er	1											1
Civil Rights		'								1			1
Civil Rights - Sex/Gender/Gender Identity	ı - Not Transgen	der								1			1
Customer Service		2											2
Customer Service - TSO		2											2
Mishandling of Passenger Property	2	1	1				1	1					6
Mishandling of Passenger Property - Dam	2	1	1				1	1					6
Property - Special Handling	1	1	1	1		2			1				7
Property - Special Handling - Damaged Ite	ems - Carry-On					1							1
Property - Special Handling - Damaged Ite	ems - Checl	1	1										2
Property - Special Handling - Missing Item	1			1		1			1				4
Screening			1			1	1						3
Screening - Procedures/Process			1			1							2
Screening - Retrieving Abandoned/Confis							1						1
2019	3	2	5		1		1	2	4	3	1	4	26
Civil Rights	Not Terms	d =								1			1
Civil Rights - Sex/Gender/Gender Identity Customer Service	- Not Transgen	aer	2		- 1				2	1			
Customer Service - TSO			2		1				2				5
Locks					1			1				1	2
Locks - Missing or Damaged Lock								1				1	2
Mishandling of Passenger Property			1					1		1		2	5
Mishandling of Passenger Property - Dam	 aged/Missing :	emsC	1					- 1		- 1		2	3
Mishandling of Passenger Property - Dam			ecified Luc	inane						1			1
Mishandling of Passenger Property - Disa	rraved Items0	arry-on or	Checked	igage .				1		'			1
Patdown		y 011 01	1					I	1	1		1	
Patdown - Flyer			1						1	1		1	
Persons w/ Disabilities (PWD)	1												-
Persons w/ Disabilities (PWD) - Diabetes	1												
Property - Special Handling	1	1							1		1		
Property - Special Handling - Damaged Ite									1				2
Property - Special Handling - Missing Item		1									1		2
Screening	1	1	1				1						4
Screening - Inconsistency	1		•										1
Screening - Procedures/Process		1	1				1						3
•	1	-	-										

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CIU	3	1	4	2	3	3	2	4	3	1	6	4	30
2016				1			1		1		2		
Mishandling of Passenger Property				1			1		1		2		į
Mishandling of Passenger Property - Dam	naged/Missing	g ItemsC	hecked Bag	1					1		2		4
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Checked	l			1						
2017			1		1			2		1			!
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property			1					2		1			
Mishandling of Passenger Property - Dam	naged/Missing	g ItemsC	1					2		1			
2018	1			1	1	2		1	1		2	3	1
Mishandling of Passenger Property	1			1	1	2		1	1		2	3	1
Mishandling of Passenger Property - Dam	naged/Missing	g ItemsC	hecked Bag	gage	1	1					2	2	
Mishandling of Passenger Property - Disa	1			1		1		1	1			1	
2019	2	1	3		1	1	1	1	1		2	1	1-
Mishandling of Passenger Property			1			1	1	1			1	1	
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	1					1			1		
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Checked	l		1	1					1	
Property - Special Handling	1	1	2		1				1		1		
Property - Special Handling - Damaged It	ems - Checke	ed	1		1				1				
Property - Special Handling - Missing Iten	1 1												
Property - Special Handling - Missing Iten	ns - Checke	1	1								1		
Screening	1												
Screening - Lengthy Lines	1												

TSA Contact Center	(TCC) Data Tool - FOIA
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			ISA Conta	ct Center (CC) Data 1	1001 - FOI <i>l</i>	4						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
СКВ			2	2	2	1	4	4	2	3	1	3	24
2016				2	1		1	1		1	1		7
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimin	nation							1					1
Customer Service				1									1
Customer Service - TSO				1									1
Locks				1	1								2
Locks - Missing or Damaged Lock				1	1								2
Mishandling of Passenger Property							1			1			2
Mishandling of Passenger Property - Dan	naged/Missing	ltemsC	hecked Bag	gage			1			1			2
Screening											1		1
Screening - Lengthy Lines											1		1
2017			1			1	1	2	2				7
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property			1			1	1	1	1				5
Mishandling of Passenger Property - Dan	naged/Missing	ltemsC	1				1		1				3
Mishandling of Passenger Property - Dan	naged/Missing	ltemsU	nspecified I	uggage				1					1
Mishandling of Passenger Property - Disa	arrayed Items-	Carry-on	or Checked	d		1							1
Property - Special Handling								1					1
Property - Special Handling - Missing Iter	ns - Checked							1					1
2018			1				1	1		1		2	6
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property			1					1		1		2	5
Mishandling of Passenger Property - Dan	naged/Missing	ltemsC	1					1		1		1	4
Mishandling of Passenger Property - Disa	arrayed Items-	Carry-on	or Checked	d								1	1
2019					1		1			1		1	4
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dan	naged/Missing	ltemsC	hecked Bag	gage								1	1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Medically	y Necessary N	/ledication	and Medic	al Supplies	1								1
Property - Special Handling							1			1			2
Property - Special Handling - Damaged It	tems - Checke	ed					1			1			2

			Contact Co										
ategories												09-Sep	Total
CLE	93	79	92	104	75	85	123	134	127	123	107	106	1,248
2016				21	21	25	39	35	30	33	32	41	277
Civil Rights National Origin					1		4			2	1	3	11
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin	ation				1		2			2	1	2	9
Civil Rights - Radial Profiting of Discrimina Civil Rights - Sex/Gender/Gender Identity		or			1		3 1				ı		9
Customer Service	- Not Transgend	EI		3	3	5	3	6	9	4	6	5	44
Customer Service - Others				3	1	1	1	1	9	1	0	2	7
Customer Service - TSO				3	2	4	2	5	9	3	6	3	37
Identification (ID) Requirements				1					J		0		1
Identification (ID) Requirements - Domest	ic			1									1
Locks				1	4	1	2	1	4	1	1	4	19
Locks - General												1	
Locks - 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
Mishandling of Passenger Property - Dam	aged/Missing Ite	msCarry	/-on Luggage	Э	1	4	1	2	2	4	1	3	18
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsChec	ked Baξ	14	7	11	14	17	9	14	13	15	114
Mishandling of Passenger Property - Disa	rrayed ItemsCa	arry-on or	Checked	1	2		1					2	(
Patdown							2	1		2	1	2	8
Patdown - Flyer							2	1		2	1	2	8
Persons w/ Disabilities (PWD)						1		1	1	1	1		5
Persons w/ Disabilities (PWD) - Cognitive		/Mental D	isability						1				
Persons w/ Disabilities (PWD) - Internal N								1					
Persons w/ Disabilities (PWD) - Metal Imp	0 /									1			
Persons w/ Disabilities (PWD) - Mobility [or Scooter)			1							
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Seg I	way									1		
Screening				1	3	3	12	7	5	5	8	7	5
Screening - Crew Member or Airline Empl	oyee						2				4		
Screening - Inconsistency				4						1	1		
Screening - Lengthy Lines				1	3	2	8	4	1	4	6	3	28
Screening - Procedures/Process	cated Itams					1	2	2 1	4	4	1	4	18
Screening - Retrieving Abandoned/Confis 2017	31	21	33	22	15	21	23	24	34	37	23	28	312
Advanced Imaging Technology (AIT)	31	21	33	22	1	41	23	24	34	3/	23	20	312
Advanced Imaging Technology (AIT) - Fly	er				1								
Civil Rights		2	1		'		1		1		1		6
Civil Rights - National Origin			'				1						
Civil Rights - Racial Profiling or Discrimina	ıation	2	1								1		
Civil Rights - Sex/Gender/Gender Identity									1				
Customer Service	5	5	7	4	1	6	1	5	6	8	2	6	56
Customer Service - CSM			1										
Customer Service - Others		1		1								1	3
Customer Service - TSO	5	4	6	3	1	6	1	5	6	8	2	5	52
Identification (ID) Requirements	1								2				3
Identification (ID) Requirements - Domest	1								1				2
Identification (ID) Requirements - ID Matc	hing Ticket and I	Boarding F	Pass Issues						1				1
Locks	2	2	1	2	1	1	3		3	1	1	2	19
Locks - Missing or Damaged Lock	2	2	1	2	1	1	3		3	1	1	2	19
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	14	4	18	13	6	8	5	7	10	13	8	8	114
Mishandling of Passenger Property - Dam	2	1		3	2			1	1	2	1		13
Mishandling of Passenger Property - Dam	8	2	18	10	3	8	5	5	8	11	6	6	90
Mishandling of Passenger Property - Disa	4	1			1			1	1		1	2	1
Patdown			2	1	3	1	1	1	3	1	3		16
Patdown - Children									1		1		2
Patdown - Flyer			2	1	1	1	1	1	2	1	2		1:
Patdown - Flyer as Observer					1								
Partdown - Non-Flyer					1	4		4					
Persons w/ Disabilities (PWD)						1		1	1	1	1		(
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N	Medical Devices								1		1		
Persons w/ Disabilities (PWD) - Mobility [hoolchair (or Scooter)						- 1	1			
Persons w/ Disabilities (PWD) - Mobility L		nooronali (or coorder)							1	1		
Persons w/ Disabilities (PWD) - Ostomy/C		way				1		1			1		
Prohibited & Permitted Items	an, ocoolei, seg	way				1		1					
Prohibited & Permitted Items - Medication	ı /Prescription/Me	dically Ne	cessarv Item	าร				1					
Property - Special Handling		Sidding 140	- Joseph Holl				7	5	5	10	5	7	39
Property - Special Handling - Damaged It	ems - Carrv-On						2	J	3	10		2	7
Property - Special Handling - Damaged It							3	1		2		1	
Property - Special Handling - Missing Iten								•	1	1	1	1	
Property - Special Handling - Missing Iten							2	4	1	7	4	3	2
Screening	9	8	4	2	3	4	5	4	3	2	1	5	50
Screening - Inconsistency	2	1				1	1	1		1			
Screening - Lengthy Lines	1	2		2	1					1		2	9
Screening - Procedures/Process	4	4	4		2	3	3	3	3		1	2	29
Screening - Retrieving Abandoned/Confis	cated Items						1						
Screening - Security Breach	2	1										1	
2018	29	33	29	40	26	24	36	35	33	26	29	19	359
Civil Rights	2			1		1	3	2	1	1			11
Civil Rights - Hair Patdowns							1	1					2
Civil Rights - Racial Profiling or Discrimina						1		1	1	1			6
Civil Rights - Screening of Religious or Cu							2						2
Civil Rights - Sex/Gender/Gender Identity	Not Transgend	er		1									1
Customer Service	10	5	1	4	4	3	6	6	6	2	4	4	55

Customer Service - Others) Data Tool								
Customer Service - Others		1-Nov 12	-Dec 0	1-Jan 0	2-Feb 03	8-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	2		4	4	4	2	1		0	0	4	4	3
Customer Service - TSO	8	5 1	1	4	<u>4</u> 1	3	5	6	6	2			52
Locks						2	1				2		11
Locks - Missing or Damaged Lock	1	1			1	2	1	1		1	2	1	11
Lost and Found Lost and Found - Airport/TSA						1							1
·	40	40	40	40				4.4	0	4.4			1
Mishandling of Passenger Property	10	12	12	13	8	5	9	11	8	11	9	4	112
Mishandling of Passenger Property - Dam				1	1	1	0	1	7	40			4
Mishandling of Passenger Property - Dam		10	12	11	5	3	6	9	7	10		3	92
Mishandling of Passenger Property - Dam		1									1		2
Mishandling of Passenger Property - Disar	-	1		1	2	1	3	1	1	1			14
Patdown	1	3	3	5	3	2	3	5	3	1			31
Patdown - Flyer		3	3	5	3	2	2	4	3		1		26
Patdown - Flyer as Observer										1			1
Patdown - General	1										1		2
Patdown - Non-Flyer							1	1					2
Persons w/ Disabilities (PWD)	1	1	4	3	2	1	2	3	2				19
Persons w/ Disabilities (PWD) - Cancer (g				1									1
Persons w/ Disabilities (PWD) - Cognitive	/Development	al /Mental Di	sability	1			1						2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Internal M	ledical Devices	5	1										1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not V	Vheelch	1	1	1			1	2				6
Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates		2			1							3
Persons w/ Disabilities (PWD) - Prosthesi	1												1
Persons w/ Disabilities (PWD) - Service A	nimals							1					1
Persons w/ Disabilities (PWD) - Wheelcha		1			1								2
Property - Special Handling	3	5	3	10	6	7	5	3	7	5	11	4	69
Property - Special Handling - Damaged Ite	1	1	-	1	-	2	2		2		2		11
Property - Special Handling - Damaged It	1	1	2	1	1	2		1	1	1			13
Property - Special Handling - Missing Item		1		2	2		1	'	1	1		3	13
Property - Special Handling - Missing Item		2	1	6	3	3	2	2	3	3			32
Screening	1	6	6	4	2	2	7	4	6	5		6	50
Screening - Inconsistency	ı	0	1	4		1	2	4	1	5	1		6
		2	1	4	4	ı		4					
Screening - Lengthy Lines	4	2		1	1			1	1			1	8
Screening - Procedures/Process	1	3	4	2		- 4	5	2	4	5		5	31
Screening - Retrieving Abandoned/Confisc	cated Items			1		1							2
Screening - Security Breach					1			1					2
Screening - Traveling with Cash		1											1
2019	33	25	30	21	13	15	25	40	30	27	23	18	300
Advanced Imaging Technology (AIT)	1		1										2
Advanced Imaging Technology (AIT) - Fly	1		1										2
Civil Rights	1		2	2	2		1	2	2	2			14
Civil Rights - Hair Patdowns					1								1
Civil Rights - Headwear													
•					1								1
Civil Rights - National Origin	1		1		1								2
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina	ation			1	1		1	2	2	1			2 7
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-	ation	der	1	1	1		1	2	2	1			2 7 2
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening	ation - Not Transgen		1		·					1			2 7 2 1
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-	ation	der 4	1		3	3	1	12	2	1 2	5		2 7 2
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening	ation - Not Transgen		1		·	3 3				1	5		2 7 2 1
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service	ation - Not Transgen 7	4	1		3		6	12	2	1 2	5 5		2 7 2 1 50
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO	ation - Not Transgen 7 7	4 4	1		3	3	6	12	2 2	1 2 2	5 5 1	3	2 7 2 1 50
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks	ation - Not Transgen 7 7	4 4 1	1		3	3 1	6 6 2	12	2 2 1	1 2 2 1	5 5 1	3	2 7 2 1 50 50 11
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock	ation - Not Transgen 7 7	4 4 1	3 3		3	3 1	6 6 2 2	12	2 2 1 1	1 2 2 1	5 5 1	3	2 7 2 1 50 50 11 11
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	ation - Not Transgen 7 7	4 4 1	1 3 3		3	3 1	6 6 2 2 2	12	2 2 1 1	1 2 2 1	5 5 1	3 3 3	2 7 2 1 50 50 11 11 3
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	ation Not Transgen 7 7 1 1	4 4 1 1	1 3 3 1 1	1	3 3	3 1 1	6 6 2 2 1 1 1 5	12 12	2 2 1 1 1	1 2 2 1 1	5 5 1	3 3 3	2 7 2 1 50 50 11 11 3 3
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ation Not Transgen 7 7 1 1 1 8 aged/Missii	4 4 1 1 7	1 3 3 1 1 5	1	3 3	3 1 1 2	6 6 2 2 1 1	12 12 10 10	2 2 1 1 1 1 1 6	1 2 2 1 1	5 5 1 1	3 3 3	2 7 2 1 50 50 11 11 3 3 72
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ation Not Transgen 7 7 1 1 1 8 aged/Missii 7	4 4 1 1 1 7 1 5	1 3 3 1 1 5	9	3 3	3 1 1	6 6 2 2 1 1 5 2	12 12	2 2 1 1 1	1 2 2 1 1	5 5 1 1	3 3 3 5	2 7 2 1 50 50 11 11 3 3 72 4
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ation Not Transgen 7 7 1 1 1 separate with the s	4 4 1 1 7 1 5 temsUnspe	1 3 3 1 1 5 4 ecified Lug	9 8 gage	3 3	3 1 1 2	6 6 2 2 1 1 5 2	12 12 10 10	2 2 1 1 1 1 1 6	1 2 2 1 1 1	5 5 1 1 6	3 3 3	2 7 7 2 1 1 50 50 50 11 11 11 3 3 3 722 4 4 600 2 2
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ation Not Transgen 7 7 1 1 1 second s	4 4 1 1 7 1 5 temsUnspe	1 3 3 3 1 1 1 5 5 4 4 excified Lug 1	9 8 gage 1	3 3	3 1 1 2 2	6 6 2 2 1 1 5 2 3	12 12 10 10 1 9	2 2 1 1 1 1 6	1 2 2 1 1 1 8	5 5 1 1 1 6 4 1 1	3 3 3 3 5 4 1	2 2 7 7 2 2 1 1 50 50 1 1 1 1 1 1 3 3 3 7 2 2 4 6 600 2 2 6 6
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	ation Not Transgen 7 7 1 1 1 saged/Missin 7 aged/Missing I 1 1	4 4 1 1 1 7 1 5 5 temsUnsper 1 2	1 3 3 3 1 1 1 5 5 4 4 excified Lugg 1 2	9 8 gage	3 3 1	3 1 1 2 2	6 6 2 2 1 1 5 2	12 12 10 10 1 9	2 2 1 1 1 1 1 6	1 2 2 1 1 1 8 8	5 5 1 1 6 4 1 1 1 5	3 3 3 5 4 1	2 2 7 7 2 2 1 1 50 50 50 50 111 111 3 3 3 7 2 2 4 4 60 2 2 6 6 2 3 3
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	ation Not Transgen 7 7 1 1 1 second s	4 4 1 1 7 1 5 temsUnspe	1 3 3 3 1 1 1 5 5 4 4 excified Lug 1	9 8 gage 1	3 3	2 2 1	6 6 2 2 1 1 1 5 2 3 3	12 12 10 10 1 9	2 2 1 1 1 1 6	1 2 2 1 1 1 8	5 5 5 1 1 1 1 6 6 4 1 1 5 5 4	3 3 3 5 4 1	2 2 7 7 2 1 1 5 5 0 5 0 5 0 1 1 1 1 1 1 1 1 1 1 1
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Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av	ation Not Transgen 7 7 1 1 1 8 8 aged/Missin 7 aged/Missing I 1 1 2 pectrum ancer mpairment ledical Devices Necessary Me plants (joint) bisability (Not V s/Amputees an nimals ersion (pain/tra 9	4 4 1 1 7 1 5 temsUnsper 1 2 2 2 Wheelchair or d Casts	1 3 3 3 3 1 1 1 5 5 4 4 ecified Lug 1 2 2 2 3 3 1 1 1 r Scooter)	9 8 gage 1 1	1 1 1 1	3 1 1 2 2 2 1 1 2	6 6 2 2 1 1 5 2 3 3	12 12 10 1 1 9 3 3 3 2	2 2 1 1 1 1 1 6 6 6 6 7 2 2 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 1 1 8 8 7 7 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 5 1 1 1 6 4 1 1 5 4 1	3 3 3 3 5 4 1 1 1 2	2 2 7 7 2 2 1 1 50 0 1 1 1 1 1 1 1 1 1 1 1 1 7 7 0 1 1 0 1 1 1 1
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Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism Sc Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ation Not Transgen 7 7 7 1 1 1 1 8 8 aged/Missin 7 aged/Missing I 1 1 1 2 Dectrum ancer mpairment ledical Devices Necessary Me oblants (joint) oisability (Not V s/Amputes ar nimals ersion (pain/tra 2 9 1 1 1 2	4 4 1 1 1 7 1 5 temsUnspe 1 2 2 2 Wheelchair or d Casts uuma) 6 1 1	1 3 3 3 3 1 1 1 5 4 4 exified Lug 1 2 2 3 3 1 1 1 1 r Scooter) 1 10 2 3	9 8 gage 1 1	3 3 3 1 1 1 1 1	3 1 1 2 2 2 1 1 2	6 6 2 2 1 1 1 5 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	12 12 12 10 1 1 9 3 3 3 3 2	2 2 1 1 1 1 1 6 6 6 2 2 2 7 7 1 2 1 1 1 1 1 1 5 2 2	1 2 2 2 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1	5 5 1 1 6 4 1 1 5 4 1	3 3 3 3 5 4 1 1 1 1 1 1 1 1	2 2 7 7 2 1 1 50 500 500 500 500 500 500 500 500
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism Sp. Persons w/ Disabilities (PWD) - Breast Ca. Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Service A	ation Not Transgen 7 7 7 1 1 1 1 8 8 aged/Missin 7 aged/Missing I 1 1 1 2 pectrum ancer mpairment ledical Devices Necessary Me olants (joint) bisability (Not V s/Amputees an inmals ersion (pain/tra 2 9 1 1 1 2 5	4 4 1 1 7 1 5 temsUnspe 1 2 2 2 dicatior Wheelchair or d Casts uma) 6 1 1 4	1 3 3 3 3 4 4 exified Lug 1 2 2 3 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 8 gage 1 1	3 3 3 1 1 1 1 1 1 1 1 1 3	3 1 1 2 2 2 1 1 2	6 6 2 2 1 1 1 5 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	12 12 10 10 1 9 3 3 3 2	2 2 2 1 1 1 1 1 6 6 6 6 2 2 2 7 1 1 2 2 1 2 2 1 2 2 1 2 2 1 1 1 1	1 2 2 2 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1	5 5 1 1 1 6 4 1 1 5 4 1	3 3 3 3 5 4 1 1 1 1 1 1 1 1	2 2 7 7 2 2 1 1 500 500 500 500 500 500 500 500 500
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Nobility D Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Service A	ation Not Transgen 7 7 1 1 1 8 8 aged/Missin 7 aged/Missing I 1 1 2 Dectrum ancer mpairment ledical Devices Necessary Me blants (joint) bisability (Not V s/Amputes an nimals ersion (pain/tra 2 9 1 1 2 5 3	4 4 1 1 1 7 1 5 temsUnspe 1 2 2 2 Wheelchair or d Casts uuma) 6 1 1	1 3 3 3 3 1 1 1 5 4 4 exified Lug 1 2 2 3 3 1 1 1 1 r Scooter) 1 10 2 3	9 8 gage 1 1	3 3 3 1 1 1 1 1	3 1 1 2 2 2 1 1 2	6 6 2 2 1 1 1 5 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	12 12 12 10 1 1 9 3 3 3 3 2	2 2 2 1 1 1 1 1 6 6 6 6 7 2 2 2 7 7 1 2 2 1 1 1 1 1 1 1 5 2 2 1 1	1 2 2 2 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1	5 5 1 1 1 6 4 1 1 5 4 1	3 3 3 3 5 4 1 1 1 1 1 1 1 1	2 2 7 7 2 2 1 1 500 500 500 500 500 500 500 500 500
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism Sp. Persons w/ Disabilities (PWD) - Breast Ca. Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Prosthesis Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Service A	ation Not Transgen 7 7 7 1 1 1 1 8 8 aged/Missin 7 aged/Missing I 1 1 1 2 pectrum ancer mpairment ledical Devices Necessary Me olants (joint) bisability (Not V s/Amputees an inmals ersion (pain/tra 2 9 1 1 1 2 5	4 4 1 1 7 1 5 temsUnspe 1 2 2 2 dicatior Wheelchair or d Casts uma) 6 1 1 4	1 3 3 3 3 4 4 exified Lug 1 2 2 3 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 8 gage 1 1	3 3 3 1 1 1 1 1 1 1 1 1 3	3 1 1 2 2 2 1 1 2	6 6 2 2 1 1 1 5 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	12 12 10 10 1 9 3 3 3 2	2 2 2 1 1 1 1 1 6 6 6 6 2 2 2 7 1 1 2 2 1 2 2 1 2 2 1 2 2 1 1 1 1	1 2 2 2 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1	5 5 1 1 1 6 4 1 1 5 4 1	3 3 3 3 5 4 1 1 1 1 1 1 1 1	2 2 7 7 2 2 1 1 500 500 500 500 500 500 500 500 500

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process	2	4	3	2	1	3		3	1	1		2	22
Screening - Retrieving Abandoned/Confis	cated Items											1	1
Screening - Security Breach							1						1

Categories	40.0=4					CC) Data			05 Mar:	00 1	07 1	00 4	00.0==	Total
	10-Oct	11-Nov	12-[01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLL	1	4		1	3	2	5			11	1			39
2016					1		3	2		3		4	1	14
Customer Service										1				1
Customer Service - TSO										1				1
Locks								1				1		2
Locks - Missing or Damaged Lock								1				1		2
Mishandling of Passenger Property					1		2			1		3		8
Mishandling of Passenger Property - Dam					-		1	1		1		1		4
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Ch	ecke	1		1					2		4
Screening							1			1			1	3
Screening - Lengthy Lines							1							1
Screening - Procedures/Process										1				1
Screening - Retrieving Abandoned/Confis	cated Items												1	1
2017		2				1	2			1	1			8
Customer Service		1				1	1							4
Customer Service - TSO		1				1	1	1						4
Mishandling of Passenger Property		1								1				2
Mishandling of Passenger Property - Dam	aged/Missii	1								1				2
Patdown							1							1
Patdown - Flyer							1							1
Screening											1			1
Screening - Procedures/Process											1			1
2018	1	2			2	1		1		5		1	1	14
Civil Rights												1		1
Civil Rights - Racial Profiling or Discrimina	ation											1		1
Customer Service					1	1		1						3
Customer Service - TSO					1	1		1						3
Mishandling of Passenger Property	1	2								2			1	6
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	arry-o	n Lugga	age					1				1
Mishandling of Passenger Property - Dam	1	2								1			1	5
Patdown					1									1
Patdown - Flyer					1									1
Persons w/ Disabilities (PWD)										1				1
Persons w/ Disabilities (PWD) - Medically	Necessary N	Medication	and N	/ledical	Supplies					1				1
Screening										2				2
Screening - Procedures/Process										2				2
2019				1						2				3
Customer Service				1										1
Customer Service - TSO				1										1
Mishandling of Passenger Property										1				1
Mishandling of Passenger Property - Dam	i aged/Missing	ltemsC	hecke	d Bagg	age					1				1
Screening	`	-		30	-					1				1
Screening - Procedures/Process										1				1

	40.0-4			t Center (TC	•		04.4	05.14	00 1	07 1	00 4	00.0	T - 4 - 1
Categories			12-Dec			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CLT	186	154	193	224	200	197	247	299	280	287	281	194	2,742
2016				73	81	71	70	86	74	73	80	60	668
Civil Rights				1	2	2	2		1	3	2	1	14
Civil Rights - Constitutional Rights										1			1
Civil Rights - Racial Profiling or Discrimina	ation			1	2	2	2		1	2	1	1	12
Civil Rights - Screening of Religious Cultu	ural and Cerem	nonial Items	S								1		1
Customer Service				12	10	10	11	15	13	10	14	6	101
Customer Service - Others				3	2	1	1		1				8
Customer Service - TSO				9	8	9	10	15	12	10	14	6	93
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domest	ic					1							1
Locks	1			5	1	2	3	3	4	1	3	7	29
Locks - General				5	- 1		3	3	4	- 1	3	1	1
					4	0			4	4			
Locks - Missing or Damaged Lock				5	1	2	3	3	4	1	3	6	28
Lost and Found					1	1				1			3
Lost and Found - Airport/TSA					1	1				1			3
Mishandling of Passenger Property				42	36	37	47	53	47	47	53	32	394
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCar	rry-on Lug	3	3	3	4	3	7	4	4	4	35
Mishandling of Passenger Property - Dam	naged/Missing	ItemsChe	ecked Baç	39	27	32	41	49	38	39	47	27	339
Mishandling of Passenger Property - Dam	naged/Missing	ItemsUns	specified L	uggage							1		1
Mishandling of Passenger Property - Disa					6	2	2	1	2	4	1	1	19
Patdown	linayed items	Oarry-Orr O	Officered	2	1	2		1	1	1		1	9
										l l			
Patdown - Flyer				2	1	2		1	1			1	8
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)				3	1	3	1	2	1	2	1	2	16
Persons w/ Disabilities (PWD) - Breast Ca	ancer											1	1
Persons w/ Disabilities (PWD) - Cognitive	/Developmen	tal /Mental	Disability							1			1
Persons w/ Disabilities (PWD) - Diabetes			,					1					1
Persons w/ Disabilities (PWD) - Diapers/0		sings/Mas	ks	1					1				2
Persons w/ Disabilities (PWD) - General		onigoniao	110	•		1			•				
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	/ Nonconstruction	odiosti	nd Madia	d Quanti		- 1				1			
		edication a	and Medica	ii Supplies						1			1
Persons w/ Disabilities (PWD) - Metal Imp						1							1
Persons w/ Disabilities (PWD) - Mobility D				2	1		1					1	5
Persons w/ Disabilities (PWD) - Respirato	ory and Inhaler	Equipmen	nt			1							1
Persons w/ Disabilities (PWD) - Visual Im	pairment										1		1
Persons w/ Disabilities (PWD) - Wheelcha		egway						1					1
Request for Assistance		3 ,								1			1
Request for Assistance - Other										1			1
				0	20	40	0	40	7	7	7	44	
Screening				8	29	13	6	12	7		7	11	100
Screening - Children								1					1
Screening - Crew Member or Airline Empl	loyee				2		1						3
Screening - Inconsistency					3	1		1				1	6
Screening - Lengthy Lines				5	12	9	4	4	2	2		4	42
Screening - Procedures/Process				3	10	3	1	4	4	5	6	6	42
Screening - Retrieving Abandoned/Confis	coted Items				1			1					2
	taled items								4		4		2
Screening - Security Breach	cated items				4			1	1		1		
Screening - Security Breach Screening - Traveling with Cash					1								1
Screening - Security Breach Screening - Traveling with Cash 2017	64	55	70	63	45	48	58	71	73	80	74	50	1 751
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights		55	70 3	63		48 2	58		73 5	80	74	50	1 751 18
Screening - Security Breach Screening - Traveling with Cash 2017	64	55		63	45			71	73	80	74		1 751 18
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights	64	55		63	45			71	73 5	80	74		1 751 18 2
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns	64	55		63	45			71	73 5	80	74		1 751 18 2
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin	64 1		1	63	45 1	1	1	71 2	73 5 1	80	74 2 1	1	1 751 18 2 1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity	64 1 1 - Not Transger	nder	1 2		1	1 1	1	71 2	73 5 1		74 2 1	1	1 751 18 2 1 13 2
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service	64 1		1	63	45 1	1	1	71 2	73 5 1 3 1	17	74 2 1	1 1 8	1 751 18 2 1 13 2 112
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others	64 1 1 - Not Transger 7	nder 8	3 1 2	10	45 1 1 8	1 1 8	1 1 5	71 2 2	73 5 1 3 1 9	17 1	74 2 1 1	1 1 8 1	1 751 18 2 1 13 2 112 3
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO	64 1 1 - Not Transger	nder	1 2		1	1 1	1	71 2	73 5 1 3 1	17	74 2 1	1 1 8 1 7	1 751 18 2 113 2 112 3 109
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	64 1 1 - Not Transger 7	nder 8	3 1 2	10	45 1 1 8	1 1 8	1 1 5	71 2 2	73 5 1 3 1 9	17 1	74 2 1 1	1 8 1 7	1 751 18 2 112 3 109 1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest	64 1 1 - Not Transger 7	nder 8	3 1 2	10	45 1 1 8	1 1 8	1 1 5	71 2 2	73 5 1 3 1 9	17 1	74 2 1 1	1 8 1 7 1	1 751 18 2 1 13 2 112 3 109
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	64 1 1 - Not Transger 7	nder 8	3 1 2	10	45 1 1 8	1 1 8	1 1 5	71 2 2	73 5 1 3 1 9	17 1	74 2 1 1	1 8 1 7	1 751 18 2 112 3 109 1 1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest	64 1 1 - Not Transger 7	nder 8	1 2 6	10	1 1 8 8	1 1 8 8	1 5 5	71 2 2 14	73 5 1 3 1 9 1 8	17 1 16	74 2 1 1 1 12	1 8 1 7 1	1 751 18 2 11 13 2 112 3 109 1 14 42
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	64 1 1 - Not Transger 7	nder 8	1 2 6	10	1 1 8 8	1 1 8 8	1 5 5	71 2 2 14 14	73 5 1 3 1 9 1 8	17 1 16	74 2 1 1 1 12	1 8 1 7 1 1 2	1 751 18 2 11 13 13 12 11 12 11 11 11 11 11 11 11 11 11 11
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock	64 1 1-Not Transger 7 7	8 8 7	3 1 2 6 6	10 10	1 8 8	1 1 1 8 8	1 5 5	71 2 2 14 14 14 3	73 5 1 3 1 9 1 8	17 1 16	74 2 1 1 12 12	1 8 1 7 1 1 2	1 751 18 2 2 11 2 11 2 11 2 11 2 11 2 11 2
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	64 1 1-Not Transger 7 7	8 8 7 7	3 1 2 6 6	10 10	1 1 8 8	1 1 1 8 8	1 5 5 3 3 1	71 2 2 14 14 4 1 3 1	73 5 1 3 1 9 1 8	17 1 16	74 2 1 1 12 12	1 8 1 7 1 1 2	1 751 18 2 2 11 2 3 3 109 1 1 42 3 3 39 3 3 3 3 5 5 5 5 5 5 5 5 5 5 5 5
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	64 1 1 - Not Transger 7 7 ic 3	8 8 7 7	3 1 2 6 6 3 3	10 10 2 2	45 1 1 8 8 2 2	1 1 8 8 5 1 4	1 5 5 3 3 1	71 2 2 14 14 4 1 3 1	73 5 1 3 1 9 1 8	177 1 16 2 2	74 2 1 1 1 12 12 5 5 5	1 8 1 7 1 1 2 1	1 751 18 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property	64 1 1 - Not Transger 7 7 icic 3	7 7 1 1 28	3 1 2 6 6 3 3	10 10 2 2	45 1 1 8 8 2 2	1 1 1 8 8 5 1 4	1 5 5 3 3 1	71 2 2 14 14 14 1 3 1 1 1 28	73 5 1 3 1 9 1 8	17 1 16 2 2 2	74 2 1 1 1 12 12 5 5 5 32	1 8 1 7 1 1 2 1	1 751 18 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	64 1 1 - Not Transger 7 - 7 iic 3 - 3	7 7 1 1 28 2	3 1 2 6 6 6 3 3	10 10 2 2 2 41	45 1 1 8 8 2 2 2 29 3	1 1 1 8 8 8 5 1 4	1 5 5 3 3 1 1 20	71 2 2 14 14 14 1 3 1 1 28 1	73 5 1 3 1 9 1 8 4 4	17 1 16 2 2 2 27 1	74 2 1 1 1 12 12 5 5 5 32 2 2	1 8 1 7 1 1 2 1 1	1 751 18 2 2 11 1 3 3 10 9 1 1 1 4 2 3 3 3 3 3 3 3 3 6 8 2 8
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	64 1 1-Not Transger 7 7 7 iic 3 3 43 43 2	7 7 1 1 28 2 23	3 1 2 6 6 3 3	10 10 2 2	45 1 1 8 8 2 2	1 1 1 8 8 5 1 4	1 5 5 3 3 1	71 2 2 14 14 14 1 3 1 1 1 28	73 5 1 3 1 9 1 8	17 1 16 2 2 2	74 2 1 1 1 1 1 2 1 2 5 5 5 3 2 2 2 7 7 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 1 7 1 1 2 1	1 751 18 2 2 11 13 3 109 11 14 42 3 3 39 3 3 3 3688 288 308
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	64 1 1-Not Transger 7 7 7 iic 3 3 43 43 2	7 7 1 1 28 2	3 1 2 6 6 6 3 3	10 10 2 2 2 41	45 1 1 8 8 2 2 2 29 3	1 1 1 8 8 8 5 1 4	1 5 5 3 3 1 1 20	71 2 2 14 14 14 1 3 1 1 28 1	73 5 1 3 1 9 1 8 4 4	17 1 16 2 2 2 27 1	74 2 1 1 1 12 12 5 5 5 32 2 2	1 8 1 7 1 1 2 1 1	1 751 18 2 2 11 13 3 109 11 14 42 3 3 39 3 3 3 3688 288 308
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	64 1 1 - Not Transger 7 7 1 ic 3 3 43 43 2 39 naged/Missii	7 7 1 1 28 2 23	3 1 2 6 6 6 3 3	10 10 2 2 2 41	45 1 1 8 8 2 2 2 29 3	1 1 1 8 8 8 5 1 4	1 5 5 3 3 1 1 20	71 2 2 14 14 14 1 3 1 1 28 1	73 5 1 3 1 9 1 8 4 4	17 1 16 2 2 2 27 1	74 2 1 1 1 1 1 2 1 2 5 5 5 3 2 2 2 7 7 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 8 1 7 1 1 2 1 1	1 751 18 2 2 1 1 13 3 2 2 112 3 3 109 1 1 1 4 2 2 3 3 3 9 3 3 3 3 3688 28 308 2 2
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	64 1 1 - Not Transger 7 7 1 ic 3 3 43 43 2 39 naged/Missii	7 7 1 1 28 2 23 1	3 1 2 6 6 6 3 3	10 10 2 2 2 41 7 28	45 1 1 8 8 8 2 2 2 29 3 24	2 1 1 8 8 5 1 4 25 2 20	1 5 5 3 3 1 1 20	71 2 2 14 14 14 3 1 1 28 1 23	73 5 1 3 1 9 1 8 4 4 27 22 23	17 1 16 2 2 2 27 1 23	74 2 1 1 1 1 1 2 1 2 5 5 5 3 2 2 2 7 1 1	1 8 1 7 1 1 2 1 1 1	1 751 18 2 2 11 2 11 2 1 2 1 2 1 2 1 2 1 2 1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - TSO Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	64 1 1 - Not Transger 7 7 1 ic 3 3 43 43 2 39 naged/Missii	7 7 1 1 28 2 23 1 2 1 1	3 1 2 6 6 3 3 3 45 2 43	10 10 2 2 2 41 7 28	45 1 1 8 8 8 2 2 2 29 3 24	2 1 1 8 8 8 5 1 4 25 2 20	1 5 5 3 3 1 1 20 18	71 2 2 14 14 14 3 1 1 28 1 23	73 5 1 3 1 9 1 8 4 4 27 22 23	17 1 16 2 2 2 2 27 1 23 3 3 3 3 3	74 2 1 1 12 12 5 5 3 2 2 2 7 1 2 1 2	1 8 1 7 1 1 2 1 1 2 3 4 17	1 751 18 2 2 11 2 11 2 11 2 11 2 11 2 11 2
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	64 1 1 - Not Transger 7 7 1 ic 3 3 43 43 2 39 naged/Missii	nder 8 8 7 7 1 1 28 2 23 1 2	3 1 2 6 6 3 3 3 45 2 43	10 10 2 2 2 41 7 28	45 1 1 8 8 8 2 2 2 29 3 24	2 1 1 8 8 5 1 4 25 2 2 20	1 5 5 3 3 1 1 20	71 2 2 14 14 14 3 1 1 1 28 1 23	73 5 1 3 1 9 1 8 4 4 27 23	177 1 1 16 2 2 2 2 27 1 23 3 3 3 1 1	74 2 1 1 1 1 1 2 1 2 5 5 5 3 2 2 2 7 1 2 2	1 8 1 7 1 1 2 1 1 2 3 4 17	1 751 18 2 2 11 13 3 109 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	64 1 1 - Not Transger 7 7 1 ic 3 3 43 43 2 39 naged/Missii	7 7 1 1 28 2 23 1 2 1 1	3 1 2 6 6 3 3 3 45 2 43	10 10 2 2 2 41 7 28	45 1 1 8 8 8 2 2 2 29 3 24	2 1 1 8 8 8 5 1 4 25 2 20	1 5 5 3 3 1 1 20 18	71 2 2 14 14 14 3 1 1 28 1 23	73 5 1 3 1 9 1 8 4 4 27 22 23	17 1 16 2 2 2 27 1 23 3 3 3 1 1 1 1	74 2 1 1 12 12 5 5 3 2 2 2 7 1 2 1 2	1 8 1 7 1 1 2 1 1 2 3 4 17	1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Flyer Patdown - Flyer as Observer	64 1 1 - Not Transger 7 7 iic 3 3 43 2 39 aged/Missii 2	7 7 1 1 28 2 23 1 2 1 1	3 1 2 6 6 3 3 3 45 2 43	10 10 2 2 41 7 28	2 2 2 2 2 2 2 2 2 2 2 2	2 1 1 8 8 5 1 4 25 2 20 3 1 1	1 5 5 3 3 1 1 20 18 2 2	71 2 2 14 14 14 28 1 23 4 1	73 5 1 3 1 9 1 8 4 4 27 2 23 2 1	17 1 16 2 2 2 2 2 2 3 3 3 3 1 1 1 1 1 1	74 2 1 1 1 1 2 1 2 5 5 5 3 2 2 2 7 1 1 2 2 1 1 1 1	1 8 1 7 1 1 2 1 1 1 2 3 4 17 2 2 2 2 2 2	1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	64 1 1 - Not Transger 7 7 icic 3 3 43 2 39 aged/Missir 2	7 7 1 1 28 2 23 1 2 1 1	3 1 2 6 6 3 3 3 45 2 43 1 1	10 10 2 2 2 41 7 28	45 1 1 8 8 8 2 2 2 29 3 24	2 1 1 8 8 8 5 1 4 25 2 20	1 5 5 3 3 1 1 20 18	71 2 2 14 14 14 3 1 1 28 1 23	73 5 1 3 1 9 1 8 4 4 27 22 31 1	17 1 16 2 2 27 1 23 3 3 1 1 1 5 5	74 2 1 1 12 12 5 5 3 2 2 2 7 1 2 1 2	1 8 1 7 1 1 2 1 1 2 3 4 17	1 751 18 2 2 1 1 13 3 109 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	64 1 1 - Not Transger 7 7 1 ic 3 3 43 2 39 naged/Missin 2 3 e /Developmen	7 7 1 1 28 2 23 1 2 1 1	3 1 2 6 6 3 3 3 45 2 43 1 1	10 10 2 2 2 41 7 28 6	2 2 2 2 2 2 2 2 2 2 2 2	2 1 1 8 8 5 1 4 25 2 20	1 5 5 3 3 1 1 20 18 2 2	71 2 2 14 14 14 28 1 23 4 1	73 5 1 3 1 9 1 8 4 4 27 2 23 2 1	17 1 16 2 2 2 2 2 3 3 3 3 1 1 1 5 5 2 2	74 2 1 1 1 1 2 1 2 5 5 5 3 2 2 2 7 1 1 2 2 1 1 1 1	1 8 1 7 1 1 2 1 1 1 2 3 4 17 2 2 4	1 751 18 2 2 11 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	64 1 1 - Not Transger 7 7 1 ic 3 3 43 2 39 naged/Missin 2 3 e /Developmen	7 7 1 1 28 2 23 1 2 1 1	3 1 2 6 6 3 3 3 45 2 43 1 1	10 10 2 2 41 7 28	2 2 2 2 2 2 2 2 2 2 2 2	2 1 1 8 8 5 1 4 25 2 20 3 1 1	1 5 5 3 3 1 1 20 18 2 2	71 2 2 14 14 14 28 1 23 4 1	73 5 1 3 1 9 1 8 4 4 27 22 31 1	17 1 16 2 2 27 1 23 3 3 1 1 1 5 5	74 2 1 1 1 1 2 1 2 5 5 5 3 2 2 2 7 1 1 2 2 1 1 1 1	1 8 1 7 1 1 2 1 1 1 2 3 4 17 2 2 2 2 2 2	1 751 188 2 2 112 3 3 109 11 12 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - TSO Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	64 1 1-Not Transger 7 7 ic 3 3 43 2 39 aged/Missir 2	7 7 1 1 28 2 3 1 2 1 1 tal /Mental	3 1 2 6 6 3 3 3 45 2 43 1 1 2 Disability	10 10 2 2 2 41 7 28 6	2 2 2 2 2 2 2 2 2 2 2 2	2 1 1 8 8 5 1 4 25 2 20	1 5 5 3 3 1 1 20 18 2 2	71 2 2 14 14 14 28 1 23 4 1	73 5 1 3 1 9 1 8 4 4 27 22 31 1	17 1 16 2 2 2 2 2 3 3 3 3 1 1 1 5 5 2 2	74 2 1 1 1 1 2 1 2 5 5 5 3 2 2 2 7 1 1 2 2 1 1 1 1	1 8 1 7 1 1 2 1 1 1 2 3 4 17 2 2 4	1 751 188 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - TSO Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes	64 1 1-Not Transger 7 7 ic 3 3 43 2 39 aged/Missir 2	7 7 1 1 28 2 3 1 2 1 1 tal /Mental	3 1 2 6 6 3 3 3 45 2 43 1 1 2 Disability	10 10 2 2 41 7 28 6	2 2 2 2 2 2 2 2 2 2 2 2	2 1 1 8 8 8 5 1 1 4 25 2 2 20	1 5 5 3 3 1 1 20 18 2 2	71 2 2 14 14 14 28 1 23 4 1	73 5 1 3 1 9 1 8 4 4 27 22 31 1	17 1 16 2 2 2 2 2 3 3 3 3 1 1 1 5 5 2 2	74 2 1 1 1 1 2 1 2 5 5 5 3 2 2 2 7 1 1 2 2 1 1 1 1	1 8 1 7 1 1 2 1 1 1 2 3 4 17 2 2 4	1 751 188 2 112 113 3 1099 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C	64 1 1 - Not Transger 7 7 ic 3 3 43 2 39 aged/Missin 2 James /Developmen Garments/Dres	7 7 1 1 28 2 3 1 2 1 1 tal /Mental	3 1 2 6 6 3 3 3 45 2 43 1 1 2 Disability	10 10 2 2 2 41 7 28 6	2 2 2 2 2 2 2 2 2 2 2 2	2 1 1 8 8 8 5 1 1 4 25 2 2 20	1 5 5 3 3 1 1 20 18 2 2	71 2 2 14 14 14 28 1 23 4 1	73 5 1 3 1 9 1 8 4 4 27 22 31 1	17 1 16 2 2 2 2 2 3 3 3 3 1 1 1 5 5 2 2	74 2 1 1 12 12 5 5 32 2 27 1 1 2 1 1	1 8 1 7 1 1 2 1 1 1 2 3 4 17 2 2 4	1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Aisport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dar	64 1 1 - Not Transger 7 7 icic 3 3 43 2 39 aged/Missir 2 //Developmen Garments/Dres	7 7 1 1 28 2 3 1 2 1 1 tal /Mental	3 1 2 6 6 3 3 3 45 2 43 1 1 2 Disability	10 10 2 2 41 7 28 6	2 2 2 2 2 2 2 2 2 2 2 2	2 1 1 8 8 8 5 1 4 25 2 20 3 1 1	1 5 5 3 3 1 1 20 18 2 2	71 2 2 14 14 14 28 1 23 4 1	73 5 1 3 1 9 1 8 4 4 27 22 31 1	17 1 16 2 2 2 2 2 3 3 3 3 1 1 1 5 5 2 2	74 2 1 1 1 1 2 1 2 5 5 5 3 2 2 2 7 1 1 2 2 1 1 1 1	1 8 1 7 1 1 2 1 1 1 2 3 4 17 2 2 2 2 2	1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal N	64 1 1 - Not Transger 7 7 icic 3 3 43 2 39 naged/Missir 2 3 r/Developmen Garments/Dres	nder 8 8 7 7 1 1 28 2 23 1 2 1 1 tal /Mental	3 1 2 6 6 3 3 45 2 43 2 1 1 2 Disability	10 10 2 2 2 41 7 28 6	2 2 2 2 2 2 2 2 2 2 2 2	2 1 1 8 8 8 5 1 1 4 25 2 2 20	1 5 5 3 3 1 1 20 18 2 2 2	71 2 2 14 14 14 28 1 23 4 1	73 5 1 3 1 9 1 8 4 4 27 22 31 1	17 1 16 2 2 2 2 2 3 3 3 3 1 1 1 5 5 2 2	74 2 1 1 12 12 5 5 5 32 2 27 1 1 2 1 1 1 1 4 4 1 1	1 8 1 7 1 1 2 1 1 1 2 2 3 4 17 2 2 2 2 2	1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - TSO Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical I	64 1 1-Not Transger 7 7 ic 3 3 43 2 39 aged/Missir 2 3 */Developmen Garments/Dres 4 1 1 */ Necessary M	nder 8 8 7 7 1 1 28 2 23 1 2 1 1 tal /Mental	3 1 2 6 6 3 3 3 45 2 43 1 1 2 Disability	10 10 2 2 2 41 7 28 6	2 2 2 2 2 2 2 2 2 2 2 2	2 1 1 8 8 8 5 1 4 25 2 20 3 1 1	1 5 5 3 3 1 1 20 18 2 2	71 2 2 14 14 14 28 1 23 4 1	73 5 1 3 1 9 1 8 4 4 27 23 21 1 1	17 1 16 2 2 2 2 2 3 3 3 3 1 1 1 5 5 2 1 1	74 2 1 1 12 12 5 5 5 32 27 1 2 1 1 1 4	1 8 1 7 1 1 2 1 1 1 2 3 4 17 2 2 2 2 2	1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal N	64 1 1-Not Transger 7 7 ic 3 3 43 2 39 aged/Missir 2 3 */Developmen Garments/Dres 4 1 1 */ Necessary M	nder 8 8 7 7 1 1 28 2 23 1 2 1 1 tal /Mental	3 1 2 6 6 3 3 3 45 2 43 1 1 2 Disability	10 10 2 2 2 41 7 28 6	2 2 2 2 2 2 2 2 2 2 2 2	2 1 1 8 8 8 5 1 4 25 2 20 3 1 1	1 5 5 3 3 1 1 20 18 2 2 2	71 2 2 14 14 14 28 1 23 4 1	73 5 1 3 1 9 1 8 4 4 27 22 31 1	17 1 16 2 2 2 2 2 3 3 3 3 1 1 1 5 5 2 2	74 2 1 1 12 12 5 5 5 32 2 27 1 1 2 1 1 1 1 4 4 1 1	1 8 1 7 1 1 2 1 1 1 2 2 3 4 17 2 2 2 2 2	1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - TSO Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical I	64 1 1-Not Transger 7 7 icic 3 3 43 43 2 39 aged/Missir 2 3 /Developmen Garments/Dres 1 Necessary M Disability (Not V	nder 8 8 7 7 1 1 28 2 23 1 2 1 1 tal /Mental	3 1 2 6 6 3 3 3 45 2 43 1 1 2 Disability	10 10 2 2 2 41 7 28 6	2 2 2 2 2 2 2 2 2 2 2 2	2 1 1 8 8 8 5 1 4 25 2 20 3 1 1	1 5 5 3 3 1 1 20 18 2 2 2	71 2 2 14 14 14 28 1 23 4 1	73 5 1 3 1 9 1 8 4 4 27 23 21 1 1	17 1 16 2 2 2 2 2 3 3 3 3 1 1 1 5 5 2 1 1	74 2 1 1 12 12 5 5 5 32 27 1 2 1 1 1 4	1 8 1 7 1 1 2 1 1 1 2 2 3 4 17 2 2 2 2 2	1 751 18 2 2 11 13 3 3 3 3 3 4 4 1 1 1 2 2 3 3 3 3 4 4 1 1 1 2 2 3 3 3 3 4 4 1 1 1 2 2 3 3 3 3 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/O	64 1 1 - Not Transger 7 7 ic 3 3 43 2 39 aged/Missin 2 3 ADevelopmen Garments/Dres 1 1 Necessary M Disability (Not 1) Ostomates	nder 8 8 7 7 1 1 28 2 23 1 2 1 1 tal /Mental ssings/Mass	3 1 2 6 6 3 3 3 45 2 43 1 1 2 Disability ks	10 10 2 2 2 41 7 28 6	2 2 2 2 2 2 2 2 2 2 2 2	2 1 1 8 8 8 5 1 4 25 2 20 3 1 1	1 5 5 3 3 1 1 20 18 2 2 2	71 2 2 14 14 14 28 1 23 4 1	73 5 1 3 1 9 1 8 4 4 27 23 21 1 1	17 1 16 2 2 2 2 2 3 3 3 3 1 1 1 5 5 2 1 1	74 2 1 1 12 12 5 5 5 32 27 1 2 1 1 1 4	1 8 1 7 1 1 2 1 1 1 2 2 3 4 17 2 2 2 2 2	1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Modical I Persons w/ Disabilities (PWD) - Nobility I Persons w/ Disabilities (PWD) - Prosthesi	64 1 1 - Not Transger 7 7 ic 3 3 43 2 39 aged/Missir 2 Joventum 1	nder 8 8 7 7 1 1 28 2 23 1 2 1 1 tal /Mental ssings/Mass	3 1 2 6 6 3 3 45 2 43 2 1 1 2 Disability ks	10 10 2 2 2 41 7 28 6	2 2 2 2 2 2 2 2 2 2 2 2	2 1 1 8 8 8 5 1 4 25 2 20 3 1 1	1 5 5 3 3 1 1 20 18 2 2 2	71 2 2 14 14 14 28 1 23 4 1	73 5 1 3 1 9 1 8 4 4 27 23 21 1 1	17 1 16 2 2 2 27 1 23 3 3 1 1 1 5 5 2 1 1	74 2 1 1 12 12 5 5 5 32 27 1 2 1 1 1 4	1 8 1 7 1 1 2 1 1 1 2 2 3 4 17 2 2 2 2 2	1
Screening - Security Breach Screening - Traveling with Cash 2017 Civil Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Aisport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility C	64 1 1 - Not Transger 7 7 ic 3 3 43 2 39 aged/Missin 2 // Developmen Garments/Dres 1 1 Necessary Mot Disability (Not Viocational States)	nder 8 8 7 7 1 1 28 2 23 1 2 1 1 tal /Mental ssings/Mass	3 1 2 6 6 3 3 45 2 43 2 1 1 2 Disability ks	10 10 2 2 2 41 7 28 6	2 2 2 2 2 2 2 2 2 2 2 2	2 1 1 8 8 8 5 1 4 25 2 20 3 1 1	1 5 5 3 3 1 1 20 18 2 2 2	71 2 2 14 14 14 28 1 23 4 1	73 5 1 3 1 9 1 8 4 4 27 23 21 1 1	17 1 16 2 2 2 27 1 23 3 3 1 1 1 5 5 2 1 1	74 2 1 1 12 12 5 5 5 32 27 1 2 1 1 1 4	1 8 1 7 1 1 2 1 1 1 2 2 3 4 17 2 2 2 2 2	751 18 2

Catagorias	40.0-4		TSA Contac		•		04.4	05.14	00 1	07 11	00.4	00.0	T-4-1
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Touch Av		auma)									1		1
Persons w/ Disabilities (PWD) - Visual Im									1				1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	egway			1	1	1	1					4
Prohibited & Permitted Items									3	1			4
Prohibited & Permitted Items - Alcohol an	d Tobacco								2				2
Prohibited & Permitted Items - General										1			1
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols								1				1
Property - Special Handling							18	14	11	15	10	5	73
Property - Special Handling - Damaged It	ems - Carry-O	n					3	3		1	1		8
Property - Special Handling - Damaged It	ems - Checked	d					6		2	4	3	2	17
Property - Special Handling - Missing Iter							1	3	2			1	7
Property - Special Handling - Missing Iter							8	8	7	10	6		41
Request for Assistance								1					1
Request for Assistance - Wounded Warri	or (MSLISOC)							1					1
Screening	7	10) 9	8	3	3	6	5	9	10	8	4	82
Screening - Crew Member or Airline Emp		10	, 3	0		<u> </u>	0		3	10	1	4	1
Screening - Crew Member of Alline Emp	l		1 3	3	1			1	1	2			12
Screening - International Screening			3	3	ı			- 1	1				
	4		4	4		4							1
Screening - Lengthy Lines	1		1			1	3		2	1			11
Screening - Procedures/Process	4		9 5		2	2	3	4	5	7	5	4	53
Screening - Retrieving Abandoned/Confis				1									2
Screening - Security Breach	1										1		2
2018	73	56	65	55	34	39	69	70	66	61	66	37	691
Civil Rights	2	2	2 1	1			2	1	2	3	1	1	16
Civil Rights - Constitutional Rights													1
Civil Rights - Hair Patdowns							1						2
Civil Rights - National Origin							'			1			1
Civil Rights - National Origin Civil Rights - Perceived Religion	1									ı	1		2
			A	4			4	4	4	4		4	
Civil Rights - Racial Profiling or Discrimin	1 1		1	1			1	1	1	1		1	8
Civil Rights - Transgender Screening									1	1			2
Customer Service	12	9	9 10	8	6	12	13	9	11	8	9	3	110
Customer Service - Others							2						2
Customer Service - 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
Locks - Missing or Damaged Lock	3				1	3	3	8	4	3	6		42
Lost and Found	1								3				4
Lost and Found - Airport/TSA	1								3				4
Mishandling of Passenger Property		10	20	22	11	0	10	25		22	26	15	
	18	16			11	9	19	25	17	22		15	220
Mishandling of Passenger Property - Dan						2		4			1		13
Mishandling of Passenger Property - Dan	12	12			7	7	16	18	14	18			173
Mishandling of Passenger Property - Disa	5	3	3 1	3	4		3	3	3	4	3	2	34
Patdown	3		1	3	2	1		5	3	1	2	1	23
Patdown - Flyer	3		1	3	2	1		5	3	1	1	1	22
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	4		1 5	1	1	1	5	1	6	2	2		32
Persons w/ Disabilities (PWD) - Autism S									1				1
Persons w/ Disabilities (PWD) - Diabetes	1		2				1			1			4
Persons w/ Disabilities (PWD) - General			2				'			'			2
, ,							4						
Persons w/ Disabilities (PWD) - Hearing							1						1
Persons w/ Disabilities (PWD) - Medical											1		2
Persons w/ Disabilities (PWD) - Medically		edicatio	r 1							1	1		3
Persons w/ Disabilities (PWD) - Metal Im	1					1							2
Persons w/ Disabilities (PWD) - Mobility I	Disability (N	2	2 1	1			1	1	4				10
Persons w/ Disabilities (PWD) - Prosthes	i 1												1
Persons w/ Disabilities (PWD) - Service A	2												2
Persons w/ Disabilities (PWD) - Touch Av		auma)			1		1						2
Persons w/ Disabilities (PWD) - Visual Im)					1						
. , ,		ediric:					1						
Persons w/ Disabilities (PWD) - Wheelch			, ,-		_	_			1				1
Property - Special Handling	17	13			6	6	14	13	9	13			137
Property - Special Handling - Damaged It			1			_	1	2			1	3	10
Property - Special Handling - Damaged It					1	2	4	3	2	7			52
Property - Special Handling - Missing Iter			3				4	2	1	3			18
Property - Special Handling - Missing Iter	r 3		1 5	8	5	4	5	6	6	3	2	6	57
Request for Assistance						1							1
Request for Assistance - Wounded Warri	or (MSIJSOC)					1							1
Screening	13	7	7 10	9	7	6	13	8	11	9	10	3	106
Screening - Crew Member or Airline Emp			.0									<u> </u>	1
Screening - Inconsistency	1		1	1			1		1		1		7
Screening - Hichristericy Screening - Lengthy Lines	2	3			1	1	1	1	1	2			14
	9	3			6	2	4.4	6	7	7		0	
Screening - Procedures/Process					б		11	б	/	/	9	2	75
Screening - Retrieving Abandoned/Confis	caled Items		1			1	1						3
Screening - Security Breach						2		1	2			1	6
2019	49	43			40	39	50	72	67	73			632
Civil Rights		2	2 2	2	1	2		4	5	5	3	2	28
Civil Rights - Age			1					1					2
Civil Rights - Constitutional Rights									1				1
Civil Rights - National Origin					1			1					2
Civil Rights - Perceived Religion					'			1					1
Civil Rights - Racial Profiling or Discrimin	I		1	2		1		1	3	3	1	1	13
								ļ	3				
Civil Rights - Sex/Gender/Gender Identity						1				2	2	1	7
Civil Rights - Sexual Orientation - Not Tra	nsgender								1				1
Civil Rights - Transgender Screening													1
Customer Service	4	(3 10	5	7	10	7	9	9	12	15	7	101
Customer Service - Others						1						1	2
Customer Service - TSO	4	6	3 10	5	7	9	7	9	9	12	15	6	99
	-	`											

		7	TSA Contac	t Center (1	「CC) Data ⁻	Tool - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domest	ic						1						1
Locks	2	4	2		2	1	4		3	2	2	2	24
Locks - General										1			1
Locks - Missing or Damaged Lock	2	4	2		2	1	4		3	1	2	2	23
Lost and Found	1								1				2
Lost and Found - Airport/TSA	1								1				2
Mishandling of Passenger Property	17	9	12	9	8	8	13	16	15	15	12	11	145
Mishandling of Passenger Property - Dam	2						3	1	1		1		
Mishandling of Passenger Property - Dam	14	8	9	9	7	8	9	13	13	14	9	8	12
Mishandling of Passenger Property - Dam					1								
Mishandling of Passenger Property - Disa	rrayed Item	1	3				1	2	1	1	2	3	14
Patdown	2	1	2	1	2	2	1	3	4	3		3	24
Patdown - Flyer	2	1	2	1	2	2	1	3	2	3		3	2:
Patdown - Flyer as Observer									2				
Persons w/ Disabilities (PWD)	1	3	3		3	2	5	5	5	3	6	1	3
Persons w/ Disabilities (PWD) - Breast Ca	ancer								1				
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	1			1				1				
Persons w/ Disabilities (PWD) - Cognitive	/Developm	ental /Ment	1								2		
Persons w/ Disabilities (PWD) - Diabetes							2						
Persons w/ Disabilities (PWD) - General			1					1				1	
Persons w/ Disabilities (PWD) - Medical D	Devices - At	tached to th	e Body					1					
Persons w/ Disabilities (PWD) - Medically	1				1						1		
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)		1				1						
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	1				2	1	1	1		1		
Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates							1					
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts							1				
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)								1	2		
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1			1			1	1	2			
Persons w/ Disabilities (PWD) - Wounded	l Warrior						1						
Prohibited & Permitted Items												1	
Prohibited & Permitted Items - Alcohol and	d Tobacco											1	
Property - Special Handling	8	12	17	8	11	9	9	19	11	18	6	9	13
Property - Special Handling - Damaged Ite	ems - Carry	1	1	1		1	2	1	1	1			
Property - Special Handling - Damaged Ite	2	2	6	7	3	4	3	6	5	6	3	1	4
Property - Special Handling - Missing Item	3	3	5		2	1		2	3		1	2	2:
Property - Special Handling - Missing Item	3	6	5		6	3	4	10	2	11	2	6	5
Screening	14	6	10	8	6	5	10	16	14	15	17	11	13
Screening - Inconsistency	2	1								1	1	2	
Screening - Lengthy Lines	3	1		1	1	1		1	3	5	1		1
Screening - Procedures/Process	9	4	10	6	4	4	10	15	11	8	14	7	10
Screening - Retrieving Abandoned/Confise	cated Items									1	1		
Screening - Security Breach				1	1							2	4

Categories	Catagorias	40.0-4	44 М				a Tool - FOIA	04.4	05.14	00 1	07 11	00 4	00.0	T-4-1
Advanced Imager Individual policy 19 19 19 19 19 19 19 1	Categories	10-Oct	11-Nov					04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Advanced inequiging Technology (AIP) - 19-ext. Advanced inequiging Technology (AIP) - 19-ext. Cold Rigids - Recale Politing or Decremental		83	7	2										
Advanced imaging Tenser Access (PRIT) - Prince Coult Register Coul					2	23 2	0 41		39	30	19	38	33	281
Cold Rights	Advanced Imaging Technology (AIT)							1						1
Coll Figure - Recompositing or December 1	Advanced Imaging Technology (AIT) - Fly	er						1						1
Cacherry Service	Civil Rights						1	2	1	1			2	7
Customer Brorles - 700 - 2	Civil Rights - Racial Profiling or Discrimina	ation					1	2	1	1			2	7
Customer Berviers - 700	Customer Service					5	6 14	19	14	10	3	10	8	89
Datement Serones 1	Customer Service - Others					3	2 8	12	5	6	2	5	5	
Locks										4				
Locks - Gerwal Locks - Gerwan Lock - Locks - Margar Charaged Lock - Lock - State of Charaged Lock - Lock														
Locia - Massanger Demogration 1						1								
Missanding of Passing Progrey Damaged Masing Intro-Curryon Light 2 2 2 1 1 2 2						4				ı		-		
Mishanding of Passage Processy: Designapholisary Internace Process of Mishanding of Passage Processy: Designapholisary Internace Process of 1											40			
Mishardring of Personage Processive - Demanged Missing Interes—Chrower 6 1 1 1 1 1 1 1 1 1														
Mishandling of Paccage Property - Discrayed Horse-Carry on or Checke 1		-	-		-									
Pentacon 1						6 1	0 14	7	14	4	10	13	7	85
Patient	Mishandling of Passenger Property - Disa	rrayed Items	sCarry-c	on or Chec	kec	1	1					1	1	4
Persons of Disabilities (PWD) - Journal Spectrum 1	Patdown					1	1 3	2	1	1	1	4	3	17
Persons of Disabilities (PWD) - Journal Specieum	Patdown - Flyer					1	1 3	2	1	1	1	4	3	17
Persons of Disabilities (PVPD) - Address place processory Medication and Medic Persons of Disabilities (PVPD) - Medical placemany Medication and Medic Persons of Disabilities (PVPD) - Medical placemany Medication and Medic Persons of Disabilities (PVPD) - Medical placemany Medication and Medication Persons of Disabilities (PVPD) - Touch Avertice (parel branches) 1						2	2	1	1	1			1	8
Pennow Will Dealblaise (PVVI) - Medical plants (possess)	. ,	l nectrum												
Persons wolf beachtisties (PWD) - Redults inspirate (part) Persons wolf beachtisties (PWD) - Touches have present and casts 1	. ,		Modioati	on and Ma	dio	2	1	- 1						
Persons w Disabilities (PWD) - Protein Proteins of Capital Segment of Disabilities (PWD) - Teach Averaging (pairwarans) 1			Medicali	on and we	uic	2	ı	- 1						
Persons w Disabilities (PWID) - Trunch Aversiens (pain/nauma)		. ,	1.0						1					
Soreeling - Crew Mamber of Alline Employee				ts			1							
Screening - Clear Members or Afrims Employee 1 2 3 3 5 4 2 1 8 8 8 5 5 1 2 1 8 8 8 5 5 1 2 1 8 8 8 8 8 8 8 8 8		ersion (pain	/trauma)											
Scoening - Inconsistency						5	1 4		7		3	7	3	
Scoening - Incontainancy	Screening - Crew Member or Airline Empl	oyee						1		2				3
Streening - Lengthy Lines 2 1 1 1 5 1 4 2 15 6 2 3 1 18 8 20 17 20 22 27 26 29 21 24 24 25 24 30 3 1 18 8 20 17 20 18 29 27 26 29 21 24 24 25 24 30 30 18 8 20 17 20 18 29 2 2 2 2 7 26 29 21 24 24 25 24 30 30 18 18 20 18 2						3	1	1		2	1			8
Streening - Procedures/Process 1									5			4	2	
2817 28 29 27 20 22 27 28 29 21 24 28 24 303							1 2				2			
Civil Rights - Constitutional Rights 2 1 1 1 3 4 13 1 1 1 1 1 1 1 1		20	•	•	77 .									
Civil Rights - Constitutional Rights					21 2				29			26		
Cold Rights - Hard Pedoma		2		1			1	1		1			4	
Civil Rights - Racial Profiling or Disconner 1														
Civil Rights - Franspender Servening	Civil Rights - Hair Patdowns										1			1
Customer Service - Others	Civil Rights - Racial Profiling or Discrimina	1		1				1		1			3	7
Customer Service - Others	Civil Rights - Sex/Gender/Gender Identity	1					1						1	3
Customer Service 7 3 5 2 5 4 6 7 2 5 7 4 57 Customer Service - Others 2	Civil Rights - Transgender Screening										1			
Customer Service - Others		7		3	5	2	5 4	6	7	2		7	4	
Customer Service - TSO				0	0									
Locks Missing or Damaged Lock				2	_	0			7	0				
Lost and Found Lost and Found - Aliport TSA 1 1 1 1 1 1 1 1 1		5				2		5				5		
Lost and Found Lost and Found - Airport/TSA 1 1 1 1 1 1 1 1 1														
Lost and Found - Airport/TSA				1	2		2		1	1			1	
Mishandling of Passenger Property	Lost and Found										1			1
Mishandling of Passenger Property - Dam	Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property - Dam	Mishandling of Passenger Property	8	1	2	12	9 1	0 14	5	6	7	7	6	5	101
Mishandling of Passenger Property - Dam	Mishandling of Passenger Property - Dam	1		2		1	3 2	1		2		3		15
Mishandling of Passenger Property - Disarrayed Items—Carry-on 2					10			3	5		5			
Patdown														
Patdown - Flyer as Observer										2		- 1	2	
Patdown - Flyer as Observer														
Parlown / General Persons w Disabilities (PWD) - Orgnitive / Developmental / Mental Disability 1 1 3 2 3 1 1 1 1 1 1 1 1 1	•	1		2			4 5		/	3	1	1	3	
Persons w Disabilities (PWD) - Cognitive (Developmental Mental Disability Persons w) Disabilities (PWD) - Dilabetas 1 1 1 2 2 2 2 1 1 1 1 3 2 3 1 1 1 18	•				1			1						2
Persons w Disabilities (PWD) - Cognitive Developmental Mental Disability	Patdown - General										1			1
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks	Persons w/ Disabilities (PWD)			2	2	2	1	1	3	2	3	1	1	18
Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Masks	Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Me	ntal Disabi	lity								1	1
Persons w/ Disabilities (PWD) - Diapersi/Garments/Dressings/Masks	Persons w/ Disabilities (PWD) - Diabetes	·								1	1			2
Persons w Disabilities (PWD) - General 1			essinas/N	Masks					1					1
Persons w/ Disabilities (PWD) - Medically Necessary 1 1 1 1 1 1 3 3 3 3 9 4 3 1 1 1 1 1 1 1 3 3 3 3 3 4 3 3 3 3 3			coomigori	vidollo	1			1						2
Persons w/ Disabilities (PWD) - Mobility Disability Not Wheelchair or Scoot 1		 Nooooon		4				1	4		4			
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees 1 1 1 1 1 1 1 1 1 1				1	1				1		- 1			
Persons w/ Disabilities (PWD) - Trouch Aversion (pain/trauma)							1					1		
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)			or wheeld	mair or Sc	JOU	1								
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway				1										
Property - Special Handling Property - Special Handling - Damaged Items - Carry-On										1				
Property - Special Handling - Damaged Items - Checked		air/ Scooter/	Segway											2
Property - Special Handling - Damaged Items - Checked	Property - Special Handling							4	3	4	1	6	2	20
Property - Special Handling - Damaged Items - Checked	Property - Special Handling - Damaged It	ems - Carrv-	-On										1	
Property - Special Handling - Missing Items - Carry-On								2	1	1	1			
Property - Special Handling - Missing Items - Checked 2 1 3 5 5 11												1		
Screening - Crew Member or Airline Empl 1								2		2				
Screening - Crew Member or Airline Empl				0	1	7	^							
Screening - Inconsistency					+	ı	3	3			1		4	
Screening - Lengthy Lines 3 3 1 1 1 1 1 1 1 1					4					1		1		
Screening - Procedures/Process 5 2 2 5 3 1 1 3 3 25					1									
Screening - Retrieving Abandoned/Confiscated Items 1											1			
Screening - Security Breach 1	Screening - Procedures/Process	5		2	2	5	3	1	1			3	3	25
Screening - Security Breach 1	Screening - Retrieving Abandoned/Confis	cated Items			1									1
2018 27 24 26 18 17 35 31 33 34 27 30 14 316 Civil Rights 4 2 3 3 2 4 1 15 Civil Rights - Age 1 1 5 5 5 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 1 1						1			1					2
Civil Rights 2 3 3 2 4 1 15 Civil Rights - Age 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 <td< td=""><td></td><td>27</td><td>2</td><td>4</td><td>26 1</td><td></td><td>7 35</td><td>31</td><td></td><td>34</td><td>27</td><td>30</td><td>14</td><td></td></td<>		27	2	4	26 1		7 35	31		34	27	30	14	
Civil Rights - Age 1 2 2 1 2 2 2 1														
Civil Rights - Hair Patdowns 1 1 Civil Rights - Headwear 1 1 Civil Rights - Racial Profiling or Discrimination 2 2 1 5 Civil Rights - Screening of Religious Cultural and Ceremonial Items 1 1 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 3 4 Civil Rights - Transgender Screening 1 1 1 2 Customer Service 6 2 3 2 6 8 7 7 7 4 7 3 62								3	J		4	1		
Civil Rights - Headwear 1 1 Civil Rights - Racial Profiling or Discrimination 2 2 1 5 Civil Rights - Screening of Religious Cultural and Ceremonial Items 1 1 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 3 4 Civil Rights - Transgender Screening 1 1 1 2 Customer Service 6 2 3 2 6 8 7 7 7 4 7 3 62						1								
Civil Rights - Racial Profiling or Discrimination 2 2 1 5 Civil Rights - Screening of Religious Cultural and Ceremonial Items 1 1 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 3 4 Civil Rights - Transgender Screening 1 1 1 2 Customer Service 6 2 3 2 6 8 7 7 4 7 3 62												1		
Civil Rights - Screening of Religious Cultural and Ceremonial Items 1 1 Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 3 4 Civil Rights - Transgender Screening 1 1 1 2 Customer Service 6 2 3 2 6 8 7 7 7 4 7 3 62											1			
Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 3 4 Civil Rights - Transgender Screening 1 1 1 2 Customer Service 6 2 3 2 6 8 7 7 7 4 7 3 62	Civil Rights - Racial Profiling or Discrimina	ation						2	2	1				5
Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 3 4 Civil Rights - Transgender Screening 1 1 1 2 Customer Service 6 2 3 2 6 8 7 7 7 4 7 3 62			emonial I	tems					1					1
Civil Rights - Transgender Screening 1 1 2 Customer Service 6 2 3 2 6 8 7 7 7 4 7 3 62						1					3			
Customer Service 6 2 3 2 6 8 7 7 7 4 7 3 62	· · · · · · · · · · · · · · · · · · ·							1		1				
		G		2	3	2	6 0		7		A	7	2	
Customier Service - Outers 2 1 3		0		_	J	_	0 8	- /		- 1	4			
	Gustomer Service - Others								2			1		3

Customer Service - 150						C) Data Too								
Locks - Missing or Damaged Lock	Categories							•			07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock			2		2	6				- /	4	6	3	59
Michanding of Pissenger Property 3											1			8
Mahandraing of Passenger Property - Darring Mahandraing Property - Darring Mahandraing Property - Darring Mahandraing Property - Darring Mahandraing Property - Special Handling - Darring Mahandraing - Darring Mahandrai			6		2	3		0		Ω	2	9	3	67
Mishanding of Passenger Property - Damage All Same Sam						0							1	5
Methandring of Passenger Property - DamagedMissal					1	3			3		1	7		48
Methandring of Passenger Property - Distantived Benns-Carry-on	0 0 1 7				•									1
Notice of Violation/Civil Prenatites Notice of Violation/Civil Prenatites Patdown Patdown Patdown Patdown Power Powe	0 0 1 7		-Carry-on	1	1		1	2	2	1	1	2	2	
Patdown Flyer as Operand					1									
Patdown - Flyer a Closener	Notice of Violation/Civil Penalties - Gener	al			1									4
Pattown - Privery are Observer 1	Patdown	2	4	5	1	2	2	3	3	2	6	2		32
Persons w Disabilities (PWD) - Cognitive (Developmental Mental Disability 1 2 2 2 2 2 2 4		1	2	5	1	1	2	3	3	2	6	2		28
Persons w Disabilities (PWD) - Logarities (Developmental Mental Disability 1 2 2 2 2 2 4 4 4 4 5 4 1 1 2 2 2 2 2 2 4 4 2 2		1												1
Persons w Disabilities (PWD) - Diabetes 1 2														
Persons w Olizabilities (PWD) - Internal Medical Devices					2	2	2			4	4	3		24
Persons w/ Disabilities (PWD) - Internal Medical Devices - Handbard to the Body Persons w/ Disabilities (PWD) - Medial (pwidnes) 1			ntal /Mental Dis	sability				1						
Persons w Disabilities (PWD) - Medical Devices - Attached to the Body Persons w Disabilities (PWD) - Monthly plants (pint) 1							1			2	1			4
Persons w Disabilities (PVD) - Molting Pinability (Not Wheelsh 2 1 1 1 1 1 1 1 1 1				4		1								
Persons w Disabilities (PWD) - Ostony/Sobranies	. ,		ched to the Bo	oay	4						1			
Persons w Disabilities (PWD) - Portable/Amputeer 1 Persons w Disabilities (PWD) - Portable/Amputeer 1 Persons w Disabilities (PWD) - Touch Aversion (pair 2 1 1 1 1 1 1 1 1 1			NAME - LIVE	0		4				4				
Persons w/ Disabilities (PWD) - Truch Aversino (pair 2 Persons w/ Disabilities (PWD) - Truch Aversino (pair 2 Persons w/ Disabilities (PWD) - Wheelchair/ Societé Segway			vvneeicn	2	1	1		4		1		1		
Persons w/ Disabilities (PWD) - Touch Aversion (pair 2 1 1 1 1 1 1 1 1 1								1						
Persons w/ Disabilities (FWD) Wheelchair/ Scooler/ Segway	,													
Prohibited & Permitted Items Food/feverages 1	, ,						1			1	2	2		
Property - Special Handling - Damaged It 1		AII / OCOULEI / O	одмау						1	- 1				
Property - Special Handling - Damaged II		l												
Property - Special Handling - Damaged II			5	6	5	2	3	3		6	5	5	5	59
Property - Special Handling - Damaged It							J	J	0		1			3:
Property - Special Handling - Missing Iten			1			1			2		1			14
Request for Assistance							1	1				1		
Request for Assistance - Other			4	1	2	•					3			
Request for Assistance - Other				-										
Screening - Creew Member or Airline Empl	•									1				
Screening - Lonosistency	Screening	6	4	2	3	2	9	4	5	4	1	3	3	46
Screening - Lengthy Lines 1 1 2 1 1 1 2 1 1 1 2	Screening - Crew Member or Airline Empl	1			1		1			1			1	į
Screening - Procedures/Process	Screening - Inconsistency	1	1		1		1	1				1		(
2019 28 19 31 11 17 23 22 23 19 31 11 17 23 22 23 19 31 31 31 31 31 31 3	Screening - Lengthy Lines				1	1	2	1		1			1	
2019 28 19 31 11 17 23 22 23 19 7 10 10 10 10 10 10 10	Screening - Procedures/Process	4	3	2		1	5	2	4	2	1	2	. 1	27
Civil Rights	Screening - Retrieving Abandoned/Confis	cated Items							1					1
Civil Rights - Age			19		11	17	23	22	23	19	19	18	21	251
Civil Rights - Constitutional Rights 1	<u> </u>	2	2	3			1	1	1	2	2	2	1	18
Civil Rights - National Origin					1									
Civil Rights - National Origin 1	<u> </u>	1												
Civil Rights - Perceived Religion 1							1							
Civil Rights - Racial Profiling or Discrimin				1										
Civil Rights - Sex/Gender/Gender Identity- Not Transq			1	0					4	0				- 44
Civil Rights - Transgender Screening Customer Service 7				2				4	1	2	1	2	1	10
Customer Service - Others	•	- NOL Trans(I					1			1			2
Customer Service - Others Customer Service - TSO		7		5	2	2	6	1	2	2	2		7	46
Customer Service - TSO		- 1		5		2	0	4	3	3			1	40
Locks		7		5	2	2	6	1	3	3	2	3		45
Locks - Missing or Damaged Lock		- '		3			0		3	3				
Mishandling of Passenger Property 3 2 6 2 3 5 2 6 3 Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage 4 2 3 4 1 4 1 Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage														
Mishandling of Passenger Property - Damaged/Missing Items Carry-on Luggage Mishandling of Passenger Property - Damaged/Missing Items Unspecified Luggage Mishandling of Passenger Property - Disarrayed Items Carry-on 2 1 1 2 2 Patdown 5 2 1 1 2 2 Patdown - Children 1 5 2 2 5 6 Patdown - Flyer 5 2 1 5 5 5 5 6 Patdown - Non-Flyer 5 2 1 5 5 1 1 5 5 5 6 6 6 5 8 1 1 5 5 5 6 6 6 6 6 8 3 2 2 2 5 6 6 6 5 8 3 2 2 2 5 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 1 1 <td></td> <td>3</td> <td></td> <td>6</td> <td>2</td> <td></td> <td>5</td> <td></td> <td>6</td> <td>3</td> <td>5</td> <td>6</td> <td>6</td> <td>49</td>		3		6	2		5		6	3	5	6	6	49
Mishandling of Passenger Property - Dam 3 2 4 2 3 4 1 4 1 Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage 1 1 2 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 2 1 1 1 2 2 Patdown 5 2 1 5 2 2 5 6 Patdown - Children - 1 - - - 1 -						J	J		U	J	2			48
Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Luggage Mishandling of Passenger Property - Disarrayed ItemsCarry-on 2 1 1 2 2 Patdown 5 2 1 5 2 2 5 6 Patdown - Children 1 5 5 2 1 1 5 5 5 Patdown - Flyer 5 2 1 5 1 1 5 5 Patdown - Non-Flyer 5 2 1 3 2 4 1 1 Persons W Disabilities (PWD) 2 3 2 1 3 2 4 4 Persons W Disabilities (PWD) - General 1 2 2 1 1 1 1 1 1 2 1 <t< td=""><td>0 0 1 7</td><td></td><td>, ,</td><td>00 0</td><td>,</td><td>3</td><td>4</td><td>1</td><td>4</td><td>1</td><td>3</td><td></td><td></td><td></td></t<>	0 0 1 7		, ,	00 0	,	3	4	1	4	1	3			
Mishandling of Passenger Property - Disarrayed Items-Carry-on 2							-		•			1		
Patdown - Children							1	1	2	2			1	(
Patdown - Children		_				5						1	1	30
Patdown - Flyer									-	-				
Patdown - Non-Flyer		5	2	1		5	1	1	5	5		1	1	27
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability	Patdown - Non-Flyer							1		1				2
Persons w/ Disabilities (PWD) - General	Persons w/ Disabilities (PWD)	2	3	2	1	3	2	4			3		1	
Persons w/ Disabilities (PWD) - Internal Medical Devices	Persons w/ Disabilities (PWD) - Cognitive	/Developmen	ntal /Mental Dis	sability	1									
Persons w/ Disabilities (PWD) - Medical I	Persons w/ Disabilities (PWD) - General							1						
Persons w/ Disabilities (PWD) - Medically Necessary	, ,		es				1							
Persons w/ Disabilities (PWD) - Mobility Disability (Ni 2 1 1 1 1 Persons w/ Disabilities (PWD) - Prosthesi 1 1 1 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 1 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 1 Property - Special Handling 6 5 8 3 2 4 4 6 4 Property - Special Handling - Damaged Items - Carry-On 2 1 2 2	, ,	1									1			2
Persons w/ Disabilities (PWD) - Prosthesi 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 Property - Special Handling 6 5 8 3 2 4 4 6 4 Property - Special Handling - Damaged Items - Carry-On 2 1 2 2											1			4
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 Property - Special Handling 6 5 8 3 2 4 4 6 4 Property - Special Handling - Damaged Items - Carry-On 2 1 2 2			2	1		1	1	1					1	
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 Property - Special Handling 6 5 8 3 2 4 4 6 4 Property - Special Handling - Damaged Items - Carry-On 2 1 2 2	, ,													
Property - Special Handling 6 5 8 3 2 4 4 6 4 Property - Special Handling - Damaged Items - Carry-On 2 1 2	Persons w/ Disabilities (PWD) - Touch Av										1			
Property - Special Handling - Damaged Items - Carry-On 2 1 2		air/ Scooter/ S												
	, ,	. 6			3	2		4	6		5		2	
	Property - Special Handling)n							2		1		(
	Property - Special Handling Property - Special Handling - Damaged It				1		1	1	2		1	1	1	1
	Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	3	3											
	Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	ns - Carry-C	3 1	2			_		4				1	
· · · · · · · · · · · · · · · · · · ·	Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	ns - Carry-C	3 1 1	2	2	2	2	3	4	2	4		·	25
	Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening	3 ns - Carry-C 3 3	3 1 1 2	2		2	2	3 2	4 2	2	4 2		·	25 30
	Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl	3 ns - Carry-C 3 3 loyee	3 1 1	2	2	1	3		2				·	25 30
	Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency	3 ns - Carry-C 3 3	3 1 1 2	2	2		3						3	25 30 1
Screening - Procedures/Process 2 1 5 2 1 2 1 1 Screening - Retrieving Abandoned/Confiscated Items 1	Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines	3 ns - Carry-C 3 3 loyee 1	3 1 1 2 1	2 2 6	2 2	1	1 1	2	1	1		3	3	25 30 1 2

						TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-	Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
СМІ		1		3	1	1	5	7	5	1	2	2	5	33
2016						1	1	1					1	4
Customer Service						1								1
Customer Service - TSO						1								1
Mishandling of Passenger Property							1							1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	checke	ed Bag	gage		1							1
Patdown													1	1
Patdown - Flyer													1	1
Persons w/ Disabilities (PWD)								1						1
Persons w/ Disabilities (PWD) - Medically	y Necessary	Medication	n and	Medica	al Supplies			1						1
2017				2				4	1	1	1			9
Customer Service								1	1	1				3
Customer Service - TSO								1	1	1				3
Mishandling of Passenger Property				1				2						3
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	;	1				1						2
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Ch	necked				1						1
Patdown											1			1
Patdown - Flyer as Observer											1			1
Property - Special Handling								1						1
Property - Special Handling - Missing Iter	ns - Checke	d						1						1
Screening				1										1
Screening - Gate Pass				1										1
2018		1		1	1		2	1	2		1	2	1	12
Civil Rights													1	1
Civil Rights - Racial Profiling or Discrimin	nation												1	1
Customer Service							1					2		3
Customer Service - TSO							1					2		3
Mishandling of Passenger Property		1												1
Mishandling of Passenger Property - Dan	naged/Missii	1												1
Patdown				1			1							2
Patdown - Flyer				1			1							2
Property - Special Handling									1					1
Property - Special Handling - Missing Iter	ns - Carry-O	n							1					1
Screening	1				1			1	1		1			4
Screening - Lengthy Lines											1			1
Screening - Procedures/Process					1			1	1					3
2019							2	1	2				3	8
Customer Service							1		1				1	3
Customer Service - TSO							1		1				1	3
Mishandling of Passenger Property							1						1	2
Mishandling of Passenger Property - Dan	naged/Missir	na ItemsC	hecke	ed Bad	gage		1						1	2
Persons w/ Disabilities (PWD)	T	5			3 3			1						1
Persons w/ Disabilities (PWD) - Cancer (general) Not	Breast Ca	ncer					1						1
Property - Special Handling	Ĭ,												1	1
Property - Special Handling - Missing Iter	າ ms - Carrv-ດ	n											1	1
Screening	1								1					1
Screening - Lengthy Lines									1					1
20.009 209, 200	1													

				ct Center (rcc) Data 1								
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CMX		2		1	3	2	1	2	1	2	2	1	1
2016					2			2		2			
Customer Service								1					
Customer Service - TSO								1					
Mishandling of Passenger Property					1					2			
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	gage	1								
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	ggage						2			
Screening					1			1					
Screening - Procedures/Process					1			1					
2017		1		1							1		
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	ggage							1		
Screening		1		1									
Screening - Inconsistency		1		1									
2018						2			1		1		
Mishandling of Passenger Property						2							
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	ggage		1							
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Checke	d		1							
Screening									1		1		
Screening - Procedures/Process									1		1		
2019		1			1		1					1	
Mishandling of Passenger Property		1			1								
Mishandling of Passenger Property - Dan	naged/Missiı	1			1								
Property - Special Handling							1						
Property - Special Handling - Missing Iter	ns - Checke	d					1						
Screening												1	
Screening - Procedures/Process												1	

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CNY	2						2	2	1		1	3	11
2018												1	1
Property - Special Handling												1	1
Property - Special Handling - Missing Iten	ns - Checke	d										1	1
2019	2						2	2	1		1	2	10
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property							1		1				2
Mishandling of Passenger Property - Dam	laged/Missir	ng ItemsC	checked Ba	ggage			1		1				2
Property - Special Handling											1	1	2
Property - Special Handling - Missing Iten	ns - Checke	d									1	1	2
Screening	2						1	2					5
Screening - Procedures/Process	2						1	2					5

			TSA Conta	ct Center (T		Tool - FOIA	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
COD	3			1	1	2	1	4	3	2	2	4	23
2016						2		1	1			1	5
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property						1		1	1			1	4
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	Checked Ba	ggage		1		1	1			1	4
2017	1			1	1								3
Mishandling of Passenger Property	1			1	1								3
Mishandling of Passenger Property - Dam	1			1	1								3
2018	2						1	1	1		1	1	7
Mishandling of Passenger Property									1			1	2
Mishandling of Passenger Property - Dam	0	0		00 0								1	1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	d					1				1
Patdown							1						1
Patdown - Flyer							1						1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Property - Special Handling	1												1
Property - Special Handling - Missing Iten	1												1
Screening	1										1		2
Screening - Procedures/Process	1												1
Screening - Shoe Screening											1		1
2019								2	1	2	1	2	8
Customer Service										2			2
Customer Service - Others										1			1
Customer Service - TSO										1			1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts	5						1				1
Property - Special Handling												2	2
Property - Special Handling - Damaged It	ems - Checl	ked										2	2
Screening								2			1		3
Screening - Lengthy Lines											1		1
Screening - Procedures/Process								1					1
Screening - Security Breach								1					1

ories	10_0.0+	1-Nov 4		lan 🗠	•	- FOIA	1-An-	OF-Mass	06-1	07. 11	U8-V11~	00.000	Tatal
5	10-Oct 1	1-Nov 12 15	2-Dec 01-\ 13	Jan 02 16	2-Feb 03 20	3-Mar 0 18	4-Apr 21	05-May 30	06-Jun 20	07-Jul 25	08-Aug 19	09-Sep 25	Total 2
2016	- 11	10	10	3	8	4	6	6	6	7	5	6	2.
Civil Rights				1				2					
Civil Rights - Racial Profiling or Discrimina								1					
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der						1					
Civil Rights - Transgender Screening				1									
Customer Service - TSO				1	2		1 1	1 1	1 1	2	2	2	
Locks				ı		2	ı	1	ı				
Locks - Missing or Damaged Lock						2							
Mishandling of Passenger Property				1	5	2	3	2	4	2	2	4	
Mishandling of Passenger Property - Dama	aged/Missing I	temsCarry	-on Luggage		1	1						1	
Mishandling of Passenger Property - Dama				1	3	1	3	2	4	2	2	3	
Mishandling of Passenger Property - Disar	rayed ItemsC	Carry-on or 0	Checked		1								
Patdown							1			2	1		
Patdown - Flyer							1	4		2	1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes								1 1		1			
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication and	d Medical Sun	plies				'		1			
Screening	. 1000000. y 1110	aroanorr arr	a moaroar oap	, p o o	1		1		1				
Screening - Crew Member or Airline Emplo	oyee						1						
Screening - Lengthy Lines					1								
Screening - Procedures/Process									1				
2017	7	5	9	4	5	7	3	8	6	10	6	3	
Civil Rights	1		1										
Civil Rights - Transgender Screening	1		1										
Customer Service	1	1	3	1	1	1		1	1	2			
Customer Service - TSO	1	1	3	1	1	1		1	1	2	4		
Locks - General		1						1		1	1		
Locks - General		1						1		1	1		
Locks - Missing or Damaged Lock Lost and Found		1		1						1	1		
Lost and Found - Airport/TSA				1						1			
Mishandling of Passenger Property	3	2	4	2		3		2	3	1	4	2	
Mishandling of Passenger Property - Dama									1		1		
Mishandling of Passenger Property - Dam	3	2	4	2		3		2	2		2	2	
Mishandling of Passenger Property - Disar	rayed ItemsC	Carry-on or (Checked							1	1		
Patdown	1	1	1		2	1		2		1			
Patdown - Flyer	1	1	1		2	1		1		1			
Patdown - Non-Flyer								1					
Persons w/ Disabilities (PWD)	1				1	1	1			2			
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	al /Mental D	isability							1			
Persons w/ Disabilities (PWD) - General	1						1			1			
, ,							- 1			- '			
Persons w/ Disabilities (PWD) - Wheelcha		gway			1		'			'			
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded		gway			1	1				ı			
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling	Warrior	gway			1	1	1	1		ı			
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite	Warrior ems - Checked	gway			1	1				1			
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	Warrior ems - Checked	gway					1	1	2		1	1	
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	Warrior ems - Checked	gway			1	1	1		2	2	1	1	
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency	Warrior ems - Checked	gway					1	1	2 1			1	
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	Warrior ems - Checked	gway			1		1 1	1 1		2	1	1	
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	Warrior ems - Checked	-	3	6	1	1	1	1	1	2	1	1	
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	Warrior ems - Checked s - Checked	gway 7	3	6	1	1	1 1 1	1 1	1	2 1			
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Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 018 Civil Rights	Warrior ems - Checked s - Checked	-	3	6	1	1	1 1 1	1 1 9	1	2 1	1	1	
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 018 Civil Rights Civil Rights - Headwear	Warrior ems - Checked s - Checked	7		6	1 1	1	1 1 1	1 1 9	1	2 1	1	1 10	
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 018 Civil Rights Civil Rights - Headwear Customer Service	Warrior ems - Checked s - Checked	7		6	1 1	1	1 1 1	1 1 9	1	2 1	1	1 10	
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 018 Civil Rights Civil Rights - Headwear Customer Service Customer Service - Others Customer Service - TSO Locks	Warrior ems - Checked s - Checked	7	1	2	1 1 6	1	1 1 1	1 1 9	1	2 1	1	1 10 3 1	
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Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 18 Civil Rights - Civil Rights - Headwear Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock	Warrior ems - Checked s - Checked	7	1	2	1 1 6	1 1 5	1 1 1	1 1 9 1	1	2 1	1	1 10 3 1 2	
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 1018 Civil Rights - Civil Rights - Civil Rights - Headwear Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	Warrior ems - Checked s - Checked	7	1	2 1	1 1 6	1 5 5	1 1 1	1 1 9 1 1	1	2 1	1	1 10 3 1 2 1	
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Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights - Procedures/Process Civil Rights - Headwear Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property	Warrior ems - Checked s - Checked 4	7 1 1	1	2 1 1 1	1 1 6 2 2	1 5 1 1 1 2	1 1 1	1 1 1 9 1 1 1	1 1 4	2 1	1 2	1 10 3 1 2 1 1 1 1 1 2	
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 18 Civil Rights Civil Rights - Headwear Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	Warrior ems - Checked s - Checked 4	7 1	1 1	2 1 1	1 1 6 2 2	1 1 5 1 1 1 2 1 1	1 1 1	1 1 1 9 1 1	1 4	2 1	2	1 10 3 1 2 1 1 1 1 1 1 1	
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Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 18 Civil Rights - Civil Rights - Headwear Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	Warrior ems - Checked s - Checked 4	7 1 1 1	1 1	2 1 1 1 3 3 3 1	1 1 6 2 2	1 1 5 1 1 1 2 1 1	1 1 1	1 1 1 9 1 1 1	1 1 4	2 1	1 2	1 10 3 1 2 1 1 1 1 1 2 2 2 1 1	
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Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 1018 Civil Rights - Procedures/Process Civil Rights - Civil Rights - Others Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Patdown - Flyer Persons w/ Disabilities (PWD)	Warrior Perms - Checked 4 4 1	7 1 1 1	1 1	2 1 1 1 3 3 3 1	1 1 6 2 2	1 1 5 1 1 1 2 1 1	1 1 1	1 1 1 9 1 1 1	1 1 4	2 1	1 2	1 10 3 1 2 1 1 1 1 1 2 2 2 1 1	
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Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights - Givil Rights - Civil Rights - Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling	Warrior Person - Checked 4 4 1 1 1 1 Sisability (Not V Si/Amputees an ems - Checked	7 1 1 1 2 2 Vheelchair of d Casts 1	1 1 1 1 1 or Scooter)	2 1 1 1 3 3 3 1	1 1 6 2 2 2	1 1 5 1 1 1 2 1 1	1 1 1 4	1 1 9 1 1 1	2 2 1 1	2 1 1 5	1 2 1 1 1 1	1 10 3 1 2 1 1 1 1 2 2 2 1 1 1 1 1 2 2 2 2 1	
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Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights - Procedures/Process Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	Warrior Perms - Checked 4 4 2 1 1 1 1 1 sisability (Not V s/Amputees an erms - Checked s - Carry-On s - Checke	7 1 1 1 2 2 Vheelchair od Casts 1 1 2	1 1 1 1 or Scooter)	2 1 1 1 3 3 3 1	1 1 6 2 2 2 2	1 1 1 2 1 1 1	1 1 4	1 1 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 4	1 1 2 2 2	1 2 1 1 1 1	1 10 3 1 2 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1	
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights - Lengthy Lines Screening - Procedures/Process Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Procedures/Process 2019	Warrior Perms - Checked S - Checked 4 2 1 1 1 1 1 1 sisability (Not V s/Amputees an ems - Checked s - Carry-On s - Checke 1	7 1 1 1 2 2 Vheelchair of d Casts 1 1 2 1 1 2 1 1 3	1 1 1 1 or Scooter)	2 1 1 1 3 3 3 1	1 1 1 2 2 2 2	1	1 1 1 4	1 1 9 1 1 1 1 1 1 1 1 1 1 2 2 2 1 1 1 1	1 1 4	1 1 2 2 2 2	1 2 1 1 1 1	1 10 3 1 2 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1	
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Leadwear Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Si Persons w/ Disabilities (PWD) - Posthesis Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Procedures/Process 2019 Civil Rights	Warrior Perms - Checked 4 4 2 1 1 1 1 1 sisability (Not V s/Amputees an erms - Checked s - Carry-On s - Checke 1 1 6	7 1 1 1 2 2 Vheelchair of d Casts 1 1 2 1 1 1	1 1 1 1 1 or Scooter) 1 1	2 1 1 1 3 3 3 1 1 1	1 1 1 2 2 2 2 2	1 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 4	1 1 1 9 1 1 1 1 1 1 1 1 1 2 2 2 2 2 2 2	1 1 4	1 1 2 2 2 2 2 2	1 1 1	1 10 3 1 2 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1	
Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights - Lengthy Lines Screening - Procedures/Process Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Procedures/Process 2019	Warrior Perms - Checked 4 4 2 1 1 1 1 1 sisability (Not V s/Amputees an erms - Checked s - Carry-On s - Checke 1 1 6	7 1 1 1 2 2 Vheelchair of d Casts 1 1 2 1 1 2 1 1 3	1 1 1 1 1 or Scooter) 1 1	2 1 1 1 3 3 3 1 1 1	1 1 1 2 2 2 2 2	1 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 4	1 1 1 9 1 1 1 1 1 1 1 1 1 2 2 2 2 2 2 2	1 1 4	1 1 2 2 2 2 2 2	1 1 1	1 10 3 1 2 1 1 1 1 2 2 2 1 1 1 1 1 1 1 1 1 1	

			I SA CUIILA	ct Center (CC) Data	1001-1016							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks				1									
Locks - Missing or Damaged Lock				1									
Lost and Found												1	
Lost and Found - Airport/TSA												1	
Mishandling of Passenger Property	1			1	1	1	1	3	1		1	2	12
Mishandling of Passenger Property - Dam	1			1	1	1	1	2				2	(
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checke	d				1	1		1		
Patdown							1		2	1	2		(
Patdown - Flyer							1		2	1	2		(
Persons w/ Disabilities (PWD)	2	1						1					4
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelch	air or Scoot	er)				1					
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	1											
Persons w/ Disabilities (PWD) - Touch Av	1												
Persons w/ Disabilities (PWD) - Wheelcha	1												
Property - Special Handling	2	1	1	1			4	1		1	2	2	15
Property - Special Handling - Damaged Ite	1												
Property - Special Handling - Damaged Ite	1						1			1		1	4
Property - Special Handling - Missing Item	s - Carry-O	n	1				1				1		
Property - Special Handling - Missing Item	ns - Checke	1		1			2	1			1	1	
Screening	1					1	1	2	1		1	1	3
Screening - Crew Member or Airline Empl	oyee							1					
Screening - Inconsistency	1												
Screening - Procedures/Process							1	1	1		1	1	į
Screening - Retrieving Abandoned/Confise	cated Items					1							

		Т		tact Center (•								
ategories	10-Oct	11-Nov	12-De		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
cou	5	4		1 7					2	4	-		
2016				2	. 1	1					2		7
Customer Service							1						1
Customer Service - TSO							1						1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property				1	1						1		
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsCl	necked I	Заς 1	1								2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Chec	ked							1		
Screening						1					1		
Screening - Lengthy Lines											1		
Screening - Procedures/Process						1							
2017	2	3		3		1	1	2	1	2	2	4	2
Customer Service		1											
Customer Service - TSO		1											
Locks	1											2	
Locks - Missing or Damaged Lock	1											2	
Mishandling of Passenger Property	1	2		3			1	1		1	1		1
Mishandling of Passenger Property - Dam	1	2		3			1	1		1			
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Chec	ked							1		
Property - Special Handling									1	1	1	2	
Property - Special Handling - Damaged It	ems - Checke	ed										1	
Property - Special Handling - Missing Iten									1	1	1	1	
Screening								1					
Screening - Security Breach								1					
SIDA (Security Identification Display Area)						1							
SIDA (Security Identification Display Area	ı) - General					1							
2018	2			1	1		1		1				
Civil Rights	1						•		•				
Civil Rights - Racial Profiling or Discrimina													
Customer Service				1									
Customer Service - TSO				1									
Mishandling of Passenger Property				'	1								
Mishandling of Passenger Property - Dam	 	ı Itame Cl	nackad I	Saggage	1								
Patdown	lageu/Missini	J ILEITISCI	ieckeu i	Sayyaye			1		1				
Patdown - Flyer							1		1				
Persons w/ Disabilities (PWD)	1						- 1						
Persons w/ Disabilities (PWD) - Prosthesi													
2019	1	1		1 1	3			3		2	2	1	19
Civil Rights	'	1		1 1	3)		3				1	1
Civil Rights - Racial Profiling or Discrimina	otion									1			
Customer Service	auon I			1						1		1	
				1								<u> </u>	
Customer Service - TSO				1				4				1	
Locks	1				1			1					
Locks - Missing or Damaged Lock	1				1			1			0		
Mishandling of Passenger Property					1						2		
Mishandling of Passenger Property - Dam	naged/Missino T	g itemsCl	necked I		1						2		
Patdown				1									
Patdown - Flyer				1	1					-			
Property - Special Handling										1			
Property - Special Handling - Missing Iten	ns - Checked									1			
Screening		1						2					3
Screening - Procedures/Process		1						2					3

				ct Center (1									
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CPR	2	1	3	3	3	3	1	3	5	1	4	3	3:
2016					2				1	1	2	3	,
Civil Rights					1								
Civil Rights - Racial Profiling or Discrimin	ation				1								
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property					1				1		1	3	
Mishandling of Passenger Property - Dam					1				1		1	2	
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Checke	ed								1	
Patdown										1			
Patdown - Flyer										1			
2017		1	1			1			2				
Customer Service			1						1				
Customer Service - TSO			1						1				
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	naged/Missir	1											
Property - Special Handling									1				
Property - Special Handling - Damaged It	ems - Check	ed							1				
Screening						1							
Screening - Procedures/Process						1							
2018	2		1	3	1			1					
Civil Rights				1									
Civil Rights - Racial Profiling or Discrimin	ation			1									
Customer Service				2				1					
Customer Service - TSO				2				1					
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam	า naged/Missin	a ItemsC	1										
Screening	2	3			1								
Screening - Procedures/Process	2				1								
2019	_		1			2	. 1	2	2		2		1
Mishandling of Passenger Property			1				•	_	_		_		
Mishandling of Passenger Property - Dam	า naged/Missin	a ItemsC	1										
Patdown		9						1					
Patdown - Flyer								1					
Property - Special Handling								1			2		
Property - Special Handling - Damaged It	ems - Carry-	On						1			1		
Property - Special Handling - Missing Iten								'			1		
Screening	l carry-or	•				2	1		2		1		
Screening - Lengthy Lines													
Screening - Procedures/Process													

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pories						3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2016	6	9	11	12 3	5 1	8 1	9	4 2	11 2	15 6	6	8	10 2
Civil Rights					•		1			1			
Civil Rights - Racial Profiling or Discrimina	ation						1			1			
Customer Service							1	1		2			
Customer Service - Others							1	1					
Customer Service - TSO										2			
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property				2	1						1	2	
Mishandling of Passenger Property - Dama					1								
Mishandling of Passenger Property - Dama				1							1	1	
Mishandling of Passenger Property - Disar	rrayed ItemsC	arry-on or	Checked	1								1	
Patdown												1	
Patdown - Flyer				4					4			1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General				1 1					1				
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Ostomy/O)etomatee			ı					1				
Screening	sionales					1		1	1	2	1		
Screening - Procedures/Process						1		1	1	2	1		
2017	2	2	1	4	2	3	3	1	1	2	1	1	
Advanced Imaging Technology (AIT)			'	1	-	3	3		ı		1	ı	
Advanced Imaging Technology (AIT) - Flye	er			1									
Civil Rights	··			'		1							
Civil Rights - Racial Profiling or Discrimina	ation					1							
Customer Service			1	1			1						
Customer Service - TSO			1	1			1						
Mishandling of Passenger Property	1	1	'	2						1	1		
Mishandling of Passenger Property - Dama		emsCarr	v-on Lua	1						1	1		
Mishandling of Passenger Property - Dam		Juni	, -9	1						1	1		
Mishandling of Passenger Property - Disar		1								1	1		
Patdown	, ==				2	1				1			
Patdown - Flyer					2	1				1			
Property - Special Handling							2		1			1	
Property - Special Handling - Damaged Ite	ems - Checked								1			1	
Property - Special Handling - Missing Item							2						
Screening	1	1				1							
Screening - Procedures/Process	1	1				1							
2018	3	2	6	3	2	2	3	2	3	2	3	2	
Advanced Imaging Technology (AIT)	1										1		
Advanced Imaging Technology (AIT) - Fly	1										1		
Civil Rights				1		1							
Civil Rights - Racial Profiling or Discrimina	ation					1							
Civil Rights - Sex/Gender/Gender Identity-	Not Transgend	ler		1									
Customer Service		1				1				2			
Customer Service - Others		1				1							
Customer Service - TSO										2			
Mishandling of Passenger Property	2		2	1	1		2		1		1	1	
Mishandling of Passenger Property - Dam			1	1			2		1		1	1	
Mishandling of Passenger Property - Disar	rrayed ItemsC	arry-on	1		1								
Patdown			1										
Patdown - Non-Flyer			1										
Persons w/ Disabilities (PWD)			1						1				
Persons w/ Disabilities (PWD) - Autism Sp	oectrum								1				
Persons w/ Disabilities (PWD) - General			1										
Property - Special Handling			1					1					
Property - Special Handling - Damaged Ite	ems - Checked							1					
Property - Special Handling - Missing Item			1										
Screening		1	1	1	1		1	1	1		1	1	
Screening - Crew Member or Airline Emplo	oyee											1	
Screening - Inconsistency		1											
Screening - Procedures/Process		-	1	1	1		1	1	1		1		
2019	1	5	4	2		2	1		5	5		2	
	-	-	•				-		1	1			
Civil Rights									1	1			
Civil Rights Civil Rights - Racial Profiling or Discrimina	ation			1		1				1			
Ŭ	ation	2								1			
Civil Rights - Racial Profiling or Discrimina	ation	2		1		1							
Civil Rights - Racial Profiling or Discrimina Customer Service	ation		2			1			2	2			
Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO		2	2			1			2	2			
Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dama	aged/Missing It	2 emsC	2			1							
Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar	aged/Missing It	2 emsC	2			1			2 2 1				
Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown	aged/Missing It	2 emsC arry-on or 1	2 Checked 1	1		1			2	1			
Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer	aged/Missing It	emsC arry-on or 1	2 Checked	1		1			2	2			
Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	aged/Missing It	2 emsC arry-on or 1	2 Checked 1	1		1			2	1			
Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	aged/Missing It	2 emsC arry-on or 1 1 2	2 Checked 1	1		1			2	1			
Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Service A	aged/Missing It	emsC arry-on or 1 1 2	2 Checked 1	1		1			2	1		1	
Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Service Au Property - Special Handling	aged/Missing It rrayed ItemsC nimals	2 emsC arry-on or 1 1 2	2 Checked 1	1		1			2	1		1	
Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Service Al Property - Special Handling Property - Special Handling - Damaged Ite	aged/Missing It rrayed ItemsC nimals	2 emsC arry-on or 1 1 2	2 Checked 1	1			4		2 1 1	1		1	
Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Service Au Property - Special Handling	aged/Missing It rrayed ItemsC nimals	2 emsC arry-on or 1 1 2	2 Checked 1	1		1	1 1		2	1			

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CRQ			2			1	1						4
2017							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dan	aged/Missi	ng ItemsC	hecked Ba	ggage			1						1
2018			2			1							3
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	1										1

1 3 5 4 4 3 5 2 9 4 1 1 1 1 1 1 1 1 1			TSA Cor	ntact Center (TCC) Data	Tool - FOIA							
2016	egories	10-Oct 11-Nov	12-De		02-Feb	03-Mar	04-Apr	05-May		07-Jul	08-Aug	09-Sep	Total
Customer Service	RW	1	3	3 5					5	2	9	4	48
Customer Service - TSO	2016			1	2		2	1	1		1	1	,
Identification (D) Requirements - Domestic 1	Customer Service											1	
Mishanding of Passenger Property - Damaged Missing Items—Checked Baggage 1	Customer Service - TSO											1	
Mishandling of Passenger Property - Damaged/Missing Items-Checked Baggage 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2	Identification (ID) Requirements			1									
Mishandling of Passenger Property - DamagedMissing Items- Checked Baggage	Identification (ID) Requirements - Domest	tic		1									
Mishandling of Passenger Property - DamagedMissing Items- Checked Baggage	Mishandling of Passenger Property				1			1	1		1		4
Patdown Flyer		naged/Missing Items-	-Checked I	Baggage	1			1	1		1		4
Screening - Lengthy Lines					1								
Screening - Lengthy Lines	Patdown - Flyer				1								
Screening - Lengthy Lines 1 1 2 2 2 2 2 1 2 2	•						2						
Screening - Procedures/Process													
Cocks							1						
Locks			1	2 2	2	2		1	2				1
Locks - Missing or Damaged Lock			•					•	1				•
Mishandling of Passenger Property 2 1 2 1 2 1 2 1 3 4									1				
Mishandling of Passenger Property - DamagedMissing lemaC						- 1		1					
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked Patdown Flyer		l naged/Missing Itams	-C			1		- 1					
Mishandling of Passenger Property - Disarrayed Items - Carry-on or Checked 1					2	4							
Patdown Flyer					2	1		4					
Patdown - Flyer		irrayed itemscarry-	on or oned	keu				- 1					
Screening			1										
Screening - Lengthy Lines			1						1				
2018													
Customer Service													
Customer Service - TSO		1		1 1		1	1	1	1			2	1
Mishandling of Passenger Property													
Mishandling of Passenger Property - Diam rayed Items-Carry-on or Checked											1		
Mishandling of Passenger Property - Disarrayed Items		1										1	
Patdown Patdown Flyer													
Patdown - Flyer		arrayed ItemsCarry-	on or Chec	ked								1	
Property - Special Handling 1 1 1 1 1 1 1 1 1 1 1 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 1 2 1 1 1 1 1 1 2 1 1 1 1 1 1 2 1 1 1 1 1 1 2 1 1 1 1 2 1 1 1 2 1 1 1 2 1 1 2 1 1 1 1 2 1 1 1 1 2 1													
Property - Special Handling - Damaged Items - Checked 1							1						
Property - Special Handling - Missing Items - Checked								1					
Screening - Inconsistency				1		1							
Screening - Inconsistency 1 1 1 2 1 2 7 1 2 7 1 2 7 1 1 2 7 1 1 1 2 7 1 <td>Property - Special Handling - Missing Iter</td> <td>ns - Checked</td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td>	Property - Special Handling - Missing Iter	ns - Checked		1				1					
2	Screening								1			1	
Civil Rights	Screening - Inconsistency								1			1	
Civil Rights - Sex/Gender/Gender Identity- Not Transgender 1 Customer Service 1 1 Customer Service - TSO 1 1 Locks 1 1 Locks - Missing or Damaged Lock 1 1 Mishandling of Passenger Property 1 1 1 1 Mishandling of Passenger Property - Damaged/Missin 1 2 1 2<	2019		2	1		1		2	1	2	7	1	1
Customer Service 1 1 Customer Service - TSO 1 1 Locks 1 1 Locks - Missing or Damaged Lock 1 1 Mishandling of Passenger Property 1 1 1 1 Mishandling of Passenger Property - Damaged/Missin 1 1 1 1 Patdown 1 1 1 1 Patdown - Flyer 1 1 1 1 Persons w/ Disabilities (PWD) 1 1 1 1 Persons w/ Disabilities (PWD) - General 1 1 2 Property - Special Handling 1 2 1 Property - Special Handling - Damaged Items - Checked 1 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 1 Screening 1 2 1										1			
Customer Service - TSO 1 1 Locks 1 1 Locks - Missing or Damaged Lock 1 1 Mishandling of Passenger Property 1 1 1 1 1 Mishandling of Passenger Property - Damaged/Missin 1 1 1 1 1 Patdown 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 2 1 2 1 2 1 2	Civil Rights - Sex/Gender/Gender Identity	- Not Transgender								1			
Locks 1 Locks - Missing or Damaged Lock 1 Mishandling of Passenger Property 1 1 1 1 Mishandling of Passenger Property - Damaged/Missin 1 2 1 2	Customer Service							1			1		
Locks - Missing or Damaged Lock 1 Mishandling of Passenger Property 1 1 1 1 Mishandling of Passenger Property - Damaged/Missin 1 1 1 1 Patdown 1 <td>Customer Service - TSO</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td>1</td> <td></td> <td></td>	Customer Service - TSO							1			1		
Mishandling of Passenger Property 1 1 1 1 Mishandling of Passenger Property - Damaged/Missin 1 1 1 1 Patdown 1 </td <td>Locks</td> <td></td> <td>1</td> <td></td>	Locks		1										
Mishandling of Passenger Property - Damaged/Missis 1 1 1 Patdown 1 1 1 Patdown - Flyer 1 1 1 Persons w/ Disabilities (PWD) 1 1 1 Persons w/ Disabilities (PWD) - General 1 1 2 Property - Special Handling 1 2 1 Property - Special Handling - Damaged Items - Checked 1 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 1 Screening 1 2 1	Locks - Missing or Damaged Lock		1										
Patdown 1 1 Patdown - Flyer 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - General 1 2 Property - Special Handling 1 2 Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Screening 1 2	Mishandling of Passenger Property		1	1							1	1	
Patdown - Flyer 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - General 1 2 Property - Special Handling - Damaged Items - Checked 1 2 Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Screening 1 2	Mishandling of Passenger Property - Dan	naged/Missii	1	1							1	1	
Patdown - Flyer 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - General 1 2 Property - Special Handling - Damaged Items - Checked 1 2 Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Screening 1 2						1					1		
Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - General 1 Property - Special Handling 1 2 Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Screening 1 2						1					1		
Persons w/ Disabilities (PWD) - General 1 2 Property - Special Handling 1 2 Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Items - Carry-On 1 1 Screening 1 2										1			
Property - Special Handling 1 2 Property - Special Handling - Damaged Items - Checked 1 Property - Special Handling - Missing Items - Carry-On 1 1 Screening 1 2	, ,									1			
Property - Special Handling - Damaged Items - Checked 1 Property - Special Handling - Missing Items - Carry-On 1 1 Screening 1 2								1					
Property - Special Handling - Missing Items - Carry-On 1 1 Screening 1 2		ems - Checked											
Screening 1 2								1					
Ŭ		lio Garry-On						1					
	Screening - Procedures/Process								1				

gories	10-Oct		12-Dec	01-Jan	TCC) Data 1 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	Λο Διι~	09-Sep	Tot
	10-Oct										08-Aug	•	100
iG .		6	2	1	2	5			2	4	-		
2016							1	2			1		
Customer Service												1	
Customer Service - TSO												1	
Mishandling of Passenger Property							1	1			1	1	
Mishandling of Passenger Property - Dam	-										1	1	
Mishandling of Passenger Property - Dam	aged/Missin	ng ItemsChe	ecked Bago	gage			1						
Screening								1					
Screening - Lengthy Lines								1					
2017		1				2		2	1		1	2	
Civil Rights						1							
Civil Rights - Racial Profiling or Discrimina	ation					1							
Customer Service		1											
Customer Service - TSO		1											
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Dam	aged/Missin	ng ItemsChe	ecked Bago	gage		1							
Property - Special Handling	5	5		, ,				1			1	1	
Property - Special Handling - Missing Item	s - Checked	d						1			1	1	
Screening		_						1	1			1	
Screening - Lengthy Lines								1					
Screening - Procedures/Process								- '	1			1	
2018		4		1	1	1		2	1	1	1		
Customer Service		4		'	1				1	'	,	1	
Customer Service - TSO					1				1			1	
Locks					I				ı			1	
												1	
Locks - Missing or Damaged Lock								0				ı	
Mishandling of Passenger Property								2					
Mishandling of Passenger Property - Dam				age				1					
Mishandling of Passenger Property - Disa	rrayed Items		r Checked					1					
Property - Special Handling		1		1		1							
Property - Special Handling - Missing Item				1									
Property - Special Handling - Missing Item	s - Checke					1							
Screening		3								1			
Screening - Inconsistency										1			
Screening - Lengthy Lines		1											
Screening - Procedures/Process		2									1		
2019		1	2		1	2				3	1		
Customer Service			1		1					2			
Customer Service - TSO			1		1					2			
Mishandling of Passenger Property		1	1										
Mishandling of Passenger Property - Dam	aged/Missin	ng ItemsC	1										
Mishandling of Passenger Property - Disa	rrayed Item	1											
Patdown	-					1							
Patdown - Flyer						1							
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Diabetes											1		
Property - Special Handling						1							
Property - Special Handling - Missing Item	s - Checker	4				1							
Screening	.c onoonor	-								1			
Screening - Procedures/Process										1			

ories	10-Oct 1		Contact C 2-Dec 0		•		4-Apr (05-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Tota
Gries	10-Oct 1	1-Nov 1	2-Dec 0 49	1-Jan 0. 52	2-Feb U 37	3-Mar 0-	4-Apr (45	15-May U 46	6-Jun 60	07-Jui 60	08-Aug 63	09-Sep 50	lota
2016			40	16	11	18	18	13	13	13	16	11	
Civil Rights										1	1	1	
Civil Rights - Racial Profiling or Discrimina	ation									1	1	1	
Customer Service				3	2	2	8		2	3	4	1	
Customer Service - Others							2		1				
Customer Service - TSO				3	2	2	6		1	3	4	1	
Locks				1	3	1		1	2		1	2	
Locks - Missing or Damaged Lock				1	3	1		1	2		1	2	
Lost and Found					1								
Lost and Found - Airport/TSA					1								
Mishandling of Passenger Property				8	3	10	9	7	5	7	9	4	
Mishandling of Passenger Property - Dam							1	1	1				
Mishandling of Passenger Property - Dam				8	3	9	8	6	4	7	9	4	
Mishandling of Passenger Property - Disar	rrayed ItemsC	carry-on or	Checked			1							
Patdown					1				2	1			
Patdown - Flyer Patdown - Flyer as Observer					1				2	1			
Persons w/ Disabilities (PWD)								2		1			
Persons w/ Disabilities (PWD) - Metal Imp	lants (ioint)							1		1			
Persons w/ Disabilities (PWD) - Metal Imp		/heelchair (or Scooter)					1		1			
Screening	isability (NOT V	vileelcriali (or Scooler)	4	1	5	1	3	2	1	1	3	
Screening - Inconsistency				4	'	1	'	1			- 1		
Screening - Inconsistency Screening - Lengthy Lines				3	1	2		ı	1				
Screening - Procedures/Process				3	'	2		1	1		1	3	
Screening - Retrieving Abandoned/Confisc	L cated Items			1			1						
Screening - Security Breach	outou nomo							1					
2017	17	8	21	14	5	18	5	12	14	13	14	13	
Civil Rights		-	1			1			2			1	
Civil Rights - Hair Patdowns												1	
Civil Rights - Headwear									1				
Civil Rights - National Origin			1						1				
Civil Rights - Racial Profiling or Discrimina	ation					1							
Customer Service	2		4	2	3	2		2	3	3	1	2	
Customer Service - CSM					1								
Customer Service - Others									1		1		
Customer Service - TSO	2		4	2	2	2		2	2	3		2	
Locks		1		1		1			2	1			
Locks - General		1							1				
Locks - Missing or Damaged Lock				1		1			1	1			
Lost and Found										1		1	
Lost and Found - Airport/TSA										1		1	
Mishandling of Passenger Property	10	4	10	7	1	13	3	3	2	6	10	6	
Mishandling of Passenger Property - Dam	1		2										
Mishandling of Passenger Property - Dam	8	4	8	7	1	12	3	2	1	3	7	6	
Mishandling of Passenger Property - Disa	1					1		1	1	3	3		
Patdown	5				1			2				1	
Patdown - Flyer	5				1			2				1	
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Diabetes									1				
Prohibited & Permitted Items											1		
Prohibited & Permitted Items - Food/Bever	rages										1		
Property - Special Handling							1	4	4	2	1	1	
Property - Special Handling - Damaged Ite	ems - Checked						1	1	1	1	1	1	
Property - Special Handling - Missing Item	ns - Carry-On							1	1				
Property - Special Handling - Missing Item	ns - Checked							2	2	1			
Screening		3	6	4		1	1	1			1	1	
Screening - Children			1										
Screening - Inconsistency		1	1				1						
Screening - Procedures/Process		2	4	3		1		1				1	
Screening - Retrieving Abandoned/Confisc	cated Items			1									
Screening - Security Breach											1		
2018	7	9	17	11	12	15	12	9	17	16	14	14	
Civil Rights	1		2		2			1		2			
Civil Rights - Age			1										
Civil Rights - Hair Patdowns								1		2			
Civil Rights - Racial Profiling or Discrimina			1		1								
Civil Rights - Sex/Gender/Gender Identity-	- Not Transgen				1								
Customer Service	1	1	4	1		4	1		3	2	1	1	
Customer Service - Others	1	1	2			2	1						
Customer Service - TSO			2	1		2			3	2	1	1	
Locks		2	1			1	2	1	2	1		1	
Locks - General		1											
		1	1			1	2	1	2	1		1	
Locks - Missing or Damaged Lock		1	4	2	5	3	5	5	6	8	5	5	
Locks - Missing or Damaged Lock Mishandling of Passenger Property	2	-		1	1	2			1				
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	aged/Missing It										4	4	
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	aged/Missing II	temsCarry 1	r-on Lug 3	1	4		4	5	4	8	4	4	
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	aged/Missing II 1 1	1	3		4	1		5		8		1	
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	aged/Missing II 1 1	1					1		1	8	1		
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown	aged/Missing II 1 1	1	3		1	1		1		8			
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer	aged/Missing II 1 1	1	3			1	1			8	1		
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	aged/Missing It 1 1 rrayed ItemsC	1	3		1	1	1	1		8			
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer	aged/Missing It 1 1 1 rrayed ItemsC	1 Carry-on	1	1	1	1	1	1		8	1		

					rcc) Data		١						
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Property - Special Handling	3	4	5	6	2	4	1	1	5	2	4	4	
Property - Special Handling - Damaged Ite	ems - Carry-	On				1					1		
Property - Special Handling - Damaged Ite	1	1	2	2	1	1			2	1	1	2	
Property - Special Handling - Missing Item	ns - Carry-O	n		1		1			1		1		
Property - Special Handling - Missing Item	2	3	3	3	1	1	1	1	2	1	1	2	
Screening		1	1	2	2	1	2		1	1	3	3	
Screening - Inconsistency							1						
Screening - Lengthy Lines							1						
Screening - Procedures/Process		1		2	2	1			1		3	3	
Screening - Retrieving Abandoned/Confise	cated Items		1							1			
2019	18	9		11	9	8	10	12	16	18	19	12	
Civil Rights	10						2		1	1	10	1	
Civil Rights - Age									1			-	
Civil Rights - Age Civil Rights - Hair Patdowns									- 1			1	
Civil Rights - Racial Profiling or Discrimina	ation						2	1		4		- 1	
			-	-						1	4	4	
Customer Service	2	2	1	1	1			1		2		1	
Customer Service - Others	1					1					1		
Customer Service - TSO	1	2	1	1	1	2		1		2	3	1	
Identification (ID) Requirements									1				
Identification (ID) Requirements - ID Matc	hing Ticket	and Boardi	ng Pass Iss						1				
Locks				1	2			1	2	1	2		
Locks - Missing or Damaged Lock				1	2	1	2	1	2	1	2		
Lost and Found	1												
Lost and Found - Airport/TSA	1												
Mishandling of Passenger Property	2		2	2		1	2	3	1	2	6	4	
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsC	arry-on Lug	gage			1					1	
Mishandling of Passenger Property - Dam	1		2	2		1	1	3	1	1	2	2	
Mishandling of Passenger Property - Dam	aged/Missir	g ItemsL	Inspecified	Luggage							2		
Mishandling of Passenger Property - Disa			'	00 0						1	2	1	
Patdown	3			1					2	1	3	1	
Patdown - Flyer	3			1					2		3	1	
Patdown - Non-Flyer	Ū									1			
Persons w/ Disabilities (PWD)	1	1			1		1			2		1	
Persons w/ Disabilities (PWD) - Breast Ca		1			- 1		- '					- 1	
Persons w/ Disabilities (PWD) - Medical D					1								
Persons w/ Disabilities (PWD) - Metal Imp		acried to ti	le bouy		- 1					1			
Persons w/ Disabilities (PWD) - Metal IIIIp Persons w/ Disabilities (PWD) - Touch Av		/trauma)								1			
		riiauma)					4			I			
Persons w/ Disabilities (PWD) - Wheelcha							1					1	
Property - Special Handling	5	3			3	3	2	2		6	1	4	
Property - Special Handling - Damaged Ite	1		2						1				
Property - Special Handling - Damaged Ite		2	1	2		1						1	
Property - Special Handling - Missing Item										1		3	
Property - Special Handling - Missing Item	1	1		1	3	2	2	2	1	5	1		
Request for Assistance					1			1			1		
Request for Assistance - Other					1			1			1		
Screening	4	3	5	3	1		1	3	7	3	2		
Screening - Inconsistency									1				
Screening - Lengthy Lines										1			
Screening - Procedures/Process	4	2	5	2			1	2	6	1	2		
Screening - Retrieving Abandoned/Confis	cated Items			1									

			A Contact										
Categories				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CWA	3	3	1		3	4	2	6	5	3	3	4	37
2016					1	1		1	1	1		2	7
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimin	ation											1	1
Mishandling of Passenger Property					1	1		1		1		1	5
Mishandling of Passenger Property - Dan	naged/Missing It	emsChe	ecked Bagg	age	1	1				1		1	4
Mishandling of Passenger Property - Disa	arrayed ItemsC	arry-on o	r Checked					1					1
Screening									1				1
Screening - Procedures/Process									1				1
2017	2	1				1	1		1	1	1		8
Civil Rights									1				1
Civil Rights - Hair Patdowns									1				1
Customer Service	1									1			2
Customer Service - Others										1			1
Customer Service - TSO	1												1
Mishandling of Passenger Property		1					1				1		3
Mishandling of Passenger Property - Dan	naged/Missii	1					1				1		3
Patdown						1							1
Patdown - Flyer						1							1
Screening	1												1
Screening - Lengthy Lines	1												1
2018		1					1	3	1		1	1	8
Locks		-					-	1			-	-	1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dan	T naged/Missing It	emsChe	ecked Bagg	age								1	
Property - Special Handling				-3-							1		
Property - Special Handling - Missing Iter	ns - Checked										1		
Screening	lio Gilocitou	1					1	2	1				
Screening - Procedures/Process		1					1	1	1				
Screening - Retrieving Abandoned/Confis	cated Items						'	1					
2019	1	1	1		2	2		2	2	1	1	1	14
Civil Rights	•									1	1		2
Civil Rights - Racial Profiling or Discrimin	lation									1	1		2
Customer Service	1				1			1			1		3
Customer Service - TSO	1				1			1					3
Mishandling of Passenger Property	'		1		1			- '	1				3
Mishandling of Passenger Property - Dan	 nagad/Missing It	ome C	1		- 1				- 1				
Mishandling of Passenger Property - Dan			okod Paga	200	1								
Mishandling of Passenger Property - Disa				age	ı								
Patdown	irayed itemsC	arry-orr o	Criecked						1				
Patdown - Flyer		1											
Property - Special Handling		1				0							
	Charlend					2							- 4
Property - Special Handling - Damaged It						1							1
Property - Special Handling - Missing Iter	ris - Checked					1							1
Screening								1	1			1	3
Screening - Crew Member or Airline Emp	loyee								1				1
Screening - Procedures/Process								1				1	2

				,	,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
CYS					1	1		1	1	1	1	1	7
2019					1	1		1	1	1	1	1	7
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property					1						1		2
Mishandling of Passenger Property - Dai	naged/Missi	ng ItemsC	hecked Ba	ggage							1		1
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checke	d	1								1
Patdown						1						1	2
Patdown - Flyer						1						1	2
Screening								1		1			2
Screening - Procedures/Process										1			1
Screening - Security Breach								1					1

			Contact Cer										
egories													Total
AB 2016	11	9	10	12	13	16	9	15	9	9	10	10	1
2016				1	6	5	3	3	2	2	4		
Customer Service					1	1							
Customer Service - Others						1							
Customer Service - TSO					1								
Mishandling of Passenger Property				1	5	3	2	1	2		3		
Mishandling of Passenger Property - Dan					2	1							
Mishandling of Passenger Property - Dan	naged/Missing Ite	msChecl	ked Ba(1	3	2	2	1	2		3		
Patdown						1		1			1		
Patdown - Flyer						1		1			1		
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Mobility	Disability (Not Wh	neelchair c	or Scooter)					1					
Screening							1			2			
Screening - Inconsistency							1			1			
Screening - Procedures/Process										1			
2017	5	3	5	3	1	2	1	4	2		2	6	
Civil Rights							1						
Civil Rights - Transgender Screening							1						
Customer Service	3							2	1				
Customer Service - TSO	3							2	1				
Locks									1		1	1	
Locks - Missing or Damaged Lock									1		1	1	
Lost and Found		1									•	•	
Lost and Found - Airport/TSA		1											
Mishandling of Passenger Property	2	1	4	3		1					1	3	
		me_Corr		1		1					I	3	
Mishandling of Passenger Property - Dan		mscarry	-on Lug			4					4		
Mishandling of Passenger Property - Dan			4	1		1					1	1	
Mishandling of Passenger Property - Disa	arrayed ItemsCa	rry-on or (1								2	
Patdown		1	1					1					
Patdown - Flyer		1	1					1					
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Service /	Animals	1											
Property - Special Handling								1				1	
Property - Special Handling - Missing Iter	ns - Checked							1				1	
Screening					1	1						1	
Screening - Lengthy Lines						1							
Screening - Procedures/Process					1							1	
2018	1	3	1	7	5	4	1	2	3	4	2	2	
Civil Rights	•		•	•		-	•		1	-			
Civil Rights - Racial Profiling or Discrimin	ation								1				
Customer Service	lation				1				1			1	
												1	
Customer Service - TSO					1				1			1	
Locks		1		1		1					1		
Locks - Missing or Damaged Lock		1		1		1					1		
Mishandling of Passenger Property			1	4	1	2		1	1	1	1		
Mishandling of Passenger Property - Dan										1			
Mishandling of Passenger Property - Dan			ked Baç	4	1	2		1	1		1		
Mishandling of Passenger Property - Disa	arrayed ItemsCa	rry-on	1										
Patdown		1			1					1			
Patdown - Flyer		1			1					1			
Property - Special Handling				1	2	1	1			2		1	
Property - Special Handling - Damaged II	ems - Checked			1			1			1			
Property - Special Handling - Missing Iter						1							
Property - Special Handling - Missing Iter					2					1		1	
Screening	1	1		1				1					
Screening - Procedures/Process	·	1						•					
Screening - Retrieving Abandoned/Confis	cated Items			1				1					
Screening - Security Breach	1												
2019	5	3	4	1	1	5	4	6	2	3	2	2	
Civil Rights	3		-			1	•			J			
Civil Rights - Racial Profiling or Discrimin	ation					1							
Customer Service	lation	1				- '	1			1			
		- '											
Customer Service - TSO		1					1			1			
Locks			1			1							
Locks - Missing or Damaged Lock			1			1							
Lost and Found								1					
Lost and Found - Airport/TSA								1					
Mishandling of Passenger Property	2	1	1				2	1		1	2	1	
Mishandling of Passenger Property - Dan	2		1				2	1		1	2		
Mishandling of Passenger Property - Disa	arrayed Item	1										1	
Patdown		1				3	1	1	1				
Patdown - Flyer		1				3	1	1	1				
Persons w/ Disabilities (PWD)						-			1				
Persons w/ Disabilities (PWD) - Internal I	I Medical Devices								1				
Property - Special Handling	3		1		1			2	'	1			
			1		1					1			
Proporty Cossial Hardling Description	u /				4			0					
Property - Special Handling - Damaged It					1			2					
Property - Special Handling - Damaged II	ems - Checked		1										
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter	ems - Checked									1			
Property - Special Handling - Damaged II Property - Special Handling - Missing Iter Screening	ems - Checked		1	1	·			1		1		1	
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter	ems - Checked			1				1		1		1	

Categories	10-Oct 1	1-Nov	12-Dec	t Center (TC 01-Jan	02-Feb	03-Mar	04-Apr	OF Mov	06-Jun	07-Jul	00 4	09-Sep	Total
DAL	95	107	12-Dec	125	131	118	119	05-May 169	118	136	08-Aug 168	119	1,530
2016	35	107	123	48	42	37	27	43	23	26	48	38	332
Civil Rights				2	5	4		1	1	1	1	1	16
Civil Rights - General Complaint and Disc	rimination				1								1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimina	ation			1	4	2			1	1	1	1	11
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen	der				1		1					2
Civil Rights - Transgender Screening				1									1
Customer Service				5	6	7	4	10	3	6	6	13	60
Customer Service - Others					1		2	1			1		5
Customer Service - TCC								1				10	1
Customer Service - TSO Identification (ID) Requirements				5	5	7	2	8	3	6	5 1	13	54
Identification (ID) Requirements - Domest	ic							1			1		1
Identification (ID) Requirements - Minors I								1					1
Locks	Domestic			2	2	1		2		1	1	1	10
Locks - Missing or Damaged Lock				2	2	1		2		1	1	1	10
Lost and Found				1					1		1		3
Lost and Found - Airport/TSA				1					1		1		3
Mishandling of Passenger Property				33	22	17	15	21	11	11	20	16	166
Mishandling of Passenger Property - Dam	naged/Missing I	temsCa	arry-on Lug	8	4	1		1	1	3	3	3	24
Mishandling of Passenger Property - Dam	naged/Missing I	temsCh	necked Baç	23	15	12	13	20	10	8	17	13	131
Mishandling of Passenger Property - Dam	naged/Missing I	temsUr	nspecified L	uggage		1							1
Mishandling of Passenger Property - Disa	rrayed Items0	Carry-on	or Checked	2	3	3	2						10
Patdown					1	4	3	1	3	3	7	4	26
Patdown - Flyer					1	4	2		3	3	7	4	24
Patdown - Flyer as Observer							1	1					2
Persons w/ Disabilities (PWD)				1	1	1	2	1	1	1	4		12
Persons w/ Disabilities (PWD) - General					1								1
Persons w/ Disabilities (PWD) - Hearing I											1		1
Persons w/ Disabilities (PWD) - Internal M			and Madian	I Commilian						1	0		1
Persons w/ Disabilities (PWD) - Medically		dication	and Medica	Supplies				1	1		1		2
Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I		Vheelcha	ir or Scoots	\r\		1	2	1	I		1		3
Persons w/ Disabilities (PWD) - Nobility E		VIIEEICIIA	iii oi ocoole	1		- '							1
Screening	liiiiais			4	5	3	3	6	3	3	7	3	37
Screening - Inconsistency						1	1	2	0	1	3		8
Screening - Lengthy Lines				1	2		1	2			1	1	8
Screening - Procedures/Process				3	2	1	1	2	3	2	2	2	18
Screening - Retrieving Abandoned/Confis	cated 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
Advanced Imaging Technology (AIT) - Fly	er									1			1
Civil Rights	2	3	1	2	1		2	2	2		2	1	18
Civil Rights - Headwear		1											1
Civil Rights - National Origin					1								1
Civil Rights - Racial Profiling or Discrimina		1	1	1			2	2	1		1	1	12
Civil Rights - Sex/Gender/Gender Identity		1		4					1				2
Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening	insgender 1			1							1		<u>1</u>
Customer Service	3	6	9	5	3	5	6	10	7	6	7	7	74
Customer Service - CSM	3	0	3	J	<u> </u>	1	0	10	- '	0	- 1	- 1	1
Customer Service - Others							1	1					2
Customer Service - TSO	3	6	9	5	3	4	5	9	7	6	7	7	71
Identification (ID) Requirements						•			•		1		1
Identification (ID) Requirements - Domest	ic										1		1
Locks	1	2	2	2		1	1		2	1	1	2	15
Locks - Missing or Damaged Lock	1	2	2	2		1	1		2	1	1	2	15
Lost and Found			1				1						2
Lost and Found - Airport/TSA			1				1						2
Mishandling of Passenger Property									8	7	13	9	168
Mishandling of Passenger Property - Dam	14	22	29	14	18	9	10	15	0				
Mishandling of Passenger Property - Dam	1	22 5	29 7	14 4	18 3	9	10	15 1	0		1	1	27
Michaelling of December December Dem	1 11	5 16							7	6			27 125
Mishandling of Passenger Property - Dam	1 11 naged/Missing I	5 16	7	4	3	2	2	1		6	1 9 1	1	
Mishandling of Passenger Property - Disa	1 11 naged/Missing I 2	5 16 temsU	7 20 1 1	4	3 14 1	2 6 1	2 6 2	1 12 2	7	1	1 9 1 2	1 8	125 2 14
Mishandling of Passenger Property - Disa Patdown	1 11 naged/Missing I 2 4	5 16 temsU	7 20 1	4	3 14	2 6	6	1 12	7		1 9 1	1	125 2 14 35
Mishandling of Passenger Property - Disa Patdown Patdown - Children	1 11 naged/Missing I 2 4 1	5 16 temsU 1 3	7 20 1 1	4	3 14 1 3	2 6 1 6	2 6 2 2	1 12 2 3	7 1 3	1 4	1 9 1 2 5	1 8	125 2 14 35 1
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer	1 11 naged/Missing I 2 4	5 16 temsU	7 20 1 1	4	3 14 1	2 6 1	2 6 2	1 12 2	7	1	1 9 1 2	1 8	125 2 14 35 1 33
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer	1 11 aged/Missing I 2 4 1	5 16 temsU 1 3	7 20 1 1 1	4	3 14 1 3	2 6 1 6	2 6 2 2	1 12 2 3	7 1 3	1 4	1 9 1 2 5	1 1	125 2 14 35 1 33 1
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	1 11 naged/Missing I 2 4 1 3	5 16 temsU 1 3	7 20 1 1 1 1	4	3 14 1 3	2 6 1 6	2 6 2 2	1 12 2 3	7 1 3	1 4	1 9 1 2 5	1 8	125 2 14 35 1 33 1
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	1 11 11 agged/Missing I 2 4 1 1 3 3 2 2 // Development	5 16 temsU 1 3 3	7 20 1 1 1	4	3 14 1 3	2 6 1 6	2 6 2 2	1 12 2 3	7 1 3	1 4	1 9 1 2 5	1 1	125 2 14 35 1 33 1 16
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	1 11 11 11 11 11 11 11 11 11 11 11 11 1	5 16 temsU 1 3	7 20 1 1 1 1	4	3 14 1 3 3	2 6 1 6	2 6 2 2	1 12 2 3	7 1 3	1 4	1 9 1 2 5	1 1	125 2 14 35 1 33 1 16 1
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Internal Mersons w/ Disabilities (PWD) - Disabilities (PWD) - Internal Mersons w/ Disabilities (PWD) - Inter	1 11 11 11 11 11 11 11 11 11 11 11 11 1	5 16 temsU 1 3 3 2 2 al /Ment 1	7 20 1 1 1 1 1	4	3 14 1 3	2 6 1 6	2 6 2 2	1 12 2 3	7 1 3	1 4	1 9 1 2 5	1 1 1	125 2 14 35 1 33 1 16 1 1 3
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical D	1 11 11 aged/Missing I 2 4 1 3 3 2 2 /Development 1 Devices - Attacl	5 16 temsU 1 3 3 2 al /Ment 1	7 20 1 1 1 1 1 1	4 10	3 14 1 3 3	2 6 1 6	2 6 2 2	1 12 2 3	7 1 3	1 4	1 9 1 2 5	1 1	125 2 14 35 1 33 1 16 1 1 3 3
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D	1 11 11 11 11 11 11 11 11 11 11 11 11 1	5 16 temsU 1 3 3 2 al /Ment 1	7 20 1 1 1 1 1 1	4 10	3 14 1 3 3	2 6 1 6	2 6 2 2	1 12 2 3	7 1 3	1 4 4 3	1 9 1 2 5	1 1 1	125 2 14 35 1 33 1 16 1 1 3 3
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I	1 11 11 11 11 11 11 11 11 11 11 11 11 1	5 16 tems-U 1 3 3 2 al /Ment 1 need to the	7 20 1 1 1 1 2 1 e Body and Medica	4 10	3 14 1 3 3	2 6 1 6	2 6 2 2	1 12 2 3	7 1 3	1 4 4 3	1 9 1 2 5	1 1 1	125 2 14 35 1 33 1 16 1 1 3 3
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D	1 11 11 11 11 11 11 11 11 11 11 11 11 1	5 16 tems-U 1 3 3 2 al /Ment 1 need to the	7 20 1 1 1 1 2 1 e Body and Medica	4 10	3 14 1 3 3	2 6 1 6	2 6 2 2	1 12 2 3	7 1 3	1 4 4 3	1 9 1 2 5 5 2	1 1 1	125 2 14 35 1 33 1 16 1 1 3 3 1 1 2
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Mobility ID Persons w/ Disabilities (PWD) - Mobility ID Persons w/ Disabilities (PWD) - Prosthesi	1 11 11 11 11 11 11 11 11 11 11 11 11 1	5 16 tems-U 1 3 3 2 al /Ment 1 need to the	7 20 1 1 1 1 2 1 e Body and Medica	4 10	3 14 1 3 3	2 6 1 6	2 6 2 2	1 12 2 3	7 1 3 3 3 2	1 4 4 3	1 9 1 2 5 5 2	1 1 1	125 2 14 35 1 1 33 3 1 1 16 1 1 1 3 1 1 2 1 2 1 1 2 1 1 1 1 1 1 1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A	1 11 11 aged/Missing I 2 4 1 3 3 2 2 Development 1 Devices - Attack / Necessary Medis/Amputees an Animals	5 16 tems-U 1 3 3 2 al /Ment 1 need to the	7 20 1 1 1 1 2 1 e Body and Medica	4 10	3 14 1 3 3	2 6 1 6	2 6 2 2	1 12 2 3	7 1 3 3 3 2	1 4 4 3 3	1 9 1 2 5 5 2	1 1 1	125 2 14 35 1 33 3 3 1 16 1 1 1 1 1 2 1
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im	1 11 11 aged/Missing I 2 4 1 3 3 2 2 Development 1 Devices - Attack / Necessary Medis/Amputees an Animals	5 16 temsU 1 3 3 2 al /Ment 1 need to the edication d Casts	7 20 1 1 1 1 1 2 1 1 e Body and Medica	4 10	3 14 1 3 3	2 6 1 6 6	2 6 2 2	1 12 2 3	7 1 3 3 2 2	1 4 4 3 3 1 1 1	1 9 1 2 5 5 2	1 1 1	125 2 144 35 1 33 3 3 1 16 1 1 1 1 2 2 1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im	1 11 11 11 11 11 11 11 11 11 11 11 11 1	5 16 temsU 1 3 3 2 al /Ment 1 need to the edication d Casts	7 20 1 1 1 1 1 2 1 1 e Body and Medica	4 10	3 14 1 3 3	2 6 1 6 6	2 6 2 2	1 12 2 3	7 1 3 3 2 2	1 4 4 3 3 1 1 1	1 9 1 2 5 5 2	1 1 1	125 2 144 35 1 33 3 3 1 16 1 1 1 2 1 1 1 1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelche	1 11 11 11 11 11 11 11 11 11 11 11 11 1	5 16 temsU 1 3 3 2 al /Ment 1 need to the edication d Casts	7 20 1 1 1 1 1 2 1 1 e Body and Medica	4 10	3 14 1 3 3	2 6 1 6 6	2 6 2 2	1 12 2 3	7 1 3 3 2	1 4 4 3 3 1 1 1	1 9 1 2 5 5 2	1 1 1	125 2 14 35 1 33 1 16 16 1 1 1 2 1 1 1 4
Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - Sporting G	1 11 11 11 11 11 11 11 11 11 11 11 11 1	5 16 temsU 1 3 3 2 al /Ment 1 need to the dication d Casts	7 20 1 1 1 1 1 2 1 1 e Body and Medica	4 10	3 14 1 3 3	2 6 1 6 6	2 2 2	1 12 2 3 3 3	7 1 3 3 2	1 4 4 3 3 1 1 1 1 1 1	1 9 1 2 5 5 2 1	1 1 1 1	125 2 14 35 33 1 16 1 1 1 2 1 1 1 1 1 4 4

ories	10-Oct 1			Center (TCC 01-Jan 0			4-Apr 05	5-May 00	6-Jun	07-Jul	08-Aug	09-Sep	Tota
Property - Special Handling - Missing Item			2 200 0	, oui o	2100 0	o mai	2	4	1	or our	1	3	1010
Property - Special Handling - Missing Item							5	1	1	3	2	5	
Request for Assistance												1	
Request for Assistance - Other												1	
Screening	5	2	8	2	2	2	3	4	8	2	4	6	
Screening - Children									1				
Screening - Inconsistency	1	1	1		1		2			1			
Screening - Lengthy Lines								2	1		2	2	
Screening - Procedures/Process	4	1	6	2	1	2		1	6	1	2	3	
Screening - Retrieving Abandoned/Confisc	cated Items						1	1					
Screening - Security Breach			1									1	
2018	30	44	41	28	34	29	26	47	34	43	47	19	
Advanced Imaging Technology (AIT)	1												
Advanced Imaging Technology (AIT) - Fly	1												
Civil Rights	1		2		3		1	3	1	4	1		
Civil Rights - Hair Patdowns								1					
Civil Rights - Racial Profiling or Discrimina	1		1		3		1			3	1		
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der	1					1	1				
Civil Rights - Sexual Orientation - Not Trans	nsgender									1			
Civil Rights - Transgender Screening								1					
Customer Service	5	6	12	7	6	7	7	12	5	4	7	2	
Customer Service - Others	1		2				2	1	1		1		
Customer Service - TSO	4	6	10	7	6	7	5	11	4	4	6	2	
Identification (ID) Requirements			1			1							
Identification (ID) Requirements - Domesti	С		1			1							
Locks		3			1	1		1		1	1	3	
Locks - Missing or Damaged Lock		3			1	1		1		1	1	3	
Lost and Found	2	1						1					
Lost and Found - Airport/TSA	2	1						1					
Mishandling of Passenger Property	8	17	10	12	11	3	4	16	5	9	18	5	
Mishandling of Passenger Property - Dam	1	3	1	2	1		1	3				1	
Mishandling of Passenger Property - Dam	6	12	7	10	9	3	3	11	5	9	16	3	
Mishandling of Passenger Property - Disa		2	2		1			2			2	1	
Patdown		2	3	2	2	2	1	1	1	3	4		
Patdown - Flyer		2	3	2	1	2	1	•	1	2	1		
Patdown - Flyer as Observer					1		•	1		1	2		
Patdown - Non-Flyer											1		
Persons w/ Disabilities (PWD)	2	2	3		1	1	1	3	2		1	2	
Persons w/ Disabilities (PWD) - Diabetes		1				'		1					
Persons w/ Disabilities (PWD) - Internal M	1							'					
Persons w/ Disabilities (PWD) - Medically		dication an	d Medical 9	Supplies		1							
Persons w/ Disabilities (PWD) - Metal Imp		arounorr arr	a 1110 a10 a1	опринос					1				
Persons w/ Disabilities (PWD) - Mobility D	. ,	1			1		1	2	1		1		
Persons w/ Disabilities (PWD) - Prosthesis			1		'		'		'		'		
Persons w/ Disabilities (PWD) - Touch Av		u 0000										1	
Persons w/ Disabilities (PWD) - Wheelcha		nway	2									1	
Property - Special Handling	4	7	6	3	6	8	5	7	12	10	8	5	
Property - Special Handling - Damaged Ite	1	1	1				1	2	1	2	2	2	
Property - Special Handling - Damaged Ite	2		1	1	1	3		1	1	2	2		
Property - Special Handling - Missing Item					2	4	1	2	3		3	2	
Property - Special Handling - Missing Item		6	4	2	3	1	3	2	7	6	1	1	
Request for Assistance	is - Checke	U	4		3	1	3		1	1	- 1	- 1	
Request for Assistance - Other									1	1			
	7	6	4	4	4		7	2	7	11	7	0	
Screening	- /		4	4	4	6	7	3			7	2	
Screening - Inconsistency		3							2	1	1		
Screening - Lengthy Lines					2		1			3	1		
Screening - Procedures/Process	7	3	4	4	2	4	5	3	5	5	4	2	
Screening - Retrieving Abandoned/Confisc	cated Items					1							
Screening - Security Breach						1				1	1		
Screening - Shoe Screening										1			
Screening - Traveling with Cash			•				1						
2019	34	23	31	24	27	28	28	40	24	40	34	25	
Civil Rights			3	4	1	1	1		1		1	1	
Civil Rights - Hair Patdowns			1		1								
Civil Rights - Racial Profiling or Discrimina				3		1	1		1		1		
Civil Rights - Screening of Religious Cultur				1									
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der	1									1	
Civil Rights - Transgender Screening			1								-		
Customer Service	6	2	3	4	7	5	2	10	5	8	3	6	
Customer Service - Others		1						1			-	1	
Customer Service - TSO	6	1	3	4	7	5	2	9	5	8	3	5	
Identification (ID) Requirements						1							
Identification (ID) Requirements - Domesti						1							
Locks	2		3	1			1		1	2	2		
	2		3	1			1		1	2	2		
Locks - Missing or Damaged Lock				1			1		1				
Locks - Missing or Damaged Lock Lost and Found							1		1				
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA				1									
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	5	7	12	5	6	11	8	6	3	12	7	7	
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1	1	12		6	11 3	8	6 1	3	12 2	7	7	
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property			12	5	6				3			7	
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1	1		5		3	1	1		2	2		
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 3 1	1 6		5		3	1	1		2	2		
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown	1 3 1	1 6	9	5	4	3 6	1 6	1		9	2		
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar	1 3 1 rrayed Items0	1 6 Carry-on	9	5	4	3 6	1 6	1 5	3	2 9	2 5	7	

			ISA Contac	t Center (CC) Data	001 - FUIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Non-Flyer							1	1					2
Persons w/ Disabilities (PWD)	1	2	3	1	1	2	1	5		1	3	2	22
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Car	ncer					1					1
Persons w/ Disabilities (PWD) - Cognitive	1				1								2
Persons w/ Disabilities (PWD) - Diabetes				1									1
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dr	essings/Ma	1										1
Persons w/ Disabilities (PWD) - General			1								2		3
Persons w/ Disabilities (PWD) - Internal M	ledical Devi	ces										1	1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelch	air or Scoote	er)		1						1	2
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates	1				1					1		3
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts								1			1
Persons w/ Disabilities (PWD) - Respirato	ory and Inhal	ler Equipme	ent					1					1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)						1					1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1	1				1	2					5
Property - Special Handling	13	8	4	6	6	6	7	11	8	8	10	4	91
Property - Special Handling - Damaged Ite	2	3	1		1					2	1	1	11
Property - Special Handling - Damaged Ite	3		1		3	2	3	4	3	1	4	1	25
Property - Special Handling - Missing Item	3	1	1	1	1	1	2	1	2		3	1	17
Property - Special Handling - Missing Item	5	4	1	5	1	3	2	6	3	5	2	1	38
Request for Assistance			1									1	2
Request for Assistance - Other			1									1	2
Screening	5	3	2	2	4	1	3	6	4	5	5	3	43
Screening - Inconsistency		1						1					2
Screening - Lengthy Lines			1		1				1	1		2	E
Screening - Procedures/Process	4	2	1	2	3		3	5	3	3	5	1	32
Screening - Security Breach	1					1				1			3

orios	40.0-4				•	- FOIA	4 4	- M	C 1	07 1	00 4	00.0	
ories			-Dec 01-					•	6-Jun	07-Jul	08-Aug	09-Sep	Total
/ 2016	14	13	15	13 3	14 5	20 6	19 6	13 3	29 10	20 6	19 8	14 7	2
Civil Rights				J	Ü	U	U	3	10	1	0	,	
Civil Rights - Constitutional Rights									1				
Civil Rights - Headwear										1			
Customer Service									1		1		
Customer Service - TSO									1		1		
Locks							1		1			3	
Locks - Missing or Damaged Lock							1		1			3	
Mishandling of Passenger Property				3	5	5	4	2	7	3	7	4	
Mishandling of Passenger Property - Dan	naged/Missing Ite	emsCarry-	on Luggage				1		1				
Mishandling of Passenger Property - Dan	naged/Missing Ite	emsCheck	ed Baç	3	4	5	3	2	5	3	7	3	
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or C	hecked		1				1			1	
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Internal M	Medical Devices							1					
Screening						1	1			1			
Screening - Procedures/Process	_					1	1			1			
2017	3	9	6	4	3	4		4	7	1	4	2	
Customer Service		2						1	1				
Customer Service - TSO		2						1	1				
Locks			1	1					1		2		
Locks - General			4								1		
Locks - Missing or Damaged Lock	_	-	1	1					1		1		
Mishandling of Passenger Property	2	5	3	1	3	3		2	5	1	1		
Mishandling of Passenger Property - Dam		2	^	4									
Mishandling of Passenger Property - Dam		3	3	1	2	3		2	5	1	1		
Mishandling of Passenger Property - Dan		om,	hook		4								
Mishandling of Passenger Property - Disa	птауед itemsСа Т	-		4	1								
Patdown Flyor		1	1	1									
Patdown - Flyer Property - Special Handling		1	1	1				1			1	2	
	oma Chaakad							1			1	2	
Property - Special Handling - Damaged It								1			I	2	
Property - Special Handling - Missing Iter Screening	1	1	1	1		1		1					
Screening - Crew Member or Airline Emp		ı	- '	1		- 1							
Screening - Crew Member of Affiline Emp	1			- 1									
Screening - Procedures/Process	'	1	1			1							
2018	5	3	6		2	6	4	2	6	6	4	2	
Civil Rights	J	•	•			•	-		•		1		
Civil Rights - Racial Profiling or Discrimin	ation										1		
Customer Service	3	1	1				1				2		
Customer Service - Others											1		
Customer Service - TSO	3	1	1				1				1		
					4	4	1		5				
Mishandling of Passenger Property	2	2	1		1	4		1	3	3		2	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam					ı	4	1	1	3	3		1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	naged/Missing Ite				1	2	1	1	4	3			
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	naged/Missing Ite	emsCarry-	on Luggage					1				1	
Mishandling of Passenger Property - Dan	naged/Missing Ite	emsCarry-	on Luggage			2			4		1	1	
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown	naged/Missing Ite	emsCarry-	on Luggage			2	1		4		1 1	1	
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa	naged/Missing Ite	emsCarry-	on Luggage 1			2	1		4 1 1			1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	naged/Missing Ite 1 1 1	emsCarry- 2	on Luggage 1 1 1		1	2	1		4 1 1			1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	aged/Missing Ite	emsCarry- 2	on Luggage 1 1 1 1 1		1	2	1		4 1 1			1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	aged/Missing Ite	emsCarry- 2	on Luggage 1 1 1 1 1		1	2	1		4 1 1			1	
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/6	aged/Missing Ite 1 1 1 1 // Developmenta Garments/Dressi	emsCarry- 2	on Luggage 1 1 1 1 1 1		1	2	1		4 1 1	3		1	
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/t	aged/Missing Ite 1 1 1 1 // Developmenta Garments/Dressi	emsCarry- 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1	2	1		4 1 1	3		1	
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/0 Property - Special Handling Property - Special Handling - Missing Iter	aged/Missing Ite 1 1 1 1 // Developmenta Garments/Dressi	emsCarry- 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1	2 2	1 1 1	1	4 1 1	3		1	
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/0 Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process	aged/Missing Ite 1 1 1 1 // Developmenta Garments/Dressi	emsCarry- 2	on Luggage 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6	1	2 2	1 1 1	1	4 1 1	3		1	
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/e Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights	aged/Missing Ite 1 1 1 2 b / Developmenta Garments/Dressi	emsCarry 2 I /Ment ngs/Masks	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6	1 1 1	2 2 2	1 1 1 1 1	1 1 1	4 1 1 1	3 3 3	1	1	
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/e Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin	Jaged/Missing Ite 1 1 1 2/Developmenta Garments/Dressi Ins - Checked 6	emsCarry 2 I /Ment ngs/Masks	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1 1 1	2 2 2	1 1 1 1 9	1 1 1	4 1 1 1	3 3 3	1	1	
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/e Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights	Jaged/Missing Ite 1 1 1 2/Developmenta Garments/Dressi Ins - Checked 6	emsCarry 2 I /Ment ngs/Masks	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1 1 1	2 2 2	1 1 1 1 1 9 2	1 1 1	4 1 1 1	3 3 3	1	1	
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/e Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin	Jaged/Missing Ite 1 1 1 Jewelopmenta Garments/Dressi Ins - Checked 6 attion	I /Ment ings/Masks	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2	1 1 1 1 1 9 2	1 1 1	4 1 1 1	3 3 3	1	1	
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/v Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin	Jaged/Missing Ite 1 1 1 Jewelopmenta Garments/Dressi Ins - Checked 6 attion	I /Ment ings/Masks	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2	1 1 1 1 1 9 2 1 1	1 1 1	4 1 1 1	3 3 3	1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/0 Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service	Jaged/Missing Ite 1 1 1 Jewelopmenta Garments/Dressi Ins - Checked 6 attion	I /Ment ings/Masks	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2	1 1 1 1 1 9 2 1 1	1 1 1	4 1 1 1	3 3 3	1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/0 Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others	aged/Missing Ite 1 1 1 2 /Developmenta Garments/Dressi Ins - Checked 6 4 ation - Not Transgend 1	I /Ment ings/Masks	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2	1 1 1 1 9 2 1 1 2 1 1	1 1 1	6 6	3 3 3 7 1	3	1	
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Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/d Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	aged/Missing Ite 1 1 1 1 b/Developmenta Garments/Dressi ns - Checked 6 ation - Not Transgend 1 1	I /Ment ings/Masks	1 1 1 1 1 1 1 1 3 3	1 1 2 2 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2	1 1 1 1 1 9 2 1 1	1 1 1	6 2 2	3 3 3 7 1	3 3	3 3	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/0 Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	aged/Missing Ite 1 1 1 1 Indicate the second of the second	emsCarry 2 I /Ment ngs/Masks 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 2 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2	1 1 1 1 9 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	6 6	3 3 3 7 1	3	3	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/0 Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights - Pacial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Pacial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	aged/Missing Ite 1 1 1 2 /Developmenta Garments/Dressi ns - Checked 6 4 1 1 4 1	I /Ment ings/Masks	1 1 1 1 1 1 1 1 1 3 3 1 1 1 1 1 1 1 1 1	1 1 2 2 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2	1 1 1 1 9 2 1 1 1 1 2 1 1 1 1 1 1 1 1 1	1 1 1	6 6	3 3 3 7 1	1 3	1 1 1 1 1	
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Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/e Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD)	aged/Missing Ite 1 1 1 2/Developmenta Garments/Dressi ns - Checked 6 4 1 1 1 4 1 1 3 1	emsCarry 2 I /Ment ngs/Masks 1	1 1 1 1 1 1 1 1 1 3 3 1 1 1 1 1 1 1 1 1	1 1 2 2 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2	1 1 1 1 9 2 1 1 1 1 2 1 1 1 1 1 1 1 1 1	1 1 1	6 6	3 3 3 7 1	1 3	1 1 1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/e Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	aged/Missing Ite 1 1 1 2 /Developmenta Garments/Dressi ns - Checked 6 4 1 1 4 1 1 3	emsCarry 2 I /Ment ngs/Masks 1	1 1 1 1 1 1 1 1 1 3 3 1 1 1 1 1 1 1 1 1	2 2 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 2 4	1 1 1 1 1 1 9 2 1 1 1	1 1 1 4	6 6	3 3 3 7 1	1 3 1 1	1 1 1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/0 Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights - National Origin Civil Rights - Nacial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	aged/Missing Ite 1 1 1 2 Developmenta Garments/Dressi ns - Checked 6 ation - Not Transgend 1 1 1 4 1 1 3 1 1	emsCarry 2 I /Ment ngs/Masks 1	1 1 1 1 1 1 1 1 1 3 3 1 1 1 1 1 1 1 1 1	1 1 2 2 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 2 2 4	1 1 1 1 9 2 1 1 1 1 2 1 1 1 1 1 1 1 1 1	1 1 1 4	6 6	3 3 3 7 1	1 3	1 1 1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/0 Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling	ation - Not Transgend - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	emsCarry 2 I /Ment ngs/Masks 1	1 1 1 1 1 1 1 1 1 3 3 1 1 1 1 1 1 1 1 1	1 2 2 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 2 4	1 1 1 1 9 2 1 1 1 1 2 1 1 1 1 1 1 1 1 1	1 1 1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 6	3 3 3 7 1	1 3 1 1	1 1 1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/0 Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Iter	ation - Not Transgend - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	emsCarry 2 I /Ment ngs/Masks 1	1 1 1 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1	2 2 1 1 1 1 1	1 1 1 1 1 1 1 1 1 2 2 2 2	2 2 2 4 4	1 1 1 9 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 4 4 3 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	6 6 2 2 2 1	3 3 3 7 1 3 3	1 3 1 1	1 1 1 1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/0 Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling - Missing Iter Screening	aged/Missing Ite 1 1 1 2 /Developmenta Garments/Dressi Ins - Checked 6 4 1 1 1 4 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 4 1 1 4 1 1 4 1 4 1 1 4 1 4 1 1 4 1	emsCarry 2 I /Ment ngs/Masks 1	1 1 1 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 2 4	1 1 1 1 9 2 1 1 1 1 2 1 1 1 1 1 1 1 1 1	1 1 1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 6	3 3 3 7 1	1 3 1 1	1 1 1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/0 Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling - Missing Iter Screening Screening - Crew Member or Airline Emp	aged/Missing Ite 1 1 1 2 /Developmenta Garments/Dressi Ins - Checked 6 4 1 1 1 4 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 4 1 1 4 1 4 1 1 4 1 4 1 1 4	emsCarry 2 I /Ment ngs/Masks 1	1 1 1 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 1 1 1 1	1 1 1 1 1 1 1 1 2 2 2 2 1 1	2 2 2 4 4	1 1 1 9 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 4 4 3 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	6 6 2 2 2 1	3 3 3 7 1 3 3	1 3 1 1	1 1 1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/d Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Screening - Special Handling - Damaged Iter Screening Screening - Crew Member or Airline Emp Screening - Inconsistency	aged/Missing Ite 1 1 1 2 /Developmenta Garments/Dressi Ins - Checked 6 4 1 1 1 4 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 4 1 1 4 1 4 1 1 4 1 4 1 1 4	emsCarry 2 I /Ment ngs/Masks 1	1 1 1 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 2 2 2 2	2 2 2 4 4	1 1 1 1 1 1 2 1 1 1 1	1 1 1 4 4 3 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	6 6 2 2 2 1	3 3 3 7 1 3 3	1 3 1 1	1 1 1 1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/0 Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights - National Origin Civil Rights - Nacial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling Screening - Crew Member or Airline Emp Screening - Crew Member or Airline Emp	aged/Missing Ite 1 1 1 2 /Developmenta Garments/Dressi Ins - Checked 6 4 1 1 1 4 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 1 4 1 4 1 1 4 1 4 1 1 4 1 4 1 1 4	emsCarry 2 I /Ment ngs/Masks 1	1 1 1 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 1 1 1 1	1 1 1 1 1 1 1 1 2 2 2 2 1 1	2 2 2 4 4	1 1 1 9 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 4 4 3 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	6 6 2 2 2 1	3 3 3 7 1 1 3 3	1 3 1 1	1 1 1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/d Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Screening - Special Handling - Damaged Iter Screening Screening - Crew Member or Airline Emp Screening - Inconsistency	ation - Not Transgend - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	emsCarry 2 I /Ment ngs/Masks 1	1 1 1 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 1 1 1 1 1 1	1 1 1 1 1 1 1 1 2 2 2 2 1 1	2 2 2 4 4	1 1 1 1 1 1 2 1 1 1 1	1 1 1 4 4 3 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	6 6 2 2 2 1	3 3 3 7 1 3 3	1 3 1 1	1 1 1 1 1	

			ISA Contac	a Center (CC) Data	1001 - FOIA	١						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DBQ			2	2			2			3	3	3	15
2016												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - General												1	1
2017							2			1	1		4
Mishandling of Passenger Property							2			1	1		4
Mishandling of Passenger Property - Dama	ged/Missing	g ItemsC	hecked Bag	gage						1	1		2
Mishandling of Passenger Property - Disarr	ayed Items	Carry-or	or Checked	d			2						2
2018			2	2						2	1	1	8
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dama	ged/Missing	g ItemsC	hecked Bag	gage						1			1
Patdown			1										1
Patdown - Flyer			1										1
Property - Special Handling										1	1	1	3
Property - Special Handling - Damaged Iter	ms - Checke	ed									1		1
Property - Special Handling - Missing Items	s - Checked									1		1	2
Screening			1	1									2
Screening - Crew Member or Airline Employ	yee			1									1
Screening - Procedures/Process			1										1
2019											1	1	2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dama	ged/Missing	g ItemsC	hecked Bag	gage							1		1
Property - Special Handling												1	1
Property - Special Handling - Missing Items	s - Checked											1	1

Cotomonico	10.0.1			t Center (T	•				•••				
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DCA	162	149	179	167	168	242	219	262	250	224	267	212	2,501
2016				35	39	49	52	57	59	51	72	51	465
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Fly	er							1					1
Civil Rights				1	1	2	2	2	1	3	6	3	21
Civil Rights - National Origin												1	1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimina	ation			1	1	1		1	1	3	4	1	13
Civil Rights - Screening of Religious or Cu	ıltural Garme	ents					1						1
Civil Rights - Sex/Gender/Gender Identity	 Not Transge 	ender						1			1		2
Civil Rights - Sexual Orientation - Not Tra	nsgender						1						1
Civil Rights - Transgender Screening						1					1		2
Customer Service				3	5	6	16	13	22	13	10	10	98
Customer Service - Others						1	3	2	2	3			11
Customer Service - TSO				3	5	5	13	11	20	10	10	10	87
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	ic				1								1
Locks					2	1	6	1	4	5	5	3	27
Locks - Missing or Damaged Lock					2	1	6	1	4	5	5	3	27
Lost and Found					_	1	1			1		2	5
Lost and Found - Airport/TSA						1	1			1		2	5
Mishandling of Passenger Property				19	24	30	19	24	24	19	34	19	212
Mishandling of Passenger Property - Dam	ogod/Missin	a Itomo C	orn, on Lua		5	4	13	6	10	2	4	4	39
		_		13	18		16		11	16	26		
Mishandling of Passenger Property - Dam					18	22	10	15		10	20	14	151
Mishandling of Passenger Property - Dam									1				1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Checker	3	1	4	2	3	2	1	4	1	21
Patdown				2	1	3		3	2	2	4	6	23
Patdown - Flyer					1	3		3	2	2	4	6	21
Patdown - Flyer as Observer				1									1
Patdown - General				1									1
Persons w/ Disabilities (PWD)				2	1	4	1	3		2	3	1	17
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	tal Disability							1			1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medical D		ched to th	ne Body					1					1
Persons w/ Disabilities (PWD) - Medically				1							2		3
Persons w/ Disabilities (PWD) - Metal Imp							1	1		1			3
Persons w/ Disabilities (PWD) - Mobility E		t Wheelch	air or Scoot	er)		1							1
Persons w/ Disabilities (PWD) - Visual Im		· · · · · · · · · · · · · · · · · · ·	idii oi oooot	01)		1							1
Persons w/ Disabilities (PWD) - Wheelcha		Seaway		1	1	2					1	1	6
	iii/ Scoolei/ (Segway		8	4		7	40	0	0	10	7	
Screening Crow March on an Airling Frank						2	7	10	6	6			60
Screening - Crew Member or Airline Empl	oyee			1	1						1	1	4
Screening - Inconsistency							1	1	1	1			4
Screening - Lengthy Lines				2		1	1	1					5
Screening - Procedures/Process				4	2		5	8	4	4	7	5	39
Screening - Retrieving Abandoned/Confis	cated Items			1	1								2
Screening - Security Breach						1			1	1	2		5
Screening - 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
Civil Rights - Hair Patdowns								1					1
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimina	1	1	1		1		1	1	1		2		9
Civil Rights - Sex/Gender/Gender Identity	Not Transge	ender					1					1	2
Customer Service	14	6	15	9	10	11	16	22	16	10	20	14	163
Customer Service - CSM						1							1
Customer Service - Others	2		1			1	1	1		1	2		9
Customer Service - TSO	12	6		9	10	9	15	21	16	9	18	14	153
Human Capital	12	0	1	<u> </u>	10		10	21	10		10		1
Human Capital - Current Employee			1										1
Identification (ID) Requirements		1					1			1			4
Identification (ID) Requirements - Domest	ic	1 1											4
				0	4	A	1	A	4	1	4		
Locks Missing or Demograd Lock	3	4		2	1	4	2	4	1	3	1		31
Locks - 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
Lost and Found - Airport/TSA					2	2	2	1			2		9
Mishandling of Passenger Property	25	18		36	21	21	10	16	14	22	14	19	243
Mishandling of Passenger Property - Dam	3	4	4	7	5	5	1	2	1	1	1	1	35
Mishandling of Passenger Property - Dam	20	13	18	25	11	14	7	13	7	20	12	13	173
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsU	Inspecified I	2	1							1	4
Mishandling of Passenger Property - Disa	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
Patdown - Flyer	2	2		3	4	5	3	4	4	3	2	5	40
Patdown - Flyer as Observer	_										1	1	2
Patdown - General											1		1
Patdown - Non-Flyer								1	1		ļ.		2
Persons w/ Disabilities (PWD)	1	1	6		1	3	5	6	3	2	1	4	33
		1	0		1	1	5	Ū	3		I	4	
Persons w/ Disabilities (PWD) - Breast Ca		ntol /k 4 · · ·	tal Disease and			I							1
Persons w/ Disabilities (PWD) - Cognitive		ııtaı /IVIenî	اااااsability ادا				1						1
Persons w/ Disabilities (PWD) - Diabetes			1										1
Persons w/ Disabilities (PWD) - General			1					1		1			3
Persons w/ Disabilities (PWD) - Hearing I			1					2					3
Persons w/ Disabilities (PWD) - Internal M			1										1
Persons w/ Disabilities (PWD) - Medical D		ached to th	ne Body									1	1
Persons w/ Disabilities (PWD) - Medically		1								1			2
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)						2						2

wine.	10.0-1 11				C) Data Too		04 4		00 1	07 11	00.4	00.0	T-4-1
ories		-Nov 12		1-Jan 0	2-Feb 0	3-Mar	•	5-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Mobility E			2			1	2				1		
Persons w/ Disabilities (PWD) - Ostomy/C		Cooto				1						1	2
Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Visual Im		Casis				I		1					
Persons w/ Disabilities (PWD) - Wheelcha		WOV			1			2	3			1	
Prohibited & Permitted Items	iii/ Scoolei/ Seg	way			1				3	1		- 1	
Prohibited & Permitted Items - Firearm/Ar	nmunition									1			
Property - Special Handling	IIIIdillidoii						6	12	8	11	8	11	5
Property - Special Handling - Damaged Ite	ems - Carry-On						1	2	0	2	1	3	
Property - Special Handling - Damaged Ite							1		2	3	2		1
Property - Special Handling - Missing Item							1	5	1	2		3	1
							4	5			_		
Property - Special Handling - Missing Item	is - Checked						4	5	5	4	5		2
Request for Assistance	1												
Request for Assistance - Other	1	0	40		7	_	4			0	_		
Screening	6	8	12	1	7	5	1	4	5	2	7		(
Screening - Crew Member or Airline Empl	1											1	
Screening - Inconsistency	1	1				1	1	1	1		1	1	
Screening - Lengthy Lines			2							1	1		
Screening - Procedures/Process	4	6	10	1	7	3		3	2	1	4	3	4
Screening - Retrieving Abandoned/Confis	cated Items	1				1							
Screening - Security Breach									2		1		
TSA Contact Information									1				
TSA Contact Information - General									1				
2018	59	52	51	49	39	71	65	67	68	68	65	45	69
Advanced Imaging Technology (AIT)				1									
Advanced Imaging Technology (AIT) - Fly	er			1									
Civil Rights	1				1	1	4	5	4		5	1	2
Civil Rights - Hair Patdowns								1				1	
Civil Rights - National Origin								•	1		2		
Civil Rights - Perceived Religion							1				1		
Civil Rights - Racial Profiling or Discrimina	1				1	1	2	3	2		ı		
Civil Rights - Screening of Religious or Cu					'	'	1	- 3					
Civil Rights - Sex/Gender/Gender Identity		or					1	1			2		
	l Not Transgend	eı						ı	4				
Civil Rights - Transgender Screening	40	00	4.4	40		40	40	00	1	00	00	4.4	
Customer Service	16	23	14	18	8	18	19	23	19	22	22	14	21
Customer Service - Others		4		1		1	2	4					1
Customer Service - TSO	16	19	14	17	8	17	17	19	19	22	22		20
Locks		3	2	2	2	2	2		1	4	5	1	2
Locks - Missing or Damaged Lock		3	2	2	2	2	2		1	4	5	1	2
Lost and Found	4			2		1		2			2	2	1
Lost and Found - Airport/TSA	4			2		1		2			2	2	1
Mishandling of Passenger Property	8	10	5	6	12	13	12	17	6	9	10	13	12
Mishandling of Passenger Property - Dam	3	1			2	1	3	1		1	1		1
Mishandling of Passenger Property - Dam	3	7	5	5	8	9	8	12	4	5	9	12	8
Mishandling of Passenger Property - Disa	2	2		1	2	3	1	4	2	3		1	2
Patdown	8	2	3	3	4	7	3	4	6	4	2	3	4
Patdown - Children								1					
Patdown - Flyer	7	2	2	3	3	7	3	2	6	3	1	3	4
Patdown - Flyer as Observer	1		1		1			1		1			
Patdown - Non-Flyer			- '								1		
Persons w/ Disabilities (PWD)	3	3	5	4	2	3	7	1	10	6	3	2	4
		3	3	1		3	,	ļ	10	0	3		4
Persons w/ Disabilities (PWD) - Autism S									-			4	
Persons w/ Disabilities (PWD) - Cancer (g	jeneral) Not Brea	ast Cancer		1		4			1			1	
Persons w/ Disabilities (PWD) - Diabetes		1				1			2	2	1		
Persons w/ Disabilities (PWD) - General									1	1		1	
Persons w/ Disabilities (PWD) - Hearing I									1				
Persons w/ Disabilities (PWD) - Medically		licatior	2			1			2				
Persons w/ Disabilities (PWD) - Metal Imp			1				1		1				
Persons w/ Disabilities (PWD) - Mobility D				1			2		1				
Persons w/ Disabilities (PWD) - Prosthesi		Casts			1		1			1			
Persons w/ Disabilities (PWD) - Service A	nimals					1							
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/trau	ma)	1										
Persons w/ Disabilities (PWD) - Wheelcha		2	1	1	1		2	1	1	2	2		1
Persons w/ Disabilities (PWD) - Wounded							1		-				
Prohibited & Permitted Items						1							
Prohibited & Permitted Items - Breast Milk	/Baby Formula/I	Breast Pum	מר			1							
Property - Special Handling	14	7	11	9	7	7	5	9	13	15	8	4	10
Property - Special Handling - Damaged Ite		1	2	1	,	2	3	2	3	6	0	7	2
Property - Special Handling - Damaged Ite		1	2	ı		2	1		3	2	2	1	1
				-	-		T						
Property - Special Handling - Missing Item		4	2	5	5			3	2	4	1		3
Description Control House William Control House	7	1	5	3	2	3	1	4	5	3	5	2	4
Property - Special Handling - Missing Item	l .					1	3						
Request for Assistance							2						
Request for Assistance Request for Assistance - Other						1	1						
Request for Assistance Request for Assistance - Other Request for Assistance - Wounded Warrio						17	10	6	9	8	8	5	9
Request for Assistance Request for Assistance - Other Request for Assistance - Wounded Warrio Screening	5	4	11	4	3				J				
Request for Assistance Request for Assistance - Other Request for Assistance - Wounded Warric Screening Screening - Crew Member or Airline Empl	5		11	4	3					1			
Request for Assistance Request for Assistance - Other Request for Assistance - Wounded Warrio Screening	5	4	11	4	1	1	1	2			1		
Request for Assistance Request for Assistance - Other Request for Assistance - Wounded Warric Screening Screening - Crew Member or Airline Empl	5			4			1 3	2	1	1			
Request for Assistance Request for Assistance - Other Request for Assistance - Wounded Warric Screening Screening - Crew Member or Airline Empl Screening - Inconsistency	5 oyee		1	4		1		2		1		1	1
Request for Assistance Request for Assistance - Other Request for Assistance - Wounded Warric Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines	5 oyee 1 4	1	1		1	1 3	3		1	1 2	1	1	1
Request for Assistance Request for Assistance - Other Request for Assistance - Wounded Warrio Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	5 oyee 1 4	1	1 1 8		1	1 3 12	3 4		1	1 2	1	1	6
Request for Assistance Request for Assistance - Other Request for Assistance - Wounded Warrio Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	5 oyee 1 4 cated Items	1 3	1 1 8 1	4	1 2	1 3 12 1	3 4 1 1	4	1 7	1 2 5	1 6	1	6
Request for Assistance Request for Assistance - Other Request for Assistance - Wounded Warrio Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach	5 oyee 1 4	1	1 1 8		1	1 3 12	3 4 1		1 7	1 2	1	1 4 56	67
Request for Assistance Request for Assistance - Other Request for Assistance - Wounded Warrio Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach	5 oyee 1 4 cated Items	1 3	1 1 8 1	4	1 2	1 3 12 1	3 4 1 1	4	1 7	1 2 5	1 6 1 71	1 4	67

ies	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Age						1	1					<u> </u>	
Civil Rights - Constitutional Rights								1					
Civil Rights - National Origin	1					1							
Civil Rights - Perceived Religion											2		
Civil Rights - Racial Profiling or Discrimina	2	1		1	1	1	2	1		1	2	1	
Civil Rights - Sex/Gender/Gender Identity				2		1	1		1				
Civil Rights - Sexual Orientation - Not Tra							'		· ·	1		1	
Civil Rights - Transgender Screening	1						1	1		1		1	
Customer Service	14	13	18	4	8	22	12	22	14	13	19	13	1
Customer Service - Others	14	13	10	4	2	1	12	3	14	13	2	13	-
Customer Service - Others Customer Service - TSO	4.4	12	40	4	6		40	19	4.4	40		12	1
	14	12	18	4	6	21	12	19	14	13	17	12	
Human Capital						1							
Human Capital - Prospective Employment	with ISA					1							
Identification (ID) Requirements											1		
Identification (ID) Requirements - Domest											1		
Locks	2	4	1	2	2	5	1	1	3		4	4	
Locks - Missing or Damaged Lock	2	4	1	2	2	5	1	1	3		4	4	
Lost and Found	1	1	1	1	3	3	1	1	1	2		1	
Lost and Found - Airport/TSA	1	1	1	1	3	3	1	1	1	2		1	
Mishandling of Passenger Property	3	11	12	9	9	11	10	9	15	7	12	18	
Mishandling of Passenger Property - Dam	aged/Missin	a ItemsC	3		1			1	1	2	1	2	
Mishandling of Passenger Property - Dam	1	10	7	9	7	9	7	6	11	4	10	15	
Mishandling of Passenger Property - Disa	2	1	2		1	2	3	2	3	1	1	1	
Patdown	1	5	7	2	2	5	2	3	3	1	1	1	
Patdown - Flyer	1	5	6	1	2	5	2	3	3	1	1	1	
Patdown - Flyer as Observer			1	1		- 3				1	'	- '	
Persons w/ Disabilities (PWD)	4	7	5	4	6	2	5	3	8	9	10	4	
		1	5	4	0		5	3	0	9	10	4	
Persons w/ Disabilities (PWD) - Autism Sp								4	4				
Persons w/ Disabilities (PWD) - Cancer (g			cer				1	1	1				
Persons w/ Disabilities (PWD) - Cognitive		1								1			
Persons w/ Disabilities (PWD) - Diabetes	1	1	1		1		1			4	2		
Persons w/ Disabilities (PWD) - General						1			1	1	1		
Persons w/ Disabilities (PWD) - Hearing I	1												
Persons w/ Disabilities (PWD) - Internal M											1		
Persons w/ Disabilities (PWD) - Medical D	evices - Att	ached to the	Body		1						1		
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	1	3	1	1	1	3		2	3	
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)						1			1			
Persons w/ Disabilities (PWD) - Mobility D	isability (No	t Wheelch	1	2	1				1	2	1		
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts						1			1		
Persons w/ Disabilities (PWD) - Service A		1											
Persons w/ Disabilities (PWD) - Touch Av		1	1									1	
Persons w/ Disabilities (PWD) - Visual Im			1				1						
Persons w/ Disabilities (PWD) - Wheelcha		2	1	1			'		2		1		
Property - Special Handling	9	5	8	2	8	6	7	12	13	7	8	0	
		5	0			0		13			0	8	
Property - Special Handling - Damaged Ite	1	4			1	^	1	2	1	1		1	
Property - Special Handling - Damaged Ite	1	1	2		4	2		3	3	2	3	3	
Property - Special Handling - Missing Item	4	2	2		2	1	1	1	4	2	1	3	
Property - Special Handling - Missing Item	3	2	4	2	1	3	5	7	5	2	4	1	
Request for Assistance		1			1								
Request for Assistance - Other		1			1								
Screening	9	8	4	5	2	12	11	11	11	9	11	4	
Screening - Children						1	1						
Screening - Inconsistency	2				1		1	1	1			2	
Screening - Lengthy Lines	1	1						1	1				
Screening - Procedures/Process	6	6	3	5	1	10	8	9	8	9	10	2	
Screening - Retrieving Abandoned/Confise			1			1	1		1		1		
Screening - Security Breach		1	- '			- '	'		'		1		

TON CONTACT CONTACT (100) Party 1001													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEC			1				1	1 1		1			4
2016							1						1
Screening							1						1
Screening - Procedures/Process							1						1
2017				1						1			2
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimina	tion			1									1
Patdown										1			1
Patdown - Flyer										1			1
2018								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dama	aged/Missin	ng ItemsC	hecked Bag	ggage				1					1

			TSA Contac		•								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DEN	373	321	377	455	426	422	415	475	470	549	487	413	5,183
2016				117	139	119	138	131	80	124	105	105	1,058
Advanced Imaging Technology (AIT)				1					1	1			3
Advanced Imaging Technology (AIT) - Fly	er			1					1	1			3
Civil Rights				3	5	2	4	4		4	4	4	30
Civil Rights - Constitutional Rights												1	1
Civil Rights - General Complaint and Disc	rimination			2	2								4
Civil Rights - Headwear	TITTIII IGUIOTT							1					1
								- '		4			
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion								1				1	2
Civil Rights - Racial Profiling or Discrimina				1	3	2	3	2		2	3	2	18
Civil Rights - Sex/Gender/Gender Identity	 Not Transge 	ender					1				1		2
Civil Rights - Transgender Screening										1			1
Customer Service				17	36	21	13	29	15	21	15	18	185
Customer Service - CSM									1				1
Customer Service - Others				7	14	4	2	8	3	5	1	3	47
Customer Service - TCC				- 1	14	4		0	1	5	- 1	3	
										4.0			1
Customer Service - TSO				10	22	17	11	21	10	16	14	15	136
Identification (ID) Requirements				1				1	1				3
Identification (ID) Requirements - Domest	ic			1									1
Identification (ID) Requirements - ID Matc	hing Ticket a	nd Boardi	ng Pass Issu	ues					1				1
Identification (ID) Requirements - Minors I								1					1
Locks				5	7	3	7	4	6	2	5	3	42
Locks - General							2						2
					7	2		4	0	0		2	
Locks - Missing or Damaged Lock				5		3	5	4	6	2	5	3	40
Lost and Found				2					1	2	1		6
Lost and Found - Airport/TSA				2					1	2	1		6
Mishandling of Passenger Property				52	49	66	66	36	34	66	49	55	473
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	Carry-on Lug	1	7	6	10	4	2	6	8	7	51
Mishandling of Passenger Property - Dam					37	52	48	30	29	49	40		380
Mishandling of Passenger Property - Dam					1	02	-10	00	1	-10	-10	1	3
								0		4.4	4		
Mishandling of Passenger Property - Disa	rrayeu items	Carry-on	TOT CHECKET			8	8	2	2	11	1	1	39
Patdown				3	4	3	6	11	3	4	5		46
Patdown - Flyer				3	4	2	6	10	2	4	3	6	40
Patdown - Flyer as Observer									1		1		2
Patdown - Non-Flyer						1		1			1	1	4
Persons w/ Disabilities (PWD)				5	2	3	8	6	4	9	3	5	45
Persons w/ Disabilities (PWD) - Autism S	nectrum										1		1
Persons w/ Disabilities (PWD) - Breast Ca								1					1
. ,													
Persons w/ Disabilities (PWD) - Cancer (g				1			1						2
Persons w/ Disabilities (PWD) - Cognitive		ntal /Ment	tal Disability	1									1
Persons w/ Disabilities (PWD) - Diabetes						1		3		2		2	8
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/Dre	ssings/Ma	asks						1				1
Persons w/ Disabilities (PWD) - General							1		1	1			3
Persons w/ Disabilities (PWD) - Internal M	ledical Devic	es					2						2
Persons w/ Disabilities (PWD) - Medical D			ne Body			1	1						2
Persons w/ Disabilities (PWD) - Medically				al Supplies		1	- '			1	1		3
		rieulcatioi	i and iviedica	ai Supplies								4	
Persons w/ Disabilities (PWD) - Metal Imp										1		1	2
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	nair or Scoot	1			1			2		1	5
Persons w/ Disabilities (PWD) - Ostomy/C									1				1
Persons w/ Disabilities (PWD) - Respirato	ry and Inhale	r Equipme	ent	1						1			2
Persons w/ Disabilities (PWD) - Service A	nimals								1		1		2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	rauma)		1	1			1		1			4
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway			1		2	1				1	5
Request for Assistance	,	3 · · - ·)					2	1		1			4
Request for Assistance - Other								1		1			4
							2						
Screening				28	36	21	32	39	15	14	23	13	221
Screening - Crew Member or Airline Empl	oyee				1						2		3
Screening - Inconsistency				2	1	1	1	1	5		2	1	14
Screening - Lengthy Lines				18	23	11	25	14	3	1	10	2	107
Screening - Procedures/Process				7	11	7	5	22	6	13	9	9	89
Screening - Retrieving Abandoned/Confis	cated Items			1		2		1					4
Screening - Security Breach	3						1	1	1			1	4
2017	400	^-	407	440	0.4	00				440	440		
	100	97	137	110	94	92	78	96	124	143	110	97	1,278
Advanced Imaging Technology (AIT)									2				2
Advanced Imaging Technology (AIT) - Fly									2				2
Civil Rights	2	2	2	2	3	4	7	4	4	5	4	1	40
Civil Rights - Constitutional Rights									1				1
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin		1						1	1				3
Civil Rights - Perceived Religion									1		1		2
		4	4	4			-			4			
Civil Rights - Racial Profiling or Discrimina		1		1	3	3	5	2	1	4	3		25
Civil Rights - Screening of Religious Cultu		monial Ite	ems	1									1
Civil Rights - Sex/Gender/Gender Identity						1	1			1		1	5
Civil Rights - Sexual Orientation - Not Tra	nsgender		1				1						2
Customer Service	20	18	22	18	20	20	19	19	28	36	31	25	276
Customer Service - Others	2	1			3	3	2	1	4	5	3		30
Customer Service - TSO	18	17		18	17	17	17	18	24	31	28		246
Identification (ID) Requirements	10	17	10	10	17	17	17	10	24	31	20	23	5
Identification (ID) Requirements - Domest			.						1	2			3
Identification (ID) Requirements - ID Matc		nd Boardi	ng Pass Issu	ues					1				1
Identification (ID) Requirements - Minors I	Domestic									1			1
Locks	6	5	6	10	4	4	6	9	2	2	3	1	58
Locks - General				1		1			1				3
Locks - Missing or Damaged Lock	6	5	6	9	4	3	6	9	1	2	3	1	55
g -: 24magea 200m	Ŭ		<u> </u>	<u> </u>	-						0		

			Contact C		•								
Categories	10-Oct 1		2-Dec 0		2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found		1		1		1			2	2		1	8
Lost and Found - Airport/TSA Mishandling of Passenger Property	45	1 52	77	1 56	44	39	10	22	33	39	37	23	477
Mishandling of Passenger Property - Dan		11	4	4	5	5	10	22	4	5	2		51
Mishandling of Passenger Property - Dan		41	64	46	32	32	9	18	27	26	27		373
Mishandling of Passenger Property - Dan			1	-10	OZ.	02		10	21	20	21		1
Mishandling of Passenger Property - Disa	. 0		8	6	7	2	1	4	2	8	8	3	52
Patdown	8	7	12	3	8	10	12	11	4	10	5		97
Patdown - Children								1				1	2
Patdown - Flyer	6	6	11	3	8	9	11	8	3	9	4	6	84
Patdown - Flyer as Observer	1					1	1	2		1	1		7
Patdown - Non-Flyer	1	1	1						1				4
Persons w/ Disabilities (PWD)	3	2	3	3	4	4	5	11	9	6	6	7	63
Persons w/ Disabilities (PWD) - Breast C								4	1	1			2
Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cognitive	٩	al /Mantal F	Nicobility					1			1		2
Persons w/ Disabilities (PWD) - Diabetes		ai /ivieritai L	risability			1	1	2	1	1	1		8
Persons w/ Disabilities (PWD) - Diapers/		sings/Masks	3				'		1	- '	1		2
Persons w/ Disabilities (PWD) - General		3		1	1			1	2		1	1	7
Persons w/ Disabilities (PWD) - Hearing	Impairment				1								1
Persons w/ Disabilities (PWD) - Medical		ned to the E	lody					1					1
Persons w/ Disabilities (PWD) - Medically	y Necessary Me	dication an	d Medical S	Supplies	1		1	2				1	5
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)								1				1
Persons w/ Disabilities (PWD) - Mobility		1		1		1		3		2			8
Persons w/ Disabilities (PWD) - Ostomy/						1							1
Persons w/ Disabilities (PWD) - Prosthes		d Casts			1								1
Persons w/ Disabilities (PWD) - Service												3	3
Persons w/ Disabilities (PWD) - Touch A		1	4				1			1			3
Persons w/ Disabilities (PWD) - Visual In		anno.	2	1		1	2	1	1	1		2	2
Persons w/ Disabilities (PWD) - Wheelch Persons w/ Disabilities (PWD) - Wounde		gway	2	1		1	2	1	1	1	2	2	13
Prohibited & Permitted Items	9 1	1	1						5	1		1	9
Prohibited & Permitted Items - Alcohol ar	I nd Tobacco		'						J	1			1
Prohibited & Permitted Items - Breast Mil		/Breast Pui	mp						2	- '			2
Prohibited & Permitted Items - Firearm/A			1										1
Prohibited & Permitted Items - Food/Beve	erages	1										1	2
Prohibited & Permitted Items - General									1				1
Prohibited & Permitted Items - Knives/To	ols/Razors/Shar	p Objects							1				1
Prohibited & Permitted Items - Remains									1				1
Property - Special Handling							12	12	18	20	13		89
Property - Special Handling - Damaged II							1	1			2		5
Property - Special Handling - Damaged It							5	1	5 2	6	5		30
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter							2	8	11	11	3		12 42
Request for Assistance	lis - Checked						4	0	1	1	1	1	42
Request for Assistance - Other									1	1	1		3
Request for Assistance - Wounded Warri	or (MSIJSOC)											1	1
Screening	16	9	13	17	11	10	7	8	14	18	10	16	149
Screening - Crew Member or Airline Emp	loyee										1		1
Screening - Inconsistency		1	2	1		1			3	2		1	11
Screening - Lengthy Lines	2	1	2		1		1	1	6	4	2		22
Screening - Procedures/Process	13	5	7	16	10	9	6	7	3	10	6		104
Screening - Retrieving Abandoned/Confis	1	1	1						1	2	1	1	8
Screening - Security Breach		1	1						1				3
TSA Contact Information TSA Contact Information - General			1										1
2018	137	136	125	153	104	112	108	141	126	159	146	97	1,544
Advanced Imaging Technology (AIT)	137	130	125	100	104	112	100	141	120	109	140	9/	1,544
Advanced Imaging Technology (AIT) - Fly	ver						'	1					1
Advanced Imaging Technology (AIT) - Fly							1						1
Civil Rights	3	2	7	4	4	1	2	3	1	6	2	4	39
Civil Rights - Age					1			1	1				3
Civil Rights - Constitutional Rights												1	2
			1							1			3
Civil Rights - Hair Patdowns			1			1		1		- 1			
Civil Rights - Perceived Religion			1			1		1		1			2
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin		2		2	3	1	2			1	2		23
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity			1	2 2	3	1	2	1		1	2	1	23 5
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	/- Not Transgen	der	1 5	2				1		1 3 1		1 1	23 5 1
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service	/- Not Transgen	der 31	1 5	35	27	29	31	1 32	32	1 3 1	27	1 1 25	23 5 1 378
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others	7- Not Transgen 33 5	31 4	1 5 31 4	2 35 7	27 4	29 9	31 10	1 32 7	11	1 3 1 45 14	27 10	1 1 25 9	23 5 1 378 94
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	/- Not Transgen	der 31	1 5	35	27	29	31	1 32	11 21	1 3 1	27	1 1 25 9	23 5 1 378 94 284
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	Not Transgen 33 5 28	31 4	1 5 31 4	2 35 7	27 4	29 9	31 10	1 32 7	11	1 3 1 45 14	27 10	1 1 25 9	23 5 1 378 94
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	Not Transgen 33 5 28	31 4	1 5 31 4	2 35 7	27 4	29 9	31 10	1 32 7	11 21 1	1 3 1 45 14	27 10	1 1 25 9 16	23 5 1 378 94 284
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Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	7 Not Transgen 33 5 28 tic 7 1 6 2	31 4 27	1 5 31 4 27	2 35 7 28 4 4	27 4 23 4 4 3	29 9 20	31 10 21 2 1 1	1 32 7 25	11 21 1 1 8 1 7	1 3 1 45 14 31	27 10 17 6 6	1 1 25 9 16	23 5 1 378 94 284 1 1 53 4
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Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	7- Not Transgen 33 5 28 tic 7 1 6 2 2 31	31 4 27 5 5	1 5 31 4 27 4 1 3	2 35 7 28 4 4 2 2 39	27 4 23 4 4 3 3 3 23	29 9 20 3 3	31 10 21 2 1 1 1 2 2 14	1 32 7 25 4 4	11 21 1 1 8 1 7	1 3 1 45 14 31 2 2 2 3 3 3 29	27 10 17 6 6 3 3 3 33	1 1 25 9 16 4 4	23 5 1 378 94 284 1 53 4 49 16 16 306
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	7- Not Transgen 33 5 28 tic 7 1 6 2 2 31 1 3	31 4 27 5 5	1 5 31 4 27 4 1 3 3 24 2	2 35 7 28 4 4 2 2 2 39 2	27 4 23 4 4 4 3 3 3 23 3	29 9 20 3 3	31 10 21 2 1 1 2 2 14 1	1 32 7 25 4 4 4	11 21 1 1 8 1 7 1 1 1 18	1 3 1 45 14 31 2 2 2 3 3 3 29	27 10 17 6 6 3 3 3 3 3	1 1 25 9 16 4 4	23 5 1 378 94 284 1 1 53 4 49 16 16 306
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	7- Not Transgen 33 5 28 ttic 7 1 6 2 2 31 1 3 1 22	31 4 27 5 5 5 29 4 20	1 5 31 4 27 4 1 3	2 35 7 28 4 4 2 2 39	27 4 23 4 4 4 3 3 3 23 3 18	29 9 20 3 3	31 10 21 2 1 1 1 2 2 14	1 32 7 25 4 4	11 21 1 1 8 1 7 1 1 18	1 3 1 45 14 31 2 2 2 3 3 29 2 25	27 10 17 6 6 3 3 3 3 3 4 22	1 1 25 9 16 4 4	23 5 1 378 94 284 1 1 53 4 49 16 306 27 230
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Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan	7 Not Transgen 33 5 28 tic 7 1 6 2 2 31 1 3 1 2 1 1 3 1 2 1 1 5	31 4 27 5 5 29 4 20 1	1 5 31 4 27 27 4 1 3 3 24 2 18 4	2 35 7 28 4 4 2 2 39 2 36	27 4 23 4 4 3 3 23 3 18 1	29 9 20 3 3 25 2 17	31 10 21 2 1 1 2 2 14 1 9	1 32 7 25 4 4 4 22 3 15	11 21 1 1 8 1 7 1 1 18 18	1 3 1 45 14 31 2 2 2 3 3 3 29 2 2 5 1	27 10 17 6 6 3 3 3 3 3 4 4 22 1 1 6	1 1 25 9 16 4 4 19 11 14	23 5 1 378 94 284 1 1 53 4 49 16 16 306 27 230 6 43
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Poststant Prigres Column 1) Data Too	- FUIA							
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Policion (Server)			7		4			5		11	7		5	83
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Request for Assistance - Wonded Warrier (MSLSOC)	Property - Special Handling - Missing Iten	11	3	14	10	4	6	10	9	4	12	9	5	97
Request for Assistance - Other 1	Request for Assistance	1			2	2								5
Request for Assistance - Wounded Warn'or (MSUSCO) 1	Request for Assistance - Other	1			2	1								4
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Advanced imaging Technology (AIT) - Flyer														
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Civil Rights - Sex/Gender/Cender Identity 3 2 5 1 2 3 1 1 4 1 2	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns	er 9 1 1 1	5		4	5	1 1		4		6	2 2 3	4	3 3 56 2 3 2
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Customer Service - Others	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	9 1 1 3 Iral and Ceremo	5 1 2 mial Items	6	4 1 2	5 1 2	1 1 5	1 1	1 2	2	6	2 2 3 1	2	3 3 56 2 3 2 20 1 23
Customer Service - TSO	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Screening of Religious Cultu. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening	yer 9 1 1 3 3 ural and Ceremon 3 nsgender 1	5 1 2 nial Items 2	6 1 5	2	5 1 2 2	1 1 5	1 1	1 2	1	2 4	2 2 3 1	2 1	3 3 56 2 3 2 20 1 23
Identification (ID) Requirements	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Screening of Religious Cultu. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service	9 1 1 3 ural and Ceremo 3 nsgender 1 30	5 1 2 mial Items 2	6 1 5	2	5 1 2 2	1 1 5 1 3 1 18	1 1 1 17	1 2 23	1 1 39	6 2 4	2 2 3 1 1 2 2 3 3 3 0	2 1 1 25	3 3 56 2 3 2 20 1 23 1 4
Identification (ID) Requirements - Domestic	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Screening of Religious Cultu. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others	9 1 1 1 3 3 3 3 1 1 3 3 4 3 3 4 3 3 4 3 4	5 1 2 mial Items 2	6 1 5 33 1	2 1	5 1 2 2 18	1 1 5 1 3 1 18 1	1 1 1 17 1	4 1 2 1 23 2	1 1 39 12	6 2 4 26 7	2 2 3 1 1 2 30 4	2 1 1 25 2	3 3 56 2 3 2 20 1 23 1 4 289
Locks - General	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Screening of Religious Cultu. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	9 1 1 1 3 3 3 3 1 1 3 3 4 3 3 4 3 3 4 3 4	5 1 2 mial Items 2	6 1 5 33 1	2 1	5 1 2 2 18	1 1 5 1 3 1 18 1	1 1 1 17 1 16	4 1 2 1 23 2	1 1 39 12	6 2 4 26 7	2 2 3 1 2 2 30 4 26	2 1 1 25 2	3 3 56 2 3 2 20 1 1 23 1 4 289 40
Locks - General Locks - Missing or Damaged Lock 5 7 3 3 5 3 2 4 5 5 4 3 4 4 5 5 4 3 4 4 5 5 5 4 3 4 5 5 5 4 3 4 5 5 5 4 3 4 5 5 5 4 3 4 5 5 5 4 3 5 5 5 5 5 5 5 5 5	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	9 1 1 3 3 aral and Ceremo 3 nsgender 1 30 7 23	5 1 2 mial Items 2	6 1 5 33 1	2 1	5 1 2 2 18	1 1 5 1 3 1 18 1	1 1 1 17 1 16 1	4 1 2 1 23 2	1 1 39 12	6 2 4 26 7	2 2 3 1 2 30 4 26 2	2 1 1 25 2	3 3 56 2 2 2 20 1 23 1 4 289 40 249
Locks - Missing or Damaged Lock	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest	9 1 1 3 3 aral and Ceremo 3 ansgender 1 30 7 23	5 1 2 nial Items 2 18 3 15	6 1 5 33 1 32	4 1 2 1 12	5 1 2 2 18	1 1 5 1 3 1 18 1 17	1 1 1 17 1 16 1	4 1 2 1 23 2 21	1 1 39 12 27	2 4 26 7 19	2 2 3 1 2 30 4 26 2 2	2 1 1 25 2 23	3 3 56 2 2 2 2 2 2 2 2 2 3 1 4 4 289 40 249 3 3
Lost and Found	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Paccived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sereening of Religious Cultu. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	9 1 1 3 3 aral and Ceremo 3 ansgender 1 30 7 23	5 1 2 nial Items 2 18 3 15	6 1 5 33 1 32	4 1 2 1 12	5 1 2 2 18	1 1 5 1 3 1 18 1 17	1 1 1 17 1 16 1	4 1 2 1 23 2 21	1 1 39 12 27	2 4 26 7 19	2 2 3 1 2 30 4 26 2 2	2 1 1 25 2 23	3 3 56 2 2 2 20 1 23 1 4 289 40 249
Lost and Found - Airport/TSA	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General	9 1 1 3 3 aral and Ceremo 3 nsgender 1 30 7 23	5 1 2 nial Items 2 18 3 15	6 1 5 33 1 32	4 1 2 1 12 12	5 1 2 2 18 18	1 1 5 1 3 1 18 1 17	1 1 1 17 1 16 1 1 2	4 1 2 1 23 2 21	1 1 1 39 12 27	2 4 26 7 19	2 2 3 1 2 30 4 26 2 2 4	2 1 1 25 2 23	3 3 56 2 3 2 20 1 23 1 4 289 40 249 3 3 3 50
Mishandling of Passenger Property 25 12 17 17 22 14 19 20 19 24 22 18 22 Mishandling of Passenger Property - Dam 1 1 1 1 1 1 3 1.1 Mishandling of Passenger Property - Dam 24 11 14 16 18 9 13 18 15 15 17 11 18 Mishandling of Passenger Property - Dam 24 11 14 16 18 9 13 18 15 15 17 11 18 Mishandling of Passenger Property - Dam 24 11 14 16 4 4 4 5 4 4 3 Patdown - General 1	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Screening of Religious Cultu. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock	9 1 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	5 1 2 nial Items 2 18 3 15	6 1 5 33 1 32	4 1 2 1 12 12	5 1 2 2 18 18	1 1 5 1 3 1 18 1 17	1 1 1 17 1 16 1 1 2	4 1 2 1 23 2 21	1 1 1 39 12 27	2 4 26 7 19	2 2 3 1 2 30 4 26 2 2 4	2 1 1 25 2 23	3 3 56 2 2 20 1 23 1 4 289 40 249 3 3 5 5 0
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Mishandling of Passenger Property - Disarrayed Item 1 2 3 5 6 2 4 5 4 4 3 Patdown 8 4 7 1 6 4 4 9 7 10 6 7 Patdown - Children 1 1 1 1	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sereening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	9 1 1 1 3 3 aral and Ceremo 3 nsgender 1 2 3 aral cic 5 5 1 1 1 2 5	1 2 2 2 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1	6 1 5 33 1 32 3 3	12 12 13 3 3	5 1 2 2 18 18 5 5	1 1 5 1 3 1 18 1 17 3 3 3 1	1 1 1 17 1 16 1 1 2	4 1 2 1 23 2 21 4	1 1 39 12 27 5	6 2 4 26 7 19 5 5	2 2 3 1 2 30 4 26 2 2 4	2 1 1 25 2 23 4 1 3 1 1 1 18	3 3 56 2 2 20 1 1 23 1 4 289 40 249 3 3 50 1 1 4 3 229 229 20 3 3 4 4 4 3 5 6 7 8 7 8 7 8 7 8 7 8 8 7 8 8 7 8 8 7 8 8 7 8 8 8 8 7 8
Patdown - Children	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property	9 1 1 3 3 aral and Ceremo 3 ansgender 1 30 7 23 bic 5 1 1 25	5 1 2 nial Items 2 18 3 15 7 7	6 1 5 33 1 32 3 3	12 12 13 3 3 17	5 1 2 2 18 18 5 5	1 1 5 1 3 1 18 1 17 3 3 3 1 1 14	1 1 1 17 1 16 1 1 2 2	4 1 2 1 23 2 21 4 4	1 1 1 39 12 27 5 5	6 2 4 26 7 19 5 5	2 2 3 1 2 30 4 26 2 2 4 4	4 1 1 25 2 23 4 1 1 1 1 18 3	3 3 56 2 2 20 1 1 23 1 4 289 40 249 3 3 50 1 1 4 3 229 229 20 20 20 20 20 20 20 20 20 20 20 20 20
Patdown - Children	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sexuening of Religious Cultu. Civil Rights - Sexuel Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	9 1 1 1 3 3 3 4 3 4 3 4 4 4 4 4 4 4 4 4 4	5 1 2 2 2 18 3 15 7 7 12	6 1 5 33 1 32 3 3 1 7 1 1	12 12 13 3 3 17	5 1 2 2 18 18 5 5	1 1 5 1 3 1 18 1 17 3 3 1 1 14	1 1 1 17 1 16 1 1 2 2	4 1 2 1 23 2 21 4 4 20	2 1 1 1 39 12 27 5 5	2 4 26 7 19 5 5	2 2 3 1 2 30 4 26 2 2 4 4	4 1 25 2 23 4 1 3 1 1 18 3 11	3 3 56 2 2 20 1 23 1 4 289 40 249 3 3 50 1 1 49 23 21 21 21 21 21 21 21 21 21 21 21 21 21
Patdown - Flyer 7	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sexeening of Religious Cultu. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	9 1 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	1 2 2 11 1 1	33 1 32 3 3 17 17 1 14 2	12 12 12 3 3 17 16	5 1 2 2 18 18 5 5 5 22 1 18 3	1 1 5 1 3 1 18 1 17 3 3 1 1 14 9 5	1 1 1 17 1 16 1 1 2 2	4 1 2 1 23 2 21 4 4 4 20	1 1 1 39 12 27 5 5 5 19	2 4 26 7 19 5 5 5	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4	4 1 25 2 23 4 1 3 1 1 1 18 3 11	3 3 56 2 2 20 1 1 23 1 4 289 40 249 3 3 5 5 0 1 1 49 229 229 11 23 3 3 3 2 2 20 1 4 20 20 20 20 20 20 20 20 20 20 20 20 20
Patdown - Flyer as Observer	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sevil Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	9 1 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	1 2 2 11 1 1	6 1 5 33 1 32 3 3 17 1 14 2 7	12 12 12 3 3 17 16	5 1 2 2 18 18 5 5 5 22 1 18 3	1 1 5 1 3 1 18 1 17 3 3 1 1 14	1 1 1 17 1 16 1 1 2 2	4 1 2 1 23 2 21 4 4 4 20	1 1 1 39 12 27 5 5 5 19	2 4 26 7 19 5 5 5	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4	4 1 25 2 23 4 1 3 1 1 1 18 3 11	3 3 3 56 2 2 20 1 1 23 1 4 289 40 249 3 3 3 5 0 1 1 49 229 121 121 121 121 121 121 121 121 12
Patdown - General 1	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sevil Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	9 1 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	1 2 2 11 1 1	33 1 32 3 3 17 1 14 2 7	12 12 12 3 3 17 16	5 1 2 2 18 18 5 5 5 22 1 18 3	1 1 5 1 3 1 18 1 17 3 3 1 1 14	1 1 1 17 1 16 1 1 2 2	4 1 2 1 23 2 21 4 4 4 20	1 1 1 39 12 27 5 5 5 19	2 4 26 7 19 5 5 5	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4	4 1 25 2 23 4 1 3 1 1 1 18 3 11	3 3 56 2 2 20 1 23 1 4 289 40 249 3 3 50 1 1 4 9 9 1 1 9 1 1 1 1 1 1 1 1 1 1 1 1
Patdown - Non-Flyer	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Screening of Religious Cultu. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children	9 1 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	1 2 18 3 15 7 7 12 11 1 4	33 1 32 3 3 17 1 14 2 7	12 12 12 3 3 3 17 16	5 1 2 2 18 18 5 5 5 22 1 18 3 6	1 1 5 1 3 1 18 1 17 3 3 1 1 14 9 5 4	1 1 1 17 1 16 1 1 2 2 2 19	4 1 2 1 23 2 21 4 4 20 18 2 4	1 1 39 12 27 5 5 19 15 4 9	2 4 26 7 19 5 5 5 24 4 4 15 5 7	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4 10	2 1 1 25 2 23 4 1 1 3 1 1 1 18 3 1 1 4 6	3 3 3 56 2 2 20 1 1 23 1 4 289 40 249 3 3 3 5 0 1 1 49 229 121 121 121 121 121 121 121 121 12
Patdown - Non-Flyer	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexel Profiling or Discrimin. Civil Rights - Screening of Religious Cultu. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer	9 1 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	1 2 18 3 15 7 7 12 11 1 4	33 1 32 3 3 17 1 14 2 7	12 12 12 3 3 3 17 16	5 1 2 2 18 18 5 5 5 22 1 18 3 6	1 1 5 1 3 1 18 1 17 3 3 1 1 14 9 5 4	1 1 1 17 1 16 1 1 2 2 2 19	4 1 2 1 23 2 21 4 4 20 18 2 4	1 1 39 12 27 5 5 19 15 4 9	2 4 26 7 19 5 5 5 24 4 4 15 5 7	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4 10	2 1 1 25 2 23 4 1 1 3 1 1 1 18 3 1 1 4 6	3 3 56 2 2 20 1 23 1 4 289 40 249 3 3 50 1 1 4 9 9 1 1 9 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD)	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexelal Profiling or Discrimin. Civil Rights - Sereening of Religious Cultu. Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer	9 1 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	1 2 18 3 15 7 7 12 11 1 4	33 1 32 3 3 17 1 14 2 7	12 12 12 3 3 3 17 16	5 1 2 2 18 18 5 5 5 22 1 18 3 6	1 1 5 1 3 1 18 1 17 3 3 3 1 1 14 9 5 4	1 1 1 17 1 16 1 1 2 2 2 19	4 1 2 1 23 2 21 4 4 20 18 2 4	1 1 39 12 27 5 5 19 15 4 9	2 4 26 7 19 5 5 5 24 4 4 15 5 7	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4 10	2 1 1 25 2 23 4 1 1 3 1 1 1 18 3 1 1 4 6	3 3 3 56 2 2 20 1 1 23 1 4 289 40 249 3 3 50 1 1 4 9 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Persons w/ Disabilities (PWD) - Autism Spectrum	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sevening of Religious Cultu. Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - General	er 9 1 1 1 3 3 aral and Ceremo 1 3 nsgender 1 30 7 23 icic 5 1 1 25 1 1 25 1 1 24 arrayed Item 8	1 2 18 3 15 7 7 12 11 1 4	33 1 32 3 3 17 1 14 2 7	12 12 12 3 3 3 17 16	5 1 2 2 18 18 5 5 5 22 1 18 3 6	1 1 5 1 3 1 18 1 17 3 3 3 1 1 14 9 5 4	1 1 1 17 1 16 1 1 2 2 2 19	4 1 2 1 23 2 21 4 4 20 18 2 4	1 1 1 39 12 27 5 5 19 15 4 9	2 4 26 7 19 5 5 5 24 4 4 15 5 7	2 2 3 1 2 30 4 26 2 2 4 4 2 1 17 4 10	2 1 1 25 2 23 4 1 1 3 1 1 1 18 3 1 1 4 6	3 3 3 566 2 2 20 11 23 1 4 4 289 40 0 249 3 3 3 50 1 1 49 3 3 3 229 12 181 36 70 2 62 2 2
Persons w/ Disabilities (PWD) - Breast Cancer	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - General Patdown - Non-Flyer	er 9 1 1 1 3 3 3 ural and Ceremo 3 nsgender 1 30 7 23 iic 5 1 1 1 25 1 1 24 urrayed Item 8	1 2 18 3 15 7 7 12 11 1 4 4 4	33 1 32 3 3 17 1 14 2 7	12 12 12 13 3 3 17 16 1 1	5 1 2 2 18 18 5 5 5 22 1 18 3 6 5 1	1 1 5 1 3 1 18 1 17 3 3 1 1 14 9 5 4 3	1 1 1 17 1 16 1 1 1 2 2 19 13 6 4	4 1 2 1 23 2 21 4 4 4 20 18 2 4 1 3	1 1 1 39 12 27 5 5 5 19 15 4 9 8	2 4 26 7 19 5 5 5 24 4 15 5 7	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4 10	4 2 1 1 25 2 23 4 1 3 1 1 1 8 3 11 4 6	3 3 3 566 2 2 20 1 1 23 3 4 4 289 40 249 3 3 3 50 1 1 49 3 3 3 229 12 181 36 70 2 6 2 2 1 1
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sexening of Religious Cultu. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	er 9 1 1 1 3 3 3 ural and Ceremo 3 nsgender 1 30 7 23 iic 5 5 1 1 25 1 1 25 1 1 24 urrayed Item 8 7	1 2 18 3 15 7 7 12 11 1 4 4 4	33 1 32 3 3 17 1 14 2 7	12 12 12 13 3 3 17 16 1 1	5 1 2 2 18 18 5 5 5 22 1 18 3 6 5 1	1 1 5 1 3 1 18 1 17 3 3 1 1 14 9 5 4 3	1 1 1 17 1 16 1 1 1 2 2 19 13 6 4	4 1 2 1 23 2 21 4 4 4 20 18 2 4 1 3	1 1 1 39 12 27 5 5 5 19 15 4 9 8	2 4 26 7 19 5 5 5 24 4 15 5 7	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4 10	4 1 25 2 23 4 1 1 1 1 8 3 1 1 4 6 6	3 3 3 566 2 2 3 3 3 2 2 200 1 1 233 1 4 4 289 40 249 3 3 3 3 229 12 181 36 70 2 2 62 2 1 1 3
Persons w/ Disabilities (PWD) - Cognitive / Developmental / Mental Disability 1 1 Persons w/ Disabilities (PWD) - Diabetes 2 1 1 1 1 2 Persons w/ Disabilities (PWD) - General 2 1 3 1 1 Persons w/ Disabilities (PWD) - Internal Medical Devices 1 1 1 1 Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body 1 1 1 1 Persons w/ Disabilities (PWD) - Medically 1 1 2 1 2	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Screening of Religious Cultu. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Ron-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	9	1 2 18 3 15 7 7 12 11 1 4 4 4	3 3 1 32 3 3 17 1 14 2 7 1 6	12 12 12 13 3 3 17 16 1 1	5 1 2 2 18 18 5 5 5 22 1 18 3 6 5 1	1 1 5 1 3 1 18 1 17 3 3 1 1 14 9 5 4 3	1 1 1 17 1 16 1 1 1 2 2 19 13 6 4	4 1 2 1 23 2 21 4 4 20 18 2 4 1 3	1 1 1 39 12 27 5 5 5 19 15 4 9 8	2 4 26 7 19 5 5 5 24 4 15 5 7	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4 10 8 1	4 2 1 1 25 2 23 4 1 1 1 1 8 3 1 1 4 6 6	3 3 3 56 2 2 20 1 1 23 1 4 4 289 40 249 3 3 3 5 5 1 1 4 9 9 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2
Persons w/ Disabilities (PWD) - Diabetes 2	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexeloner/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca	9 1 1 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	1 2 2 2 1 1 1 1 1 4 4 4 8 8	33 1 32 3 3 3 17 1 14 2 7 1 6	12 12 12 13 3 3 17 16 1 1	5 1 2 2 18 18 5 5 5 22 1 18 3 6 5 1	1 1 5 1 3 1 18 1 17 3 3 1 1 14 9 5 4 3	1 1 1 17 1 16 1 1 2 2 19 13 6 4	4 1 2 1 23 2 21 4 4 20 18 2 4 1 3	1 1 1 39 12 27 5 5 5 19 15 4 9 8	2 4 26 7 19 5 5 5 24 4 15 5 7	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4 10 8 1	4 2 1 1 25 2 23 4 1 1 1 1 8 3 1 1 4 6 6	3 3 3 56 2 2 20 1 1 23 1 4 289 40 249 3 3 3 5 0 1 1 49 229 12 12 13 14 14 14 14 15 16 16 16 16 17 17 17 17 17 17 17 17 17 17 17 17 17
Persons w/ Disabilities (PWD) - General 2 1 3 1 Persons w/ Disabilities (PWD) - Internal Medical Devices 1 1 1 Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body 1 1 1 Persons w/ Disabilities (PWD) - Medically 1 1 2	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (6	9	5 1 2 nial Items 2 18 3 15 7 7 12 11 1 4 4 8 east Cancer	3 3 1 32 3 3 17 1 14 2 7 1 6	12 12 12 13 3 3 17 16 1 1	5 1 2 2 18 18 5 5 5 22 1 18 3 6 5 1	1 1 5 1 3 1 18 1 17 3 3 1 1 14 9 5 4 3	1 1 1 17 1 16 1 1 2 2 19 13 6 4	4 1 2 1 23 2 21 4 4 20 18 2 4 1 3	1 1 39 12 27 5 5 5 19 15 4 9 8	6 2 4 26 7 19 5 5 7 7 8 1	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4 10 8 1	4 2 1 1 25 2 23 4 1 1 1 1 8 3 1 1 4 6 6	3 3 3 56 2 2 20 1 1 23 3 4 4 289 40 249 3 3 50 1 1 49 3 3 6 70 0 2 2 1 1 3 3 9 3 9 3 1 5 1 5 1
Persons w/ Disabilities (PWD) - Internal Medical Devices 1 1 1 Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body 1 1 1 Persons w/ Disabilities (PWD) - Medically 1 1 2	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sevening of Religious Cultu. Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property -	9 1 1 1 3 3 3 Iral and Ceremo 3 3 Insgender 1 30 7 23 Iral and Ceremo 1 1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 1 2 nial Items 2 18 3 15 7 7 12 11 1 4 4 8 east Cancer	3 3 1 32 3 3 17 1 14 2 7 1 6	4 1 2 1 12 12 3 3 17 1 16 1	5 1 2 2 18 18 18 5 5 22 1 18 3 6 5 1	1 1 5 1 3 1 18 1 17 3 3 1 1 14 9 5 4 3	1 1 1 17 1 16 1 1 2 2 19 13 6 4	4 1 2 1 23 2 21 4 4 20 18 2 4 1 3	1 1 1 39 12 27 5 5 5 19 15 4 9 8	6 2 4 26 7 19 5 5 7 7 8 1	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4 10 8 1	4 2 1 1 25 2 23 4 1 1 1 1 8 3 1 1 4 6 6	3 3 3 56 2 2 20 1 1 23 1 4 289 40 249 3 3 5 0 1 1 4 9 3 3 5 2 2 2 9 1 1 1 1 1 1 1 2 1 2 1 2 1 2 1 2
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body 1 1 1 Persons w/ Disabilities (PWD) - Medically 1 1 2	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sexening of Religious Cultu. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mis	9 1 1 1 3 3 3 Iral and Ceremo 3 3 Insgender 1 30 7 23 Iral and Ceremo 1 1 20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 1 2 nial Items 2 18 3 15 7 7 12 11 1 4 4 8 east Cancer	6 1 5 33 1 32 3 3 17 1 14 2 7 1 6 9 1 isability	1 1 2 1 2 1 2 1 3 3 3 1 7 1 1 6 1 1 7 7 1 1 1 1 1 1 1 1 1 1 1	5 1 2 2 18 18 18 5 5 22 1 18 3 6 5 1	1 1 5 1 3 1 18 1 17 3 3 1 1 14 9 5 4 3 1	1 1 1 17 1 16 1 1 2 2 19 13 6 4	4 1 2 1 23 2 21 4 4 20 18 2 4 1 3	1 1 1 39 12 27 5 5 5 19 15 4 9 8	6 2 4 26 7 19 5 5 7 7 8 1	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4 10 8 1	4 2 1 1 25 2 23 4 1 1 1 1 8 3 1 1 4 6 6	3 3 3 56 2 2 20 1 1 23 3 4 289 40 249 3 3 3 5 5 1 1 4 9 229 12 181 36 70 2 6 2 181 181 181 181 181 181 181 181 181 1
Persons w/ Disabilities (PWD) - Medically 1 1 1 2	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sevening of Religious Cultu. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - General Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (G Persons w/ Disabilities (PWD) - Cancer (G Persons w/ Disabilities (PWD) - Concer (G	1	1 2 2 1 1 1 1 1 4 4 4 8 8 east Cancer al /Mental D	6 1 5 33 1 32 3 3 17 1 14 2 7 1 6 9 1 isability	1 1 2 1 2 1 2 1 3 3 3 1 7 1 1 6 1 1 7 7 1 1 1 1 1 1 1 1 1 1 1	5 1 2 2 18 18 18 5 5 22 1 18 3 6 5 1	1 1 5 1 3 1 18 1 17 3 3 1 1 14 9 5 4 3 1	1 1 1 17 1 16 1 1 1 2 2 19 13 6 4	4 1 2 1 23 2 21 4 4 20 18 2 4 1 3	1 1 1 39 12 27 5 5 5 19 15 4 9 8	2 4 26 7 19 5 5 5 7 7 7	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4 10 8 1	4 2 1 1 25 2 23 4 1 1 1 1 8 3 1 1 4 6 6	3 3 3 56 2 2 20 1 1 23 3 4 289 40 249 3 3 3 5 0 1 1 49 229 12 18 13 6 6 6 6 6 7 6 7 6 7 7 7 8 7 8 7 8 7 8 7
	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin. Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer a Observer Patdown - Ron-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (c Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Cancer (c Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal N	9	1 2 18 3 15 7 7 12 11 4 4 8 8 east Cancer al /Mental D	6 1 5 33 1 32 3 3 17 14 2 7 1 6 9 1 isability 2	1 1 2 1 2 1 2 1 3 3 3 1 7 1 1 6 1 1 7 7 1 1 1 1 1 1 1 1 1 1 1	5 1 2 2 18 18 18 5 5 22 1 18 3 6 5 1	1 1 5 1 3 1 18 1 17 3 3 1 1 14 9 5 4 3 1	1 1 1 17 1 16 1 1 1 2 2 19 13 6 4	4 1 2 1 23 2 21 4 4 20 18 2 4 1 3	1 1 1 39 12 27 5 5 5 19 15 4 9 8	2 4 26 7 19 5 5 5 7 7 7	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4 10 8 1	4 2 1 125 2 23 4 1 18 3 11 4 6 6	3 3 3 56 2 2 20 1 23 1 4 4 289 40 249 3 3 3 3 229 12 181 36 70 2 62 2 1 3 3 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin. Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sereening of Religious Cultt. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Deneral Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Ocognitive Persons w/ Disabilities (PWD) - Internal M	9	1 2 2 3 15 7 7 7 12 11 1 4 4 4 8 8 8 east Cancer al /Mental D	6 1 5 33 1 32 3 3 17 14 2 7 1 6 9 1 isability 2	1 1 2 1 2 1 2 1 3 3 3 1 7 1 1 6 1 1 7 7 1 1 1 1 1 1 1 1 1 1 1	5 1 2 2 18 18 18 5 5 22 1 18 3 6 5 1	1 1 5 1 3 1 18 1 17 3 3 1 1 14 9 5 4 3 1	1 1 1 17 1 16 1 1 1 2 2 19 13 6 4	4 1 2 1 23 2 21 4 4 20 18 2 4 1 3	1 1 1 39 12 27 5 5 5 19 15 4 9 8	2 4 26 7 19 5 5 5 7 7 7	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4 10 8 1	4 2 1 125 2 23 4 1 18 3 11 4 6 6	3 3 3 566 2 2 20 11 23 3 1 4 4 2 8 9 3 3 3 2 2 9 12 18 13 6 7 0 2 6 2 2 1 1 3 3 9 3 1 5 5 1 2 2 9 7 7 3 2 2
Persons w/ Disabilities (PWD) - Metal Im; 2 1 1 2	Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Hair Patdowns Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sevening of Religious Cultu. Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General	9	1 2 2 11 1 1 4 4 4 8 8 east Cancer at /Mental D	6 1 5 33 1 32 3 3 17 1 14 2 7 1 6 9 1 cisability 2 ody	1 1 2 1 2 1 2 1 3 3 3 1 7 1 1 6 1 1 7 7 1 1 1 1 1 1 1 1 1 1 1	5 1 2 2 18 18 18 5 5 22 1 18 3 6 5 1	1 1 5 1 3 1 18 1 17 3 3 1 1 14 9 5 4 3 1	1 1 1 17 1 16 1 1 1 2 2 19 13 6 4	4 1 2 1 23 2 21 4 4 20 18 2 4 1 3	1 1 1 39 12 27 5 5 5 19 15 4 9 8	2 4 26 7 19 5 5 5 7 7 7	2 2 3 1 2 30 4 26 2 2 4 4 4 22 1 17 4 10 8 1	4 2 1 25 2 23 4 1 1 1 8 3 11 4 6 6 10 1	3 3 3 56 2 2 20 1 23 1 4 4 289 40 249 3 3 3 3 229 12 181 36 70 2 62 2 1 3 3 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Mobility [3	3	1	3		2		2	2	1	1	2	2
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts	1						2			1	
Persons w/ Disabilities (PWD) - Respirato	2	1		1									
Persons w/ Disabilities (PWD) - Service A	1				1								
Persons w/ Disabilities (PWD) - Touch Av	1	1		1		1							
Persons w/ Disabilities (PWD) - Visual Im	pairment							1					
Persons w/ Disabilities (PWD) - Wheelcha	5	1	2		1	1	1		1	1	1	3	1
Persons w/ Disabilities (PWD) - Wounded	Warrior		1										
Property - Special Handling	19	18	20	24	13	21	21	20	25	17	18	20	23
Property - Special Handling - Damaged Ite	ems - Carry-	On	4		1	3	1	3	2	3	1	3	2
Property - Special Handling - Damaged Ite	8	5	4	11	5	6	6	7	5	6	3	4	7
Property - Special Handling - Missing Item	4	4	2	2	1	3	6	5	5		6	3	4
Property - Special Handling - Missing Item	7	9	10	11	6	9	8	5	13	8	8	10	10
Request for Assistance	1	1					1		2	2			
Request for Assistance - Other	1	1					1		2	2			
Screening	21	15	20	7	17	24	20	26	31	28	29	26	26
Screening - Children			1						1				
Screening - Crew Member or Airline Empl	oyee											2	
Screening - Inconsistency		2	1	1	1			2	1		2	1	1
Screening - International Screening			1										
Screening - Lengthy Lines	6	1	1		3	2	5	6	5	4	10	5	4
Screening - Procedures/Process	13	11	15	6	13	20	11	18	23	24	16	18	18
Screening - Retrieving Abandoned/Confis	2	1				1	2						
Screening - Security Breach			1			1	2		1		1		

Outropoles				t Center (TC									
Categories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DFW	418	405	430	465	422	534	527	578	548	539	539	460	5,865
2016				113	93	133	117	167	133	110	129	105	1,100
Civil Rights				4	5	2	2	1	4	4	6	4	32
Civil Rights - General Complaint and Disc	rimination			2	1								3
Civil Rights - Headwear									1				1
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimina	ation			1	2	2	1	1	2	4	5	3	21
Civil Rights - Screening of Religious Cultu		monial Item	าร		2								2
Civil Rights - Sex/Gender/Gender Identity									1		1	1	3
Civil Rights - Transgender Screening	Trot Trange	ilidoi		1					'				1
Customer Service				33	22	46	32	E0	30	27	29	28	
Customer Service - CSM				33	22	46 1	32	50	1	21	29	20	297
Customer Service - CSM Customer Service - Others				7			45	40			4	4	2
				7	4	9	15	19	7	3	4	4	72
Customer Service - TSO				26	18	36	17	31	22	24	25	24	223
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Minors I	Domestic											1	1
Locks				5	6	5	1	12	6	5	7	8	55
Locks - General								2			1		3
Locks - Missing or Damaged Lock				5	6	5	1	10	6	5	6	8	52
Lost and Found						2			2				4
Lost and Found - Airport/TSA						2			2				4
Mishandling of Passenger Property				59	43	60	45	53	57	49	61	44	471
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCa	arry-on Lug	8	6	7	9	6	12	10	6	9	73
Mishandling of Passenger Property - Dam				47	30	51	34	42	42	37	53	34	370
Mishandling of Passenger Property - Dam					3	01	01	12	12	01	00	0.1	3
Mishandling of Passenger Property - Disa				4	4	2	2	5	3	2	2	1	25
Patdown	nayed items	-Carry-Orr	or checker	1	3	2	2	1	11	6	7		37
				1	3			<u>'</u>	- 11	1	- 1	4	
Patdown - Children				a					40		_		1
Patdown - Flyer				1	3	2	2	1	10	4	6	3	32
Patdown - Flyer as Observer									1	1		1	3
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)				2		3	6	3	5	5	3	4	31
Persons w/ Disabilities (PWD) - Cancer (g	general) Not I	Breast Can	cer									1	1
Persons w/ Disabilities (PWD) - Diabetes							1		1				2
Persons w/ Disabilities (PWD) - General										1	1		2
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledication	and Medica	al Supplies			1	1		2	1	1	6
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	Wheelcha	ir or Scoot	1		1	2		2			1	7
Persons w/ Disabilities (PWD) - Ostomy/0											1		1
Persons w/ Disabilities (PWD) - Prosthesi		and Casts						1		1			2
Persons w/ Disabilities (PWD) - Respirato			nt				1						1
Persons w/ Disabilities (PWD) - Service A		Lquipino	TIK.				1		1				1
Persons w/ Disabilities (PWD) - Touch Av		roumo)				1			- '				1
		iauilia)				- 1			4				
Persons w/ Disabilities (PWD) - Visual Im		`							1	4			1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ 3	segway		1		1	1	1		1		1	6
Prohibited & Permitted Items							1						1
Prohibited & Permitted Items - Food/Beve	rages						1						1
Request for Assistance										2			2
Request for Assistance - Other										2			2
Screening				9	14	13	28	47	18	12	16	12	169
Screening - Crew Member or Airline Empl	oyee				1				1	1			3
Screening - Inconsistency					2	1	3	2	1	1	2	3	15
Screening - Lengthy Lines				2	6	3	19	24	2	1	1		58
Screening - Procedures/Process				7	4	9	6	20	11	9	11	7	84
Screening - Retrieving Abandoned/Confis	cated Items								1				1
Screening - 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)	115	113	137	133	104	140	124	122	133	2		150	1,344
	0.5								1				
Advanced Imaging Technology (AIT) - Fly						1				2			4
Civil Rights	4	2	3	5	5	3	6	2	3	4	2	4	43
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear					1								1
Civil Rights - National Origin					1		1						2
Civil Rights - Perceived Religion	1												1
Civil Rights - Racial Profiling or Discrimina	3	2	3	4	2	3	4	1	3	3	2	4	34
Civil Rights - Sex/Gender/Gender Identity	Not Transge	ender		1			1						2
Civil Rights - Sexual Orientation - Not Tra					1			1					2
Customer Service	29	25	30	33	18	39	32	26	39	33	41	32	377
Customer Service - CSM	20	1	00	2	10	- 00	02	20	- 00	00		02	3
Customer Service - Others	6	1		4		1	6	3	4	1	6	4	36
Customer Service - TSO			20	27	10				35	32			
	23	23	30	21	18	38	26	23	35	32	30	28	338
Human Capital			1										1
Human Capital - Prospective Employment	with ISA		1										1
Identification (ID) Requirements			2							2			4
Identification (ID) Requirements - Domest			2							2			4
Locks	5	6	5	6	6	4	7	9	8	7	3	10	76
Locks - General		1				1		1		1			4
Locks - 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
Lost and Found - 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
Mishandling of Passenger Property - Dam		7	4	6	5	12	42	71	4	5		2	60
								20					
Mishandling of Passenger Property - Dam		46	55	59	53	54	30	32	26	29	35	38	493
Mishandling of Passenger Property - Dam			1	1	2	2		2					8
Mishandling of Passenger Property - Disa		3	3	5	2	4	8	7	3	2		4	53
Patdown	4	5	7	3	2	5	2	6	11	3	4	3	55

tegories													
-	1								6-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer	3	4	7	3	2	4	2	5	8	3	4		47
Patdown - Flyer as Observer	1							1	3			1	6
Patdown - Non-Flyer		1				1							2
Persons w/ Disabilities (PWD)	6	5	2	2	2	4	5	6	2	12	2		54
Persons w/ Disabilities (PWD) - Autism S	1											1	2
Persons w/ Disabilities (PWD) - Diabetes							1	1	1	2			6
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dress	ings/Masks	3							1		1	2
Persons w/ Disabilities (PWD) - General		1						1		1	1		4
Persons w/ Disabilities (PWD) - Hearing I						1							1
Persons w/ Disabilities (PWD) - Medical [ed to the B	ody					1					1
Persons w/ Disabilities (PWD) - Medically	1	3			1	1			1	1		1	ç
Persons w/ Disabilities (PWD) - Metal Imp	1					1		1		4		2	9
Persons w/ Disabilities (PWD) - Mobility [1		2		1	1	2			2			9
Persons w/ Disabilities (PWD) - Ostomy/0	Östomates									1			1
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	1		1									2
Persons w/ Disabilities (PWD) - Respirato		Equipment						1					
Persons w/ Disabilities (PWD) - Touch Av							1	1			1		
Persons w/ Disabilities (PWD) - Wheelcha	1			1			1					1	4
Prohibited & Permitted Items									1	3			4
Prohibited & Permitted Items - Electronic	Devices									1			
Prohibited & Permitted Items - Firearm/Ar									1	1			
Prohibited & Permitted Items - Lighters/M										1			
Property - Special Handling	l						17	17	19	20	18	26	11
Property - Special Handling - Damaged It	omo Corni On							1	2	20	10	20	
							3						1
Property - Special Handling - Damaged It							3	4	5	9	5		3
Property - Special Handling - Missing Iten							3	3		_	4		1:
Property - Special Handling - Missing Iten	ns - Checked						8	9	12	9	8	14	60
Request for Assistance						1	1		2				4
Request for Assistance - Other	L						1		1				
Request for Assistance - Wounded Warrio						1			1				
Screening	15	19	23	14	9	11	11	15	14	14	10	25	180
Screening - Crew Member or Airline Empl	loyee	1											1
Screening - Inconsistency	2	4	2		1		4	2	1	2	1	1	20
Screening - International Screening										1			
Screening - Lengthy Lines	5	3	3		1	4	2	3	1	2	2	6	32
Screening - Military												1	
Screening - Procedures/Process	8	11	16	12	6	6	5	9	11	8	7		115
Screening - Retrieving Abandoned/Confis			1	1	1	1			1	1			
Screening - Security Breach			1	1	'			1				1	
				1									
TSA Contact Information				1									
TSA Contact Information TSA Contact Information - General	450	156		1	120	120	142	127	147	145	151	92	1
TSA Contact Information TSA Contact Information - General 2018	158	156	152		120	138	143	137	147	145	151	92	1,660
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT)		1		1	120	138	143	137	147	145	151	92	1,660
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No	n-Flyer	1	152	1 121									1,660 1,660
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights		1		1	120	138	143	137	5	145	151		1,660 1,660 1
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age	n-Flyer 6	1 1 7	152	1 121							4	4	1,66 0
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin	n-Flyer	1	152	1 121	8	4			5			4	1,660
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion	n-Flyer 6	1 1 7	152	1 121	8	4	7	3	5	8	4	4	1,660
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina	n-Flyer 6 1	1 1 7 1	152	1 121	8	4	7		5		4	4	1,666
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Screening of Religious or Cu	n-Flyer 6 1 4 ultural Garments	1 1 7 1 4	152	1 121	8	4	7 4 1	3	5	8	1 2	1 3	1,66 0
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Screening of Religious or Civil Rights - Sex/Gender/Gender Identity	n-Flyer 6 1 4 ultural Garments	1 1 7 1 4 8	152	1 121	8	4	7	3	5	8	4	1 3	1,66 0
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sereening of Religious or Ct Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	n-Flyer 6 1 4 ultural Garments	1 1 7 1 4	152	3	8	4	7 4 1	3	5	8	1 2	1 3	1,666
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening	n-Flyer 6 1 4 ultural Garments - Not Transs insgender 1	1 1 7 1 4 5	152 5	3	2 6	2 2	7 4 1 1 1	3	5 1	6 2	1 2	1 3	1,660
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sereening of Religious or Ct Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	n-Flyer 6 1 4 ultural Garments - Not Transs	1 1 7 1 4 8	152	3	8	4	7 4 1	3	5	8	1 2	1 3	1,66C
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TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sexeening of Religious or Ci Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service	n-Flyer 6 1 4 ultural Garments - Not Trans nsgender 1 38	1 1 7 1 4 5 1 1	152 5 5 39	1 121 3 3 2	8 2 6	2 2 2	7 4 1 1 1 43	3 3 31	5 1 4	6 2 55	4 1 2 1	4 1 3 25 3	1,660 1
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or Ci Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others	n-Flyer 6 1 4 ultural Garments - Not Trans (nsgender 1 38 3	1 1 7 1 4 5 1 1 40 4	152 5 5	1 121 3 3 2 2 1 35 4	8 2 6	2 2 2	7 4 1 1 1 43 2	3 31 31 3	5 1 4 38 2	6 2 55 4	4 1 2 1 47 5	4 1 3 25 3 22	1,660 6- 3 (4) 44 (4) 45 (4) 44 (4)
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TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Screening of Religious or Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	n-Flyer 6 1 4 ultural Garments - Not Trans insgender 1 38 3 35	1 1 7 1 4 5 1 1 1 4 4 4 4 4 4 3 6	152 5 5 39 4 35	1 121 3 3 2 2 1 35 4 31	8 2 6 33 3 3 30	2 2 2 2 28 4 24	7 4 1 1 1 43 2 41	3 3 31 3 28 6	5 1 4 38 2 36	6 2 55 4 51	4 1 2 1 47 5 42	25 3 22 6	1,666
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TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexial Profiling or Discrimin. Civil Rights - Sereening of Religious or Civil Rights - SexyGender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock	n-Flyer 6 1 4 ultural Garments - Not Trans nsgender 1 38 3 35 12	1 1 7 1 1 4 4 5 5 1 1 4 4 0 4 4 3 6 7 7 2 2	5 5 39 4 35 9	1 121 3 3 2 2 1 35 4 31 3	8 2 6 33 3 30 5	2 2 2 28 4 24 4	7 4 1 1 1 43 2 41 7	3 31 3 28 6 1 5	5 1 4 38 2 36 5	55 4 51 4 4	4 1 2 1 47 5 42 5	25 3 22 6	1,666
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sereening of Religious or Ci Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	n-Flyer 6 1 4 ultural Garments - Not Trans nsgender 1 38 3 35 12	1 1 7 1 4 4 5 1 1 1 4 4 0 4 4 3 3 6 7 7 2 2 2	152 5 5 39 4 35 9	1 121 3 3 2 1 35 4 31 3	33 33 30 5	2 2 2 28 4 24 4	7 4 1 1 43 2 41 7 7 1 1	3 3 31 3 28 6 1 5 1	5 1 4 38 2 36 5 5 5	55 4 51 4 4 1	4 1 2 1 47 5 42 5	25 3 22 6 6 1	1,660 64 45 45 41 77 72 11
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TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexigening of Religious or Civil Rights - Sexigening of Religious or Civil Rights - Sexigender/Gender Identity Civil Rights - Sexigender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	n-Flyer 6 1 4 ultural Garments - Not Trans nsgender 1 38 35 12 12 12 31 3 23 naged/Missing It	1 1 7 1 4 5 5 1 1 1 4 4 5 5 1 1 1 1 4 7 7 7 7 2 2 3 3 3 2 2 5 emsUnsp	152 5 5 39 4 35 9 9	1 121 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3	33 33 30 5 5 1 16	2 2 2 28 4 24 4 4 31 23	7 4 1 1 1 43 2 41 7 7 1 1 25 2 19 1	3 31 3 28 6 1 5 1 1 27 5	5 1 4 38 2 36 5 5 2 2 2 2 2 3 3 2 2 2	8 6 2 55 4 51 4 1 1 22	47 1 2 1 47 5 42 5 5 2 2 2 8 1 24 1	25 3 22 6 6 1 1 18 4 4 12	1,660 64 44 45 45 47 411 77 72 11 11 326 22 25
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexening of Religious or Civil Rights - Screening of Religious or Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	n-Flyer 6 1 4 4 ultural Garments - Not Trans insgender 1 38 3 35 12 12 12 23 aged/Missing It	1 1 7 1 4 s 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	152 5 5 39 4 35 9 9	1 121 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3	8 2 6 33 3 30 5 5 1 1 16 15	2 2 2 2 28 4 24 4 4 31 23	7 4 1 1 43 2 41 7 7 1 1 25 2 19 1 3	3 3 31 3 28 6 1 5 1 1 27 5 19	5 1 4 38 2 36 5 5 2 2 29 3 21	8 6 2 55 4 51 4 1 1 1 22 21 1	4 1 2 1 47 5 42 5 5 2 2 2 28 1 24 1 24	25 3 22 6 6 1 1 18 4 12 1	1,660 64 48 45 45 41 77 11 11 326 25 25 44
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Secreening of Religious or Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	n-Flyer 6 1 4 ultural Garments - Not Trans nsgender 1 38 35 12 12 12 31 3 23 naged/Missing It	1 1 7 1 4 5 5 1 1 1 4 4 5 5 1 1 1 1 4 7 7 7 7 2 2 3 3 3 2 2 5 emsUnsp	152 5 5 39 4 35 9 9	1 121 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3	33 33 30 5 5 1 16	2 2 2 28 4 24 4 4 31 23	7 4 1 1 43 2 41 7 7 1 1 25 2 19 1 3 6	3 31 3 28 6 1 5 1 1 27 5	5 1 4 38 2 36 5 5 2 2 2 2 2 3 3 2 2 2	8 6 2 55 4 51 4 1 1 22	47 1 2 1 47 5 42 5 5 2 2 2 8 1 24 1	25 3 22 6 6 1 1 18 4 12 1	1,660 64 44 45 45 41 77 77 11 11 32 25 25 3
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TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Servening of Religious or Ct Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer	n-Flyer 6 1 4 ultural Garments - Not Trans nsgender 1 38 3 35 12 12 12 12 5 4 4 3 3 3 3 3 3 4 3 3 3 3	1 1 7 7 1 4 s 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	152 5 5 39 4 35 9 9	1 121 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3	8 2 6 33 3 30 5 5 1 1 16 15	2 2 2 2 28 4 24 4 4 31 23 8 5	7 4 1 1 43 2 41 7 7 1 1 25 2 19 1 3 6	3 3 31 3 28 6 1 5 1 1 27 5 19	5 1 4 38 2 36 5 5 2 2 29 3 21	8 6 2 55 4 51 4 4 1 1 22 21 1 7 6 6	4 1 2 1 47 5 42 5 5 2 2 2 28 1 24 1 24	4 1 3 25 3 22 6 6 1 1 1 18 4 12 1 1 2	1 1,660 1 1 1 64 1 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sexigender/Gender Identity Civil Rights - SexyGender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer	n-Flyer 6 1 4 ultural Garments - Not Trans insgender 1 38 3 35 12 12 12 12 31 3 23 aged/Missing It	1 1 7 1 4 5 1 1 1 4 0 4 4 36 7 7 2 2 2 33 3 25 25 eemsUnsp 5 4	152 5 39 4 35 9 9 35 6 23 ecified Lugg 6 3	1 121 3 3 2 2 3 3 1 2 2 8 gage 1 6 3 3	8 2 6 33 3 30 5 5 1 1 16 15	2 2 2 2 8 4 24 4 4 31 23	7 4 1 1 1 43 2 41 7 7 1 1 25 2 19 1 3 6 1	3 31 3 28 6 1 5 1 1 27 5 19	5 1 4 38 2 36 5 5 2 2 29 3 21	8 6 2 55 4 51 4 1 1 22 21 1 7	4 1 2 1 47 5 42 5 5 2 2 2 2 2 8 1 1 24 1 2	4 1 3 25 3 22 6 6 1 1 1 18 4 12 1 1 2	1,660 64 44 45,45,47 41,77,77 11,11,17,17,17,17,17,17,17,17,17,17,17,1
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TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	n-Flyer 6 1 4 4 ultural Garments - Not Trans insgender 1 38 3 35 12 12 12 12 31 3 23 aged/Missing It 4 3 1	1 1 7 1 4 s 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	152 5 5 39 4 35 9 9 9 35 6 23 ecified Lugg 6 3	1 121 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3	8 2 6 33 3 30 5 5 1 1 16 15 1 8	2 2 2 2 8 4 24 4 4 31 23 8 5	7 4 1 1 43 2 41 7 7 1 1 25 2 19 1 3 6 1 5	3 31 3 28 6 1 5 1 1 27 5 19 3 5	5 1 4 38 2 36 5 5 2 2 29 3 21 5 4	55 4 51 4 1 1 22 21 7	4 1 2 1 47 5 42 5 5 2 2 28 1 24 1 2 2 2	4 1 3 25 3 22 6 6 1 1 18 4 4 12 1 1 2	1,660 64 44 45 45 41 77 11 11 326 25 25 36 44 44 44
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexening of Religious or Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Formal Formal Mishandling of Passenger Property Mishandling of Passenger Property - Dam	n-Flyer 6 1 4 4 ultural Garments - Not Trans (nsgender 1 38 3 35 12 12 12 31 3 23 aged/Missing It 4 3 1 1 11	1 1 7 1 4 5 1 1 1 4 0 4 4 36 7 7 2 2 2 33 3 25 25 eemsUnsp 5 4	152 5 39 4 35 9 9 35 6 23 ecified Lugg 6 3	1 121 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3	8 2 6 33 3 30 5 5 1 1 16 15	2 2 2 2 28 4 24 4 4 31 23 8 5	7 4 1 1 1 43 2 41 7 7 1 1 25 2 19 1 3 6 1	3 3 31 3 28 6 1 5 1 1 27 5 19	5 1 4 38 2 36 5 5 2 2 29 3 21	8 6 2 55 4 51 4 4 1 1 22 21 1 7 6 6	4 1 2 1 47 5 42 5 5 2 2 2 2 2 8 1 1 24 1 2	4 1 3 25 3 22 6 6 1 1 18 4 4 12 1 1 2	1,660 64 41 45 45 41 77 11 11 32(6 25 25 44 44 41 77
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexual Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property - Dam	n-Flyer 6 1 4 4 ultural Garments - Not Trans (nsgender 1 38 3 35 12 12 12 12 31 3 23 naged/Missing It 4 3 1 11 11	1 1 7 1 4 5 1 1 1 4 5 5 1 1 1 4 5 5 1 1 1 1 1	152 5 39 4 35 9 9 35 6 23 ecified Luge 6 3	1 121 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3	8 2 6 33 3 30 5 5 1 1 16 15 1 8	2 2 2 2 8 4 24 4 4 31 23 8 5	7 4 1 1 43 2 41 7 7 1 1 25 2 19 1 3 6 1 5	3 31 3 28 6 1 5 1 1 27 5 19 3 5	5 1 4 38 2 36 5 5 2 2 29 3 21 5 4	55 4 51 4 1 1 22 21 7	4 1 2 1 47 5 42 5 5 2 2 28 1 24 1 2 2 2	4 1 3 25 3 22 6 6 1 1 18 4 4 12 1 1 2	1,660 64 45 45 41 77 11 11 326 22 25 3 4 4 4 4 4 7 7 7 7
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex-Gender/Gender Identity Civil Rights - Sex-Gender/Gender Identity Civil Rights - Sex-Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	n-Flyer 6 1 4 4 ultural Garments - Not Trans insgender 1 38 3 35 12 12 12 12 12 14 31 3 23 aged/Missing It 3 1 1 1 1 general) Not Bre	1 1 7 1 4 5 1 1 1 4 5 1 1 1 1 1 1 1 1 1 1 1 1	152 5 5 39 4 35 9 9 35 6 23 ecified Luge 6 3	1 121 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3	8 2 6 33 3 30 5 5 1 1 16 15 1 8	2 2 2 2 3 4 4 4 4 31 23 8 5	7 4 1 1 43 2 41 7 7 1 1 25 2 19 1 3 6 1 5	3 31 3 28 6 1 5 1 1 27 5 19 3 5	5 1 4 38 2 36 5 5 2 2 29 3 21 5 4	55 4 51 4 1 1 22 21 7	4 1 2 1 47 5 42 5 5 2 2 28 1 24 1 2 2 2	4 1 3 25 3 22 6 6 1 1 18 4 4 12 1 1 2	1,666
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexual Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property - Dam	n-Flyer 6 1 4 4 ultural Garments - Not Trans insgender 1 38 3 35 12 12 12 12 12 14 31 3 23 aged/Missing It 3 1 1 1 1 general) Not Bre	1 1 7 1 4 5 1 1 1 4 5 1 1 1 1 1 1 1 1 1 1 1 1	152 5 5 39 4 35 9 9 35 6 23 ecified Luge 6 3	1 121 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3	8 2 6 33 3 30 5 5 1 1 16 15 1 8	2 2 2 2 8 4 24 4 4 31 23 8 5	7 4 1 1 43 2 41 7 7 1 1 25 2 19 1 3 6 1 5	3 31 3 28 6 1 5 1 1 27 5 19 3 5	5 1 4 38 2 36 5 5 2 2 29 3 21 5 4	55 4 51 4 1 1 22 21 7	4 1 2 1 47 5 42 5 5 2 2 28 1 24 1 2 2 2	4 1 3 25 3 22 6 6 1 1 18 4 4 12 1 1 2	1,66 6 4 45 4 41 7 7 1 1 32 2 25 4 5
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex-Gender/Gender Identity Civil Rights - Sex-Gender/Gender Identity Civil Rights - Sex-Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	n-Flyer 6 1 4 ultural Garments - Not Trans nsgender 1 38 3 35 12 12 12 12 14 31 3 33 aged/Missing It 4 1 general) Not Bre p /Developmenta	1 1 7 1 4 5 1 1 1 4 5 1 1 1 1 1 1 1 1 1 1 1 1	152 5 5 39 4 35 9 9 35 6 23 ecified Luge 6 3	1 121 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3	8 2 6 33 3 30 5 5 1 1 16 15 1 8	2 2 2 2 3 4 4 4 4 31 23 8 5	7 4 1 1 43 2 41 7 7 1 1 25 2 19 1 3 6 1 5	3 31 3 28 6 1 5 1 1 27 5 19 3 5	5 1 4 38 2 36 5 5 2 2 29 3 21 5 4	55 4 51 4 1 1 22 21 7	4 1 2 1 47 5 42 5 5 2 2 28 1 24 1 2 2 2	4 1 3 25 3 22 6 6 1 1 18 4 4 12 1 1 2	1,66 6 4 45 4 41 7 7 1 1 1 3 2 2 2 5 4
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TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexigening of Religious or Civil Rights - Sexigening of Coustomer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Alishandling of Passenger Property - Dam Mishandling of Passenger Prope	n-Flyer 6 1 4 4 ultural Garments - Not Trans nsgender 1 38 3 35 12 12 12 31 3 23 agged/Missing It 4 3 1 general) Not Bre Developmenta	1 1 7 1 4 5 5 1 1 1 4 5 5 1 1 1 1 1 1 1 1 1 1	152 5 5 39 4 35 9 9 35 6 23 ecified Luge 6 3	1 121 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3	8 2 6 33 3 30 5 5 1 1 16 15 1 8	2 2 2 2 3 4 4 4 4 31 23 8 5	7 4 1 1 1 43 2 41 7 7 1 1 25 2 19 1 3 6 1 5	3 31 3 28 6 1 5 1 1 27 5 19 3 5	5 1 4 38 2 36 5 5 2 2 29 3 21 5 4	8 6 2 55 4 51 4 1 1 22 21 1 7 6 6 1 1	4 1 2 1 47 5 42 5 5 2 2 28 1 24 1 2 2 2	4 1 3 25 3 22 6 6 1 1 18 4 4 12 1 1 2	1,666
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexening of Religious or Civil Rights - Sexening of Religious or Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property -	n-Flyer 6 1 4 ultural Garments - Not Trans nsgender 1 38 3 35 12 12 12 12 31 3 23 naged/Missing It 4 3 1 general) Not Bre //Developmenta mpairment 1	1 1 7 1 4 5 5 1 1 1 4 5 5 1 1 1 1 1 1 1 1 1 1	152 5 5 5 39 4 35 9 9 35 6 23 ecified Lugg 6 3 3	1 121 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3	8 2 6 33 3 30 5 1 16 15 1 8 8	2 2 2 2 3 4 4 4 4 31 23 8 5	7 4 1 1 1 43 2 41 7 7 1 1 25 2 19 1 3 6 1 5	3 31 3 28 6 1 5 1 1 27 5 19 3 5	5 1 4 38 2 36 5 5 2 2 29 3 21 5 4	8 6 2 55 4 51 4 1 1 22 21 1 7 6 6 1 1	4 1 2 1 47 5 42 5 5 2 2 2 2 8 1 1 2 4 1 2 2 2	4 1 3 25 3 22 6 6 1 1 18 4 4 12 1 1 2	1,660 64 44 45 45 41 77 11 11 322 25 25 3 4 4 4 4 7
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TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sereening of Religious or Civil Rights - Sexigender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property -	n-Flyer 6 1 4 ultural Garments - Not Trans nsgender 1 38 3 35 12 12 12 12 14 31 3 23 aged/Missing It 4 3 1 11 queneral) Not Bree / Developmenta // Developmenta // Developmenta // A mpairment // A	1 1 7 1 4 5 1 1 1 4 5 1 1 1 1 1 1 1 1 1 1 1 1	152 5 5 5 39 4 35 9 9 35 6 23 ecified Lugg 6 3 3	1 121 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3	8 2 6 33 3 30 5 1 16 15 1 8 8	2 2 2 2 28 4 24 4 4 31 23 8 5 4 1	7 4 1 1 1 43 2 41 7 7 1 1 25 2 19 1 3 6 1 5	3 31 3 28 6 1 5 1 1 27 5 19 3 5	5 1 4 38 2 36 5 5 2 2 29 3 21 5 4	8 6 2 55 4 51 4 1 1 22 21 1 7 6 1 1 1	4 1 2 1 47 5 42 5 5 2 2 2 2 8 1 1 2 4 1 2 2 2	4 1 3 25 3 22 6 6 1 1 18 4 4 12 1 1 2	1,660 64 45 45 41 41 77 72 11 11 326 225 33 44 44 56
TSA Contact Information TSA Contact Information - General 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - No Civil Rights Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin. Civil Rights - Serening of Religious or Civil Rights - Sex-Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Da	n-Flyer 6 1 4 4 ultural Garments - Not Trans insgender 1 38 3 35 12 12 12 12 12 14 31 31 33 aged/Missing It 4 1 general) Not Bre b /Developments mpairment 1 4 plants (joint)	1 1 7 1 4 5 1 1 1 4 5 1 1 1 1 1 1 1 1 1 1 1 1	152 5 5 5 39 4 35 9 9 35 6 23 ecified Lugg 6 3 3	1 121 3 3 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3	8 2 6 33 3 30 5 1 16 15 1 8 8	2 2 2 2 3 4 4 4 4 31 23 8 5	7 4 1 1 1 43 2 41 7 7 1 1 25 2 19 1 3 6 1 5	3 31 3 28 6 1 5 1 1 27 5 19 3 5	5 1 4 38 2 36 5 5 2 2 29 3 21 5 4	8 6 2 55 4 51 4 1 1 22 21 1 7 6 1 1 1	4 1 2 1 47 5 42 5 5 2 2 2 2 2 2 4 1 1 2 2 2	4 1 3 25 3 22 6 6 1 1 18 4 4 12 1 1 2	1,660 64 44 411 77 411 11 320 225 34 44 47 56 44 48 48 48 48 48 48 48 48 48 48 48 48

Catamania	10.0		TSA Conta										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Prosthes		1				1			1				3
Persons w/ Disabilities (PWD) - Service A		<i>t</i>					1						1
Persons w/ Disabilities (PWD) - Touch Av		/trauma)	1										1
Persons w/ Disabilities (PWD) - Visual Im								1				1	2
Persons w/ Disabilities (PWD) - Wheelch		4			1	00	2	2	1	3		2	18
Property - Special Handling	19	21			22	22	15	20	31	19			261
Property - Special Handling - Damaged It	4	3			4	4	2	2	4	5		7	48
Property - Special Handling - Damaged It		6			5	3	5	5	8	4		3	74
Property - Special Handling - Missing Iter		1			- 10	3	3	3	3	3		1	26
Property - Special Handling - Missing Iter	7	11	13		13	12	5	10	16	7		5	113
Request for Assistance				1						1	1		3
Request for Assistance - Other	(1401100	2)		1						1			2
Request for Assistance - Wounded Warri				07			0.1				1	10	1
Screening	37	33	3 25		22	39	31	38	26	22	26	16	342
Screening - Children				1									1
Screening - Crew Member or Airline Emp	loyee			1	1				1		1	1	5
Screening - Inconsistency		2				4	2	1	2			2	14
Screening - Lengthy Lines	20	20			9	9	8	15	6	9			118
Screening - Procedures/Process	16	11		15	12	23	19	20	16	13	16		188
Screening - Retrieving Abandoned/Confis			1			2	1		1			1	6
Screening - Security Breach	1			2		1	1	2			3		10
2019	145	130	141	96	105	123	143	152	133	148	132	113	1,561
Advanced Imaging Technology (AIT)		1											2
Advanced Imaging Technology (AIT) - Fly	er	1											2
Civil Rights	7	10) 6	5	5	4	8	8	5	11	8	4	81
Civil Rights - Age		1											1
Civil Rights - Constitutional Rights	1					1		1					3
Civil Rights - Hair Patdowns	1	1											2
Civil Rights - National Origin		1									1		2
Civil Rights - Perceived Religion		1								1	1		3
Civil Rights - Racial Profiling or Discrimin	3	5	5 4	3	2	1	5	6	3	8	6	3	49
Civil Rights - Screening of Religious Culti	1								1				2
Civil Rights - Screening of Religious or C		ents				1							1
Civil Rights - Sex/Gender/Gender Identity		1	2	1	3	1	3	1		2		1	16
Civil Rights - Sexual Orientation - Not Tra			_	1					1				2
Customer Service	42	40	39		24	34	30	33	40	36	31	32	410
Customer Service - CSM						0.			1				1
Customer Service - Others	3	3	3 4	4		1	2	2	2	1	1	2	25
Customer Service - TSO	39	37			24	33	28	31	37	35		30	384
Identification (ID) Requirements	00	01	00	20	21		20	01	- 01	00	00	1	1
Identification (ID) Requirements - Domesi	ic											1	1
Locks	6	10) 2	2	7	8	5	7	1	3	2	4	57
Locks - Missing or Damaged Lock	6	10			7	8	5	7	1	3			57
Lost and Found	-	10	1		3	2	J	1		3			8
Lost and Found - Airport/TSA			1		3	2		1					8
Mishandling of Passenger Property	32	18			12	18	34	38	27	24	35	25	308
Mishandling of Passenger Property - Dan		1		5	1	3	4	1	6	1			34
Mishandling of Passenger Property - Dan		14			11	13	24	31	17	23		21	226
					1.1	13	24	31	17	23	21	21	
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa		ig itemst		Luggage 4		1	6	6	4		9	3	1 47
					2		5			1		5	44
Patdown	5	4	3	ı		4	5	5	5	1	4	1	1
Patdown - Children	5			4	2	4	_		4	4	4		
Patdown - Flyer	5	4	2	1	2	4	5	5	4	1	4	4	41
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer	_		1										1
Persons w/ Disabilities (PWD)	5	8			4	8	12	9	6	11	8	10	101
Persons w/ Disabilities (PWD) - Autism S	1		1										1
Persons w/ Disabilities (PWD) - Cancer (٦				1								2
Persons w/ Disabilities (PWD) - Cognitive		ental /Men					1			1			4
Persons w/ Disabilities (PWD) - Diabetes			1		1	1	2		1	1		2	15
Persons w/ Disabilities (PWD) - General	1							1	2	2			6
Persons w/ Disabilities (PWD) - Hearing						1							1
Persons w/ Disabilities (PWD) - Internal N						1	1	1				1	4
Persons w/ Disabilities (PWD) - Medical								1					1
Persons w/ Disabilities (PWD) - Medically		Medicatio					1	1	1	1		1	8
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)		3	1		3		1	1	1		1	11
Persons w/ Disabilities (PWD) - Mobility I	Disability (N	4	2	1		2	3	1	1	2	1	3	20
Persons w/ Disabilities (PWD) - Ostomy/	Ostomates	1										1	2
Persons w/ Disabilities (PWD) - Prosthes	i 1	3	3 1				1						6
Persons w/ Disabilities (PWD) - Service A	Animals			1	1		1			1			4
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)					2	1		1	1		5
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway	3	3	1					1	2	1	11
Prohibited & Permitted Items								1					1
Prohibited & Permitted Items - Knives/To	ols/Razors/S	harp Obje	cts					1					1
Property - Special Handling	18	20		23	23	25	25	21	22	30	23	17	276
Property - Special Handling - Damaged It	3	3			3	2	8	1	1	6			36
Property - Special Handling - Damaged It		2			3	7	3	5	6	6			55
Property - Special Handling - Missing Iter		5			6	3	4	4	4	4			43
Property - Special Handling - Missing Iter		10			11	13	10	11	11	14			142
Request for Assistance	2	70	.,,	.,,		1	10		1		2		6
Request for Assistance - Other	2					1			1		2		5
Request for Assistance - Wounded Warri		2)				1			ı				1
Screening	28	<i>-)</i> 19) 24	6	25	19	24	29	26	32	19	15	266
Screening - Children	20	18	, 24	0	20	19	1	23	20	32	19	10	200
Screening - Children Screening - Inconsistency	1	1	3	1	2	1	- 1			1		1	12
Objecting - moonsistency	<u> </u>		3	I		1				ı	1	1	12

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines	15	2	1	1	5	5	5	1	6	4	2	2	49
Screening - Procedures/Process	12	15	19	3	17	12	15	27	18	24	14	8	184
Screening - Retrieving Abandoned/Confis	cated Items	1	1	1		1	2		1	2		1	10
Screening - Security Breach					1		1	1	1	1	1	3	9

			TSA Contac											
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Ap	or	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DHN	3		4	1	2	•	3	2	4	7		5	8	4:
2016					1	2	2		2			1	2	:
Customer Service					1									
Customer Service - TSO					1									
Mishandling of Passenger Property						1			2			1	2	(
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked Bag	gage		1			2			1	2	(
Screening						4								
Screening - Procedures/Process						1								
2017						3	}	1		3		1	1	,
Civil Rights													1	
Civil Rights - Racial Profiling or Discrimina	ition												1	
Mishandling of Passenger Property						2		1		2				
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked Bag	gage		2		1						;
Mishandling of Passenger Property - Disar	rayed Items	Carry-on	or Checked	1						2				
Property - Special Handling										1				
Property - Special Handling - Missing Item	s - Checked									1				
Screening						1						1		
Screening - Procedures/Process						1						1		
2018	2		2	1		1				3		2	4	19
Locks	1		1							1				;
Locks - Missing or Damaged Lock	1		1							1				;
Mishandling of Passenger Property	1		1	1						1		1	3	
Mishandling of Passenger Property - Dam	1		1	1						1		1	3	
Property - Special Handling										1		1		
Property - Special Handling - Damaged Ite	ms - Checked	d								1		1		
Screening													1	
Screening - Inconsistency													1	
Screening - Procedures/Process														
2019	1		2		1			1	2	1		1	1	10
Locks									1					
Locks - Missing or Damaged Lock									1					
Mishandling of Passenger Property	1		2											;
Mishandling of Passenger Property - Dam	1		2											;
Property - Special Handling					1			1	1	1		1	1	(
Property - Special Handling - Damaged Ite	ms - Carry-O	n			1									
Property - Special Handling - Damaged Ite	ms - Checke	d						1						
Property - Special Handling - Missing Item	s - Checked								1	1		1	1	-

			TSA Conta										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DIK	5	1	5	4	2	4	3	2	2	3	6	3	40
2016				3		1	1	1	1	1	1	1	10
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				2			1	1	1		1	1	7
Mishandling of Passenger Property - Dam							1		1				4
Mishandling of Passenger Property - Dam											1		1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Checke	d				1				1	2
Screening				1		1							2
Screening - Procedures/Process				1		1							2
2017	1			1		2		1		1			11
Customer Service	1										1		3
Customer Service - TSO	1										1	1	3
Locks											1		1
Locks - General											1		1
Mishandling of Passenger Property				1		2				1	1	1	6
Mishandling of Passenger Property - Dam						2				1	1		5
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Checke	d								1	1
Screening								1					1
Screening - Procedures/Process								1					1
2018	3		3		2	1	1		1	1			12
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimina	ation		1										1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	Checked Bag	ggage	1								1
Patdown						1			1	1			3
Patdown - Flyer						1			1	1			3
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)				1								1
Property - Special Handling	1		2										3
Property - Special Handling - Damaged It	ems - Check	ed	1										1
Property - Special Handling - Missing Iten	1		1										2
Screening	2						1						3
Screening - Procedures/Process	1						1						2
Screening - Retrieving Abandoned/Confis													1
2019	1	1					1				2		7
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property		1	1								1		3
Mishandling of Passenger Property - Dam		1									1		2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	1 1										1
Property - Special Handling							1				1		2
Property - Special Handling - Damaged Ite											1		1
Property - Special Handling - Missing Iten	ns - Checked						1						1
Screening	1												1
Screening - Procedures/Process	1												1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DLG									2	4	1		7
2017									1	2			3
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	ggage					1	1			2
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Knives/To	ols/Razors/S	Sharp Object	ts							1			1
2018										1	1		2
Property - Special Handling										1	1		2
Property - Special Handling - Damaged It	tems - Chec	ked								1			1
Property - Special Handling - Missing Iter	ns - Checke	d									1		1
2019									1	1			2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	ggage					1				1
Screening										1			1
Screening - Procedures/Process										1			1

						Tool - FOIA							
Categories			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DLH	5	3	6	2	3	3		5	8	4	-		50
2016					1	2		1	2		3	2	
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property						1		1	1			2	5
Mishandling of Passenger Property - Dam	aged/Missing I	temsChe	ecked Ba	ggage		1		1	1			2	5
Patdown											1		1
Patdown - Flyer											1		1
Screening						1			1		2		4
Screening - Inconsistency						1							1
Screening - Procedures/Process									1		2		3
2017			3		2	1		3	4	1		2	16
Civil Rights			1		1								2
Civil Rights - Racial Profiling or Discrimina	ation		1		1								2
Customer Service			1										1
Customer Service - TSO			1										1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	aged/Missing I	temsChe	ecked Ba	ggage					1				1
Patdown					1	1		1	1	1			5
Patdown - Flyer						1		1	1	1			4
Patdown - Flyer as Observer					1								1
Property - Special Handling								1	2				3
Property - Special Handling - Damaged Ite	ems - Checked							1	1				2
Property - Special Handling - Missing Item	s - Checked								1				1
Screening			1					1				2	4
Screening - Lengthy Lines								1					1
Screening - Procedures/Process			1									2	3
2018	4	3	2	2					2	2		2	17
Civil Rights				1									1
Civil Rights - Racial Profiling or Discrimina	ation			1									1
Customer Service	1		1										2
Customer Service - TSO	1		1										2
Mishandling of Passenger Property		1	1	1								1	4
Mishandling of Passenger Property - Dam	aged/Missing I	temsC	1	1								1	3
Mishandling of Passenger Property - Disa		1											1
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling	2	1							1	2		1	7
Property - Special Handling - Damaged Ite	1	1											2
Property - Special Handling - Damaged Ite	ems - Checked									2		1	3
Property - Special Handling - Missing Iten	1								1				2
Screening		1							1				2
Screening - Procedures/Process		1							1				2
2019	1		1					1		1	1	1	6
Mishandling of Passenger Property	1									1			2
Mishandling of Passenger Property - Dam	1									1			2
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling			1									1	2
Property - Special Handling - Damaged Ite	ems - Checked											1	1
Property - Special Handling - Missing Item			1										1
,													
Screening								1					1

Categories					ct Center (1	CC) Data	ool - FOIA							
Customer Service	Categories	10-Oct			01-Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	DRO	1	3	1	5	3	3	3	3	1	3	4	6	36
Customer Service - TSO					2	1	2				1	1	1	11
Mishandling of Passenger Property					1			2						3
Mishandling of Passenger Property - Damaged/Missing Items—Checked Bag Persons w/ Disabilities (PWD)	Customer Service - TSO				1			2						3
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)					1	1	2		1		1	1		7
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1 1 2017		naged/Missin	g ItemsC	hecked Ba	1	1	2		1		1	1		7
2017													1	1
Customer Service	Persons w/ Disabilities (PWD) - Mobility I	Disability (No	t Wheelch	air or Scoot	er)								1	1
Customer Service - TSO		1			1	1		1			1	1	3	9
Mishandling of Passenger Property	Customer Service										1			1
Mishandling of Passenger Property - Dam 1	Customer Service - TSO										1			1
Mishandling of Passenger Property - Disarreed Items—Carry-on or Checked	Mishandling of Passenger Property	1										1	3	5
Patdown - Flyer	Mishandling of Passenger Property - Dan	1										1	2	4
Patdown - Flyer	Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checke	d								1	1
Screening	Patdown				1	1								2
Screening - Inconsistency	Patdown - Flyer				1	1								2
2018	Screening							1						1
Customer Service - TSO 1 1 2 Locks 1 1 2 Locks - Missing or Damaged Lock 1 1 1 Mishandling of Passenger Property 1 1 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage 1 1 2 2 1	Screening - Inconsistency							1						1
Customer Service - TSO	2018		1	1	2	1	1				1	2	2	11
Locks	Customer Service				1						1			2
Locks - Missing or Damaged Lock 1 1 1 1 1 1 1 1 1	Customer Service - TSO				1						1			2
Mishandling of Passenger Property 1 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage 1 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 1 Patdown 1 1 1 1 Patdown - Flyer 1 1 1 1 1 Property - Special Handling 1 1 1 4 Property - Special Handling - Damaged Items - Checked 1 1 1 4 Property - Special Handling - Missing Items - Carry-On 1 1 1 1 4 Property - Special Handling - Missing Items - Checke 1 1 1 1 1 Property - Special Handling - Missing Items - Checke 1	Locks												1	1
Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 2 Patdown 1 1 1 Patdown - Flyer 1 2	Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property - Disarrayed ItemsCarry-on 1 </td <td>Mishandling of Passenger Property</td> <td></td> <td></td> <td>1</td> <td></td> <td>1</td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>3</td>	Mishandling of Passenger Property			1		1	1							3
Patdown 1 1 Patdown - Flyer 1 1 Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 4 Property - Special Handling - Missing Items - Carry-On 1 1 2 Property - Special Handling - Missing Items - Checke 1 1 2 Property - Special Handling - Missing Items - Checke 1 5 5 Customer Service 1 1 5 Customer Service - TSO 1 1 1 Mishandling of Passenger Property 2 1 1 Mishandling of Passenger Property - Damaged/Missing Items - Checked Baggage 2 2 2 Patdown - Non-Flyer 1 1 1 Patdown - Non-Flyer 1 1 1 Screening 1 1 1	Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	arry-on Lug	gage		1							1
Patdown - Flyer	Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	1		1								2
Property - Special Handling 1 1 4 Property - Special Handling - Damaged Items - Checked 1 1 1 Property - Special Handling - Missing Items - Checke 1 1 2 Property - Special Handling - Missing Items - Checke 1 1 2 Property - Special Handling - Missing Items - Checke 1 1 2 2019 2 1 5 Customer Service 1 1 1 Customer Service - TSO 1 1 1 Mishandling of Passenger Property 2 2 2 Mishandling of Passenger Property - Damaged/Missing Items - Checked Baggage 2 2 2 Patdown - Non-Flyer 1 1 1 Patdown - Non-Flyer 1 1 1 Screening 1 1 1	Patdown											1		1
Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Missing Items - Checke 1 2 Property - Special Handling - Missing Items - Checke 1 1 2019 2 1 5 Customer Service 1 1 1 Customer Service - TSO 1 1 1 Mishandling of Passenger Property 2 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 2 2 2 Patdown 1 1 1 Patdown - Non-Flyer 1 1 1 Patdown - Non-Flyer 1 1 1 Screening 1 1 1	Patdown - Flyer											1		1
Property - Special Handling - Missing Items - Carry-On 1 2 Property - Special Handling - Missing Items - Checke 1 1 2019 2 2 1 5 Customer Service 1 1 1 Customer Service - TSO 1 1 1 Mishandling of Passenger Property 2 2 2 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 2 2 Patdown - Non-Flyer 1 1 Patdown - Non-Flyer 1 1 Screening 1 1	Property - Special Handling		1		1							1	1	4
Property - Special Handling - Missing Items - Checke 1 1 2019 2 1 5 Customer Service 1 1 1 Customer Service - TSO 1 1 1 Mishandling of Passenger Property 2 2 2 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 2 2 Patdown 1 1 1 Patdown - Non-Flyer 1 1 1 Screening 1 1 1	Property - Special Handling - Damaged It	ems - Check	ed										1	1
2019 2 1 5 Customer Service 1 1 1 Customer Service - TSO 1 1 1 Mishandling of Passenger Property 2 2 2 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 2 2 Patdown 1 1 Patdown - Non-Flyer 1 1 Screening 1 1	Property - Special Handling - Missing Iter	ns - Carry-Or	ı		1							1		2
Customer Service 1 1 Customer Service - TSO 1 1 Mishandling of Passenger Property 2 2 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 2 2 Patdown - Non-Flyer 1 1 Screening 1 1	Property - Special Handling - Missing Iter	ns - Checke	1											1
Customer Service - TSO 1 1 Mishandling of Passenger Property 2 2 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 2 2 Patdown 1 1 Patdown - Non-Flyer 1 1 Screening 1 1	2019		2						2	1				5
Mishandling of Passenger Property 2 2 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 2 2 Patdown 1 1 Patdown - Non-Flyer 1 1 Screening 1 1	Customer Service									1				1
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 2 2 Patdown 1 1 Patdown - Non-Flyer 1 1 Screening 1 1	Customer Service - TSO									1				1
Patdown 1 1 Patdown - Non-Flyer 1 1 Screening 1 1	Mishandling of Passenger Property								2					2
Patdown - Non-Flyer 1 1 Screening 1 1	Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	hecked Bag	ggage				2					2
Screening 1 1	Patdown		1											1
v	Patdown - Non-Flyer		1											1
Screening - Procedures/Process 1 1	Screening		1											1
	Screening - Procedures/Process		1											1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DRT							1	1	4	3		1	10
2019							1	1	4	3		1	10
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property							1		2	2			5
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	ggage			1						1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	d					2	2			4
Property - Special Handling								1	1	1		1	4
Property - Special Handling - Damaged It	ems - Checl	ked						1				1	2
Property - Special Handling - Missing Iter	ns - Checke	d							1	1			2

Col. Rights From Profiting or Discommandon	Catagorias	40.0=4	44 Nov				CC) Data Tool		04 4	OF Mari	00 1	07 1	00 4	00.0	Total
1	Categories	10-Oct	11-Nov						04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Chair Bights - Access Presting or Discommission		17	1	6	14										
Cubic Systes - Stees Perfulse or Discontinued from 1						5	2	2	3		8	10		6	
Catterer Services Catterer Services - Characteristics		I													2
Cactorine Bravious - 10thers Cactorine Straight From From From From From From From From		ation								1					2
Customer Service - ISO						1	1					2	1		6
Locks											1				1
Code - Ministry or Duraged Ministry (Iron - Charles of Sur 1						1	1					2	1		5
Melandrilli of Paesenger Property Damagel Missing Inters. Clarry on Laggage 1	Locks										1				1
Matherdring of Pleasinger Property - Damaged Mather) Index—Cargoto - Lingage Mather of Pleasinger Property - Demoged Material pleasing Jenses - University of Pleasinger Property - Demoged Material pleasing Jenses - University - Section 1	Locks - Missing or Damaged Lock										1				1
Methandring of Presenge Properly - Damaged Matering Interno-Universide Lagrages Methandring of Presenge Properly - Damaged Matering Interno-Universide Lagrages Petition - Pool The Presence of Damaged Matering Interno-Universide Lagrages Petition - Pool The Presence of Damaged Matering Interno-Universide Lagrages Petition - Note The Presence of Damaged Matering Interno-Universide Lagrages Person of Damaged Presence (Privit) - Damaged Matering Interno-Universide Lagrages Person of Damaged Presence (Privit) - Damaged Matering Interno-Universide Lagrages Person of Damaged Privity - Damaged Matering Interno-Universide Lagrages Person of Damaged Privity - Damaged Matering Interno-Universide Lagrages Person of Damaged Privity - Damaged Matering Interno-Universide Lagrages Person of Damaged Privity - Damaged Matering Interno-Universide Lagrages Person of Damaged Lagrages Person of Damaged Lagrages Person of Damaged Lagrages Person of Damaged Lagrages Regulated Charles (Privity) - Touch Averside Lagrages Person of Damaged Lagrages Person of Damaged Lagrages I	Mishandling of Passenger Property					4		1	3	6	2	5	1	2	24
Matherdring of Prescript - Demogracification of Internal Proposition Linguistics 1	Mishandling of Passenger Property - Dam	naged/Missin	g Items	-Carry-on	Luggage					2	1				3
Matherdring of Prescript - Demogracification of Internal Proposition Linguistics 1	Mishandling of Passenger Property - Dam	naged/Missin	g Items	-Checked	Bac	4		1	3	4		5	1	2	20
Peterson			•		-	е					1				1
Pattown - Flyer				-	33 3			1			1	1	1	1	5
Particion - Non-Piper Person with Desidellites (PVD) - Change (PVD) - Service Animals Person with Desidellites (PVD) - Change (PVD) - Service Animals Person with Desidellites (PVD) - Change (PVD) - Verson (PVD) - Service Animals Person with Desidellites (PVD) - Change (PVD) - Verson (PVD) -															4
Persons of Disabilities (PWD) - Disabilities (PWD) - Disabilities (PWD) - Services visitable 1 2 4 5 6 6 6 6 6 6 6 6 6								'			'			1	
Persons w Disabilities (PWD) - Databetes 1 1 1 1 1 1 1 1 1		-									- 1		- 4		
Persons w Disabilities (PWD) - Services Animals Person and Disabilities (PWD) - Wheelchank Society Signary Person and Disabilities (PWD) - Wheelchank Society Signary Persons and Disabilities (PWD) - Wheelchank Sign	. ,														
Pensors of Disabilities (PWD) - Touch Averagine (paint) surveys 1 1 1 1 1 1 1 1 1														4	
Persona or Disabilities (PVD) - Weethand Sources Begavay 1 1 1 1 1 1 1 1 1	. ,														
Provintion 6 à Premitted leman - Electronic Devices														1	1
Prohibited & Frentmetal learn - Electronic brokes		air/ Scooter/	Segway										1		1
Request for Assistance - Other	Prohibited & Permitted Items													1	1
Request for Assistance - Other	Prohibited & Permitted Items - Electronic	Devices												1	1
Screening - Lengthy Lines	Request for Assistance										1				1
Screening - Lengthy Lines	Request for Assistance - Other										1				1
Screening - Longthy, Dunes							1			3	1	2			7
Screening - ProceduresProcess 1	<u> </u>														1
Screening - Retirering Abandoned/Confisculated Items 2017 Customer Service 150							1				1	2			5
Customer Service		.cated Items								1					1
Customer Bervice TSO 1 3 1 1 1 1 1 8 8 1 1 1 1 1 1 8 8 1 1 1 1				Q	5	5	2	2	1		- 1	5		5	
Customer Sevice - TSO					3	3				-	'				
Identification (ID) Requirements - Domestic 1 1 1 1 1 1 1 1 1															
Memification (ID) Requirements - Domeselo Locks - Missing or Damaged Lock		1		3			1	1						1	
Locks - Missing or Damaged Lock															
Locks - Missing or Damaged Lock															1
Lost and Found Airport/TSA 1 2		1										1			4
Lost and Found - Airport/TSA	Locks - Missing or Damaged Lock	1		1		1						1			4
Mishandling of Passenger Property	Lost and Found	1													1
Mishandling of Passenger Property - Dammaged Missing Ilems—C	Lost and Found - Airport/TSA	1													1
Mishandling of Passenger Property - Dami	Mishandling of Passenger Property	1		2	4	3	1			3	1	1	2	1	19
Mishandling of Passenger Property - Dami	Mishandling of Passenger Property - Dam	naged/Missin	a Items	-C	2	1				1					4
Patdown			_			2	1			2	1	1	2	1	15
Pattown - Flyer		· ·		_	_										2
Persons W Disabilities (PWD) 1 1 1 1 1 1 1 1 1															2
Persons w Disabilities (PWD) - Mobility Disability (N				1		- 1	'								
Property - Special Handling Damaged Items - Carry-On		Disobility (N													1
Property - Special Handling - Damaged lems - Checked 1 1 2	. , , , , , , , , , , , , , , , , , , ,	T Isability (IV		ı						- 1				4	
Property - Special Handling - Missing Items - Checked			_									1	1	1	
Property - Special Handling - Missing Items - Checked 2 1 1 2 1 2 2 1 2 2 2 1 2 2										1					
Screening - Crew Member or Airline Emp												1		1	2
Screening - Inconsistency															1
Screening - Procedures/Process				1	1			2	1				2	2	11
Screening - Procedures/Process	Screening - Crew Member or Airline Emp	1			1										2
Screening - Retrieving Abandoned/Confiscated Items 4	Screening - Inconsistency			1											1
Screening - Retrieving Abandoned/Confiscated Items 2 4 5 9 7 10 4 6 3 5 5 5 5 5 5 5 5 5	Screening - Procedures/Process	1						2	1				2	1	7
2018		cated Items													1
Civil Rights - Racial Profiling or Discrimination				4	5	9	7	10	4	6	3	5	3	5	65
Customer Service - Others				-			-		-	_					1
Customer Service		l													
Customer Service - Others						2	4	2			ı			4	
Customer Service - TSO 2							ı								
Locks															
Locks - Missing or Damaged Lock		2					1	2							
Mishandling of Passenger Property 1 1 3 1 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 1 3 1 1 2 2 3 1 1 2 2 3 1 1 2 2 3 1 1 2 2 3 1 1 2 2 3 1 1 2 2 3 1 1 2 3 1 1 1 2 3 1 1 1 2 3 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2				1		1									3
Mishandling of Passenger Property - Dam aged/Missing Items—Carry-on Luggage 3 Mishandling of Passenger Property - Dam of Passenger Property - Dam of Passenger Property - Disarrayed Items—Carry-on or Checked 1 1 2 13 1 1 2 13 1 1 2 13 1 2 3 1	Locks - Missing or Damaged Lock			1		1						1			3
Mishandling of Passenger Property - Dam	Mishandling of Passenger Property	1		1	3	3		1	1	3		1		3	17
Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checked 1 1 1 1 1 1 1 1 1	Mishandling of Passenger Property - Dam	naged/Missin	g Items	-Carry-on	Luggage					3					3
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked 2 2 2 2 4 4 4 4 5 5 5 1 1 5 8 8 4 4 4 5 5 2 5 4 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Mishandling of Passenger Property - Dam	1		1	3	3		1	1			1		2	13
Patdown			Carry-c	on or Che											1
Patdown - Flyer		1	ouy	0. 00		2	2								
Persons w/ Disabilities (PWD) Mobility Disability (Not Wheelchair or Scooter) 1															4
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		+					۷								
Persons w/ Disabilities (PWD) - Visual Impairment		Disability (A)	4 \A/\= - 1	shair - C	ooot/							1			2
Prohibited & Permitted Items 1			ι vvneeld	mair or S	cooler)				1						
Prohibited & Permitted Items - Liquids/Ge/s/Aerosols		pairment										1			1
Property - Special Handling 1 1 1 2 3 1 1 1 2 1 1 1 15 Property - Special Handling - Missing Items - Checked 1 1 1 1 1 1 1 1 1 1 4 Property - Special Handling - Missing Items - Checke 1 1 1 1 1 1 1 1 4 4 6 6 8 2 3 1 2 2 1 1 4 4 6 6 8 4 4 5 6 6 8 4 4 5 5 4 4 5 5 4 4 5 5 4 4 5 5 4 4 5 5 5 4 4 4 5 5 5 1 5 8 4 4 5 5 5 4 4 4 5 5		<u> </u>									1				1
Property - Special Handling - Damaged Items - Checked 1 2 1 1 1 4 Property - Special Handling - Missing Items - Checke 1 1 1 1 1 1 1 4 Property - Special Handling - Missing Items - Checke 1 <td>·</td> <td>ls/Aerosols</td> <td></td> <td>1</td>	·	ls/Aerosols													1
Property - Special Handling - Missing Items - Carry-On 1 1 1 1 4 Property - Special Handling - Missing Items - Checke 1 1 1 1 1 1 1 1 1 1 6 Screening 1 1 1 2 3 1 2 2 11 Screening - Inconsistency 1 1 1 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 2 2 2 5 4 4 5 2 5 4 4 5 2 5 4 4 5 2 5 5 5 1 1 3 3 5 5 5 4 4 5 2 5 5 4 4 4 5 5 5 1 1 3 3 <td></td> <td></td> <td></td> <td>1</td> <td>1</td> <td>1</td> <td></td> <td></td> <td>1</td> <td>1</td> <td>1</td> <td></td> <td></td> <td>1</td> <td>15</td>				1	1	1			1	1	1			1	15
Property - Special Handling - Missing Items - Checke 1 1 1 1 1 1 1 1 6 Screening 1 1 1 2 3 1 2 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 2 2 9	Property - Special Handling - Damaged It	ems - Check	ed				1	2				1	1		5
Property - Special Handling - Missing Items - Checke 1 1 1 1 1 1 1 1 6 Screening 1 1 1 2 3 1 2 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 2 2 9	Property - Special Handling - Missing Iten	ns - Carry-Or	1				1	1			1			1	4
Screening 1 1 1 2 3 1 2 11 Screening - Inconsistency 1 2 2 2 2 9 9 9 2 2 1 1 5 8 4 4 5 2 54 5 1 1 3 5 5 1 3 3 5 5 5 1 3 3 5 5 5 1 3 3 5 5 5 1 3 3 5 5 5 1 3 3 5 5 5 1 3 3 5 5 3 4 4 5 2 5 4 4 5 2 5 4 4 5 2				1	1	1			1	1		1			6
Screening - Inconsistency 1 1 Screening - Lengthy Lines 1 1 2 2 2 2 9 Screening - Procedures/Process 1 1 1 2 2 2 2 9 9 2019 7 4 4 5 5 1 5 8 4 4 5 2 54 Civil Rights 1 1 3 5 5 5 1 4 4 5 5 5 4 4 4 5 2 54 Civil Rights - Constitutional Rights 1 1 1 3 5 5 5 1 5 6 6 6 6 6 6 6 6 6 6 6 7 6 7 7 7 7 8 4 4 4 5 5 5 7 7 8 4 4 5 2							2	3							11
Screening - Lengthy Lines 1 1 2 2 2 2 9 Screening - Procedures/Process 1 1 1 2 2 2 2 9 2019 7 4 4 5 5 1 5 8 4 4 5 2 54 Civil Rights 1 1 1 3 5 5 Civil Rights - Constitutional Rights 1 1 1 3 5 5	<u> </u>	<u> </u>								_					1
Screening - Procedures/Process 1 1 1 2 2 2 2 2 9 2019 7 4 4 5 5 1 5 8 4 4 5 2 54 Civil Rights 1 1 1 3 5 5 Civil Rights - Constitutional Rights 1 1 1 3 5 5								1	'						
2019 7 4 4 5 5 1 5 8 4 4 5 2 54 Civil Rights 1 1 3 5 Civil Rights - Constitutional Rights 1 1 3 5		4		1	1		0			0					
Civil Rights 1 1 3 5 Civil Rights - Constitutional Rights 1 1 3 5						_			_				_	-	
Civil Rights - Constitutional Rights 1		7		4	4	5		1	5			4	5	2	54
										1	3				5
Civil Rights - Racial Profiling or Discrimination 1 2 3							11								1
	Civil Rights - Racial Profiling or Discrimin	ation								1	2				3

			ISA Conta	ict Center (ICC) Data	1001 - FOI <i>F</i>	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sexual Orientation - Not Tra	nsgender								1				
Customer Service	1			1				1					
Customer Service - TSO	1			1				1					
Locks							1					1	
Locks - Missing or Damaged Lock							1					1	2
Lost and Found		1											
Lost and Found - Airport/TSA		1											
Mishandling of Passenger Property	1	1		3	3		1	2		2	1	1	1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lu	ggage	1			1					- 1
Mishandling of Passenger Property - Dam	1	1		3	2		1	1		2	1	1	1
Patdown	1	2	1					2					
Patdown - Flyer	1	2	1					2					
Persons w/ Disabilities (PWD)	1		1										
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway	1										
Property - Special Handling	2		2	. 1			2	2	1	2	1		1
Property - Special Handling - Damaged It	1												
Property - Special Handling - Damaged It	tems - Check	red					1			1	1		
Property - Special Handling - Missing Iter	ns - Carry-O	n	1	1					1				
Property - Special Handling - Missing Iter	1		1				1	2		1			
Screening	1				1	1	1				3		
Screening - Procedures/Process	1				1	1	1				3		-

Outros				ct Center (T									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DTW	175	186	190	209	164	212	226	234	237	276	278	243	2,630
2016				52	41	52	60	61	52	64	70	60	512
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Fly	er				1								1
Civil Rights					1		1	2	5	2	4	4	19
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimina	ation							1	3	2	4	3	13
Civil Rights - Screening of Religious Cultu		monial Ite	ems									1	1
Civil Rights - Screening of Religious or Cu					1								1
Civil Rights - Sex/Gender/Gender Identity					'		1						1
Civil Rights - Transgender Screening	Tiot Trange	muoi						1					1
Customer Service				11	8	9	6	13	14	6	8	10	85
Customer Service - CSM				- 11	0	9	0	13	14	0	0	10	
													1
Customer Service - Others				3		5	3		3	1	1	2	18
Customer Service - TSO				8	8	4	3	13	11	5	7	7	66
Intranet/Internet Inquiries										1			1
Intranet/Internet Inquiries - General										1			1
Locks				2	4	2	3	5	2	7	3	1	29
Locks - General					1								1
Locks - Missing or Damaged Lock				2	3	2	3	5	2	7	3	1	28
Lost and Found				2		1	4		1	1		1	10
Lost and Found - Airport/TSA				2		1	4		1	1		1	10
Mishandling of Passenger Property				28	14	30	26	24	20	36	42	31	251
Mishandling of Passenger Property - Dam	ı aged/Missind	ı ItemsC	Carry-on Lug		1	3	2	3	2	1	5		23
Mishandling of Passenger Property - Dam					13	25	22	21	18	31	33		215
Mishandling of Passenger Property - Dam					10	20	1		10	01	1		2
Mishandling of Passenger Property - Disa						2	1			4	3	1	11
Patdown	nayeu itellis	-carry-or	i or onecked	3	4	1	1	1		2	2		19
Patdown - Flyer				3	4	1	1	1		2	2		19
Persons w/ Disabilities (PWD)				2	3	3	4	2	2	4	2	3	25
Persons w/ Disabilities (PWD) - Breast Ca								1					1
Persons w/ Disabilities (PWD) - Cancer (g										1			1
Persons w/ Disabilities (PWD) - Cognitive		ntal /Men	tal Disability				1				1		2
Persons w/ Disabilities (PWD) - Diabetes					2							1	3
Persons w/ Disabilities (PWD) - Hearing I	mpairment			1	1			1					3
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledication	n and Medic	al Supplies			1						1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)					2					1		3
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	air or Scoot	er)		1			1	2		1	5
Persons w/ Disabilities (PWD) - Prosthesi				,			1						1
Persons w/ Disabilities (PWD) - Touch Av												1	1
Persons w/ Disabilities (PWD) - Wheelcha				1			1		1	1			4
Request for Assistance		3 7					1			1			2
Request for Assistance - Other							1						1
Request for Assistance - Wounded Warrio	r (MSUSOC	١					ļ.			1			1
Screening	i (iviolioco	,		4	6	6	14	14	8	4	9	5	70
				4	0	0		14	1	4			
Screening - Inconsistency				-	0	0	2	-	- 1		2	2	7
Screening - Lengthy Lines				1	2	3	6	5	0		1	4	18
Screening - Procedures/Process				2	4	2	6	9	6	4	6	1	40
Screening - Retrieving Abandoned/Confis	cated Items								1				1
Screening - Security Breach				1		1						2	4
2017	49	63		74	40	53	45	58	76	73	65		732
Civil Rights	1	7		2	2	4	2	2	1	1	2	2	28
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns							1						1
Civil Rights - Headwear									1				1
Civil Rights - National Origin			1			1							2
Civil Rights - Perceived Religion				1		1							2
Civil Rights - Racial Profiling or Discrimina	ation	4			1	1	1	2		1	2	2	14
Civil Rights - Screening of Religious Cultu					1	1				- '			2
Civil Rights - Sex/Gender/Gender Identity		1		1									3
Civil Rights - Transgender Screening	<u>'</u>	1											2
Customer Service	7	12			4	8	7	10	11	14	11	17	116
Customer Service - CSM	/	12		0	4	0	- 1	10		14	- 11	17	
									1				1
Customer Service - Others		1											2
Customer Service - TSO	7	11		8	4	8	7	10	10	14	11	17	113
Locks	1	2	2	4	4	4	2	5	6	5	2	2	39
Locks - General					1				1				2
Locks - Missing or Damaged Lock	1	2		4	3	4	2	5	5	5	2		37
Lost and Found		3		6			1	1	2	1	2	2	22
Lost and Found - Airport/TSA		3	4	6			1	1	2	1	2	2	22
Mishandling of Passenger Property	31	24		38	21	28	15	16	27	34	23		307
Mishandling of Passenger Property - Dam		6		5	1	5		3	2	1	1		31
Mishandling of Passenger Property - Dam		15		30	19	22	13	12	17	31	19	16	245
Mishandling of Passenger Property - Dam		1			10			12		01	10	10	1
Mishandling of Passenger Property - Disa		2		3	1	1	2	1	8	2	3	4	30
Patdown	2	6		3	3	2	4	3	5	2	4		45
Patdown - Flyer	2	6		3	1	2	4	3	5	2			45
		Ь		3	2		4	3	5		4	I	
Patdown - Flyer as Observer			1		2								3
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)		3		1	1	1		3	2	1	5		28
Persons w/ Disabilities (PWD) - Cancer (g												1	1
Persons w/ Disabilities (PWD) - Cognitive		ntal /Men	tal Disability					1			1		2
Persons w/ Disabilities (PWD) - Diabetes			1	1		1							3
Persons w/ Disabilities (PWD) - General												1	1

Categories		10-Oct	11-Nov	12-Dec	act Center (1 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	w/ Disabilities (PWD) - Hearing		11-NOV	12-Dec	UI-Jaii	UZ-FED	U3-IVIAI	04-Арг	US-IVIAY	06-Juli	07-Jui	vo-Aug	ua-sep	TOTAL
	s w/ Disabilities (PWD) - Hearing		00		1				1					
	s w/ Disabilities (PWD) - Medically				1				1	1		1		
	s w/ Disabilities (PWD) - Mobility I				1	1			'	1		1		
	s w/ Disabilities (PWD) - Respirate					'						1	ı	
	s w/ Disabilities (PWD) - Respirate		r Equipii	ICIIL								- 1	1	
	s w/ Disabilities (PWD) - Touch Av		trauma)									1	- 1	
	s w/ Disabilities (PWD) - Touch Av			2 1	1						1	ı	2	
	Permitted Items	I Scooleir	-	4						1	- 1		1	
	ed & Permitted Items - Alcohol an	d Tobosco								ı			1	
	ed & Permitted Items - Alcohol an									4			I	
		I						0	10	1	40	4.4	7	
	pecial Handling)					9	10	11	10	11	7	5
	y - Special Handling - Damaged It							0	1	1	1	1		
	y - Special Handling - Damaged It							2	2	3	1	6	3	1
	y - Special Handling - Missing Iter								1	2	1		2	
	y - Special Handling - Missing Iter	ns - Checked						7	6	5	7	4	2	3
Request for					1					1				
	t for Assistance - Other	L			1									
	t for Assistance - Wounded Warri									1				
Screening		7			7 11		6	5	8	9	5			8
Screenii	ng - Inconsistency			1	1 2				4		2	2		1
Screenii	ng - International Screening	1												
Screenii	ng - Lengthy Lines											1	1	
Screenii	ng - Procedures/Process	5	4	1 6	6 9	5	6	4	3	9	2	2	8	6
Screenii	ng - Retrieving Abandoned/Confis	cated Items						1	1		1		2	
	ng - Security Breach	1												
2018	-	64	68		6 50	39	56	60	59	49	79	71	53	71
	naging Technology (AIT)		J.								1			- ''
	ed Imaging Technology (AIT) - No	n-Flyer									1			
Civil Rights	od imaging reciniology (Arr) - No	3		1 2	2 2	2	1	3	3	3	4	6	3	
	nhte - Age	3	4	+ 2	. 2	2	1	3	3	3	4	6		3
	ghts - Age												1	
	ghts - Headwear									1	1			
	ghts - National Origin	_						1			1			
	ghts - Racial Profiling or Discrimin			3 2	2 2	2	1	2	3	2		5	2	
	ghts - Sexual Orientation - Not Tra	nsgender										1		
	ghts - Transgender Screening										2			
Customer Se	ervice	13	16	3 10	7	10	10	9	19	9	13	7	15	13
Custome	er Service - CSM			1	1									
Custome	er Service - Others				1		1	1			1			
Custome	er Service - TSO	13	16	3 9	9 6	10	9	8	19	9	12	7	15	13
Identification	n (ID) Requirements				1									
Identific	ation (ID) Requirements - Domes	tic			1									
Locks		1		2 6	3	4	1	4	4	2	4	4	2	3
Locks -	General	1			1									
	Missing or Damaged Lock	·		2 6	6 2	4	1	4	4	2	4	4	2	3
Lost and For		1			2 7	•	1	1	1	2	3	4		2
	d Found - Airport/TSA	1			2 7		1	1	1	2	3	4		2
	of Passenger Property	18	17			11	11	9	9	18	22	23	14	17
	dling of Passenger Property - Dan				, 0	- 11	- 11	1	9	2	1	1	2	- 17
					1 0	4.4	40		7					
	dling of Passenger Property - Dan		13			11	10	7	/	14	16	18	11	14
	dling of Passenger Property - Dan						1	1					1	
	dling of Passenger Property - Disa			3	2				2	2	5			2
Patdown		1			2 5		3	2	7	1	2	3		3
	n - Flyer	1	(6 1	1 4	4	3	1	5	1	2	3		3
	n - Flyer as Observer							1						
	n - General				1									
Patdowr	n - Non-Flyer				1				2					
Persons w/ [Disabilities (PWD)	2		3 4	4 1	2	7		2	1	8	2	4	3
Persons	w/ Disabilities (PWD) - Cancer (general) Not l	Breast Ca	ancer			1		1			1		
	w/ Disabilities (PWD) - Cognitive	,			ty 1									
	w/ Disabilities (PWD) - Diabetes						2						1	
	s w/ Disabilities (PWD) - Diapers/		essings/M	lasks			1							
				-								1		
	w/ Disabilities (PWD) - General		00			1			1					
Persons	s w/ Disabilities (PWD) - General	ı Aedical Devid				'			'		2			
Persons Persons	w/ Disabilities (PWD) - Internal M			he Rody									1	
Persons Persons Persons	s w/ Disabilities (PWD) - Internal N s w/ Disabilities (PWD) - Medical	Devices - Atta	ched to t											
Persons Persons Persons Persons	s w/ Disabilities (PWD) - Internal N s w/ Disabilities (PWD) - Medical N s w/ Disabilities (PWD) - Medically	Devices - Atta Necessary I	ched to t		1									
Persons Persons Persons Persons Persons	s w/ Disabilities (PWD) - Internal N s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medically s w/ Disabilities (PWD) - Metal Im	Devices - Atta / Necessary I	ched to t Medicatio	n 1	1	4					4		'	
Persons Persons Persons Persons Persons Persons	s w/ Disabilities (PWD) - Internal N s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medically s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Mobility I	Devices - Atta / Necessary I 1	nched to to dedication	r 1		1	1				1			
Persons Persons Persons Persons Persons Persons Persons Persons	s w/ Disabilities (PWD) - Internal M s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medically s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Mobility I s w/ Disabilities (PWD) - Ostomy/v	Devices - Atta / Necessary I 1 1 Ostomates	nched to to dedication	r 1	1	1	1				1 2			
Persons Persons Persons Persons Persons Persons Persons Persons	s w/ Disabilities (PWD) - Internal M s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medically s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Mobility I s w/ Disabilities (PWD) - Ostomy/w s w/ Disabilities (PWD) - Respirate	Devices - Atta / Necessary I 1 1 Ostomates ory and Inhale	nched to to dedication of the	r 1		1	1				2		1	
Persons	s w/ Disabilities (PWD) - Internal M s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medically s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Mobility I s w/ Disabilities (PWD) - Ostomy/ s w/ Disabilities (PWD) - Respirate s w/ Disabilities (PWD) - Touch Av	Devices - Atta / Necessary I 1 1 Dostomates ory and Inhale /ersion (pain/	nched to to to Medication Address of the Medication Address of the Medication of t	r 1	2	1					2			
Persons	s w/ Disabilities (PWD) - Internal N s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medically s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Mobility I s w/ Disabilities (PWD) - Ostomy/ s w/ Disabilities (PWD) - Respirate s w/ Disabilities (PWD) - Touch Av s w/ Disabilities (PWD) - Touch Av s w/ Disabilities (PWD) - Wheelch	Devices - Atta / Necessary I 1 1 Description	Medication Medication Per Equipn trauma) Segway	r f	2		2			1	2 2 1		1	
Persons	s w/ Disabilities (PWD) - Internal N s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medically s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Mobility I s w/ Disabilities (PWD) - Ostomy/ s w/ Disabilities (PWD) - Respirate s w/ Disabilities (PWD) - Touch At s w/ Disabilities (PWD) - Wheelch pecial Handling	Devices - Atta / Necessary I 1 1 1 Distornates bry and Inhale / version (pain/ air/ Scooter/ 13	er Equipn trauma) Segway	r 2 I 2 nent	2		2	17	7	7	2 2 1 13	8	1	13
Persons	s w/ Disabilities (PWD) - Internal N s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medically s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Mobility I s w/ Disabilities (PWD) - Ostomy/ s w/ Disabilities (PWD) - Respirate s w/ Disabilities (PWD) - Touch Av s w/ Disabilities (PWD) - Touch Av s w/ Disabilities (PWD) - Wheelch	Devices - Atta / Necessary I 1 1 1 Distornates bry and Inhale / version (pain/ air/ Scooter/ 13	Medication Medication Per Equipn trauma) Segway	r 2 I 2 nent	2		2	17	7		2 2 1		1	13
Persons	s w/ Disabilities (PWD) - Internal N s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medically s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Mobility I s w/ Disabilities (PWD) - Ostomy/ s w/ Disabilities (PWD) - Respirate s w/ Disabilities (PWD) - Touch At s w/ Disabilities (PWD) - Wheelch pecial Handling	Devices - Atta / Necessary 1 1 1 Destormates bry and Inhale / ersion (pain/ air/ Scooter/ 13 13	er Equipn trauma) Segway	r 2 nent 2	2	5	2 17 1		7	7	2 2 1 13		1 1	13
Persons Perpons Persons Persons Persons Persons	s w/ Disabilities (PWD) - Internal N s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medically s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Mobility I s w/ Disabilities (PWD) - Stomy/ s w/ Disabilities (PWD) - Touch Av s w/ Disabilities (PWD) - Touch Av s w/ Disabilities (PWD) - Wheelch pecial Handling y - Special Handling - Damaged It	Devices - Atta / Necessary I 1 1 Description 1 Description 1 Description 1 Description 1 Description 1 Description 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	er Equipn trauma) Segway	r 2 neent 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 5 16	5	2 17 1	1		7	2 1 13 1	8	1 1 10 3	13
Persons Persons Persons Persons Persons Persons Persons Persons Persons Perperty - S Property Property	s w/ Disabilities (PWD) - Internal M s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Mobility I s w/ Disabilities (PWD) - Ostomy/ s w/ Disabilities (PWD) - Respirate s w/ Disabilities (PWD) - Touch Av s w/ Disabilities (PWD) - Wheelch pecial Handling y - Special Handling - Damaged It y - Special Handling - Damaged It	Devices - Atta / Necessary I 1 1 Description 1 Description 1 Description 1 Description 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	er Equipn trauma) Segway	r 2 neent 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 16 3 5 2 2	5	2 17 1 5	1	3	7 2	2 1 13 1 4	8	1 1 10 3 5	13
Persons Perperty - Si Property Property Property	s w/ Disabilities (PWD) - Internal N s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medically s w/ Disabilities (PWD) - Medically s w/ Disabilities (PWD) - Mobility I s w/ Disabilities (PWD) - Ostomy/ s w/ Disabilities (PWD) - Respirate s w/ Disabilities (PWD) - Touch As s w/ Disabilities (PWD) - Wheelch pecial Handling y - Special Handling - Damaged It y - Special Handling - Missing Iter y - Special Handling - Missing Iter y - Special Handling - Missing Iter	Devices - Atta / Necessary I 1 1 Description 1 Description 1 Description 1 Description 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	er Equipn trauma) Segway	r 2 hent 2 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 16 3 5 2 2	5	2 17 1 5	1 3 4	3	7 2 2	2 1 13 1 4	8 2 2	1 1 10 3 5	13
Persons Perperty - S Property Property Property Request for	s w/ Disabilities (PWD) - Internal M s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medically s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Ostomy/ s w/ Disabilities (PWD) - Respirate s w/ Disabilities (PWD) - Touch Av s w/ Disabilities (PWD) - Wheelch pecial Handling y - Special Handling - Damaged It y - Special Handling - Missing Iter y - Special Handling - Missing Iter y - Special Handling - Missing Iter y - Special Handling - Missing Iter Assistance	Devices - Atta / Necessary I 1 1 Description 1 Description 1 Description 1 Description 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	er Equipn trauma) Segway	r 2 hent 2 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 16 3 5 2 2	5	2 17 1 5 2 9	1 3 4 9	3	7 2 2	2 1 13 1 4 1 7	8 2 2	1 1 10 3 5	13 3 2
Persons Perperty Property Property Property Request for Request	s w/ Disabilities (PWD) - Internal N s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medically s w/ Disabilities (PWD) - Medically s w/ Disabilities (PWD) - Mobility I s w/ Disabilities (PWD) - Ostomy/ s w/ Disabilities (PWD) - Respirate s w/ Disabilities (PWD) - Touch As s w/ Disabilities (PWD) - Wheelch pecial Handling y - Special Handling - Damaged It y - Special Handling - Missing Iter y - Special Handling - Missing Iter y - Special Handling - Missing Iter	Devices - Atta / Necessary I 1 1 Destormates Devices of the second of th	nched to to Medication Per Equipm trauma) Segway 10	n 2 2 2 2 4 10	1 1 5 16 3 5 2 2 0 9	5 2 3	2 17 1 5 2 9	1 3 4 9 1	3 3 1	7 2 2 3	2 1 13 1 4 1 7	8 2 2 2 4	1 1 10 3 5 2	13
Persons Perperty Property Property Property Request for Request Screening	s w/ Disabilities (PWD) - Internal N s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Ostomy/ s w/ Disabilities (PWD) - Respirate s w/ Disabilities (PWD) - Touch Av s w/ Disabilities (PWD) - Touch Av s w/ Disabilities (PWD) - Touch Av s w/ Disabilities (PWD) - Wheelch pecial Handling y - Special Handling - Damaged It y - Special Handling - Damaged It y - Special Handling - Missing Iter y - Special Handling - Missing Iter Assistance t for Assistance - Other	Devices - Atta / Necessary I 1 1 Storman I Devices - Atta / Necessary I 1 1 Dostomates Dry and Inhale rersion (pain/ air/ Scooter/ 13 1 4 1 7	er Equipn trauma) Segway	n 2 2 2 2 4 10	1 1 5 16 3 5 2 2 0 9	5	2 17 1 5 2 9	1 3 4 9	3	7 2 2	2 1 13 1 4 1 7 1 1 1 8	8 2 2	1 1 10 3 5 2	13
Persons Property - S Property Property Property Request for Request Screening Screening	s w/ Disabilities (PWD) - Internal N s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Mobility I s w/ Disabilities (PWD) - Ostomy/ s w/ Disabilities (PWD) - Respirate s w/ Disabilities (PWD) - Touch At s w/ Disabilities (PWD) - Wheelch pecial Handling y - Special Handling - Damaged It y - Special Handling - Missing Iter Assistance t for Assistance - Other	Devices - Atta / Necessary I 1 1 Storman I Devices - Atta / Necessary I 1 1 Dostomates Dry and Inhale rersion (pain/ air/ Scooter/ 13 1 4 1 7	nched to to Medication Per Equipm trauma) Segway 10	r 2 2 2 2 4 10	2 1 5 16 3 5 2 2 2 0 9	5 2 3	2 17 1 5 2 9	1 3 4 9 1 1	3 3 1	7 2 2 3	2 1 13 1 4 1 7 1 1 8	8 2 2 4	1 1 10 3 5 2	13
Persons Property - S Property Property Property Request for Request Screening Screenin	s w/ Disabilities (PWD) - Internal Now / Disabilities (PWD) - Medical Now / Disabilities (PWD) - Medical Now / Disabilities (PWD) - Medically Now / Disabilities (PWD) - Medically Now / Disabilities (PWD) - Mobility Now / Disabilities (PWD) - Ostomy/Now / Disabilities (PWD) - Respirate Now / Disabilities (PWD) - Touch And Now / Disabilities (PWD) - Touch And Now / Disabilities (PWD) - Wheelch pecial Handling / Damaged Now / Special Handling - Damaged Now / Special Handling - Missing Iter / Special Handling - Missing Iter / Assistance to for Assistance - Other	Devices - Atta / Necessary I 1 1 1 Dostomates Dry and Inhale / Scooter/ 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	inched to to Medication For Equipm trauma) Segway 10	n	2 1 5 16 3 5 2 2 0 9	5 2 3	2 17 1 5 2 9 1	1 3 4 9 1 1 14	3 3 1	7 2 2 3	2 1 13 1 4 1 7 1 1 8 1	8 2 2 2 4	1 1 10 3 5 2	13 3 2 6 6 5
Persons Perperty - Si Property - Si Property Property Property Request for Request for Request Screening Screening Screening	s w/ Disabilities (PWD) - Internal M s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Medical I s w/ Disabilities (PWD) - Metal Im s w/ Disabilities (PWD) - Mobility I s w/ Disabilities (PWD) - Ostomy/ s w/ Disabilities (PWD) - Respirate s w/ Disabilities (PWD) - Touch At s w/ Disabilities (PWD) - Wheelch pecial Handling y - Special Handling - Damaged It y - Special Handling - Missing Iter Assistance t for Assistance - Other	Devices - Atta / Necessary I 1 1 Storman I Devices - Atta / Necessary I 1 1 Dostomates Dry and Inhale rersion (pain/ air/ Scooter/ 13 1 4 1 7	er Equipn trauma) Segway	r 2 2 2 2 4 10 12 3 2 2 2 3 4 10 12 3 3 2 2 3 4 10 12 12 12 12 12 12 12 12 12 12 12 12 12	2 1 5 16 3 5 2 2 2 0 9	5 2 3	2 17 1 5 2 9	1 3 4 9 1 1	3 3 1	7 2 2 3	2 1 13 1 4 1 7 1 1 8	8 2 2 4	1 1 10 3 5 2	13 3 2 6

		T	SA Contac	ct Center (1	CC) Data	Tool - FOIA							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Security Breach			1				2	1	1		1		6
Screening - Shoe Screening									1				1
2019	62	55	58	33	44	51	61	56	60	60	72	60	672
Civil Rights	6	5	3	1		2	1	7	5	5	3	3	41
Civil Rights - Age	1												
Civil Rights - Constitutional Rights									1	1			2
Civil Rights - Hair Patdowns									1			2	
Civil Rights - Headwear			1							1			
Civil Rights - National Origin									1			1	
Civil Rights - Perceived Religion									1	1			
Civil Rights - Racial Profiling or Discrimin	3	4	1	1		2	1	2	1	2	2		1
Civil Rights - Sex/Gender/Gender Identity		1						2			1		
Civil Rights - Sexual Orientation - Not Tra	insgender		1					1					
Civil Rights - Transgender Screening								2					
Customer Service	9	9	13	4	5	13	19	8	10	16	14	12	13
Customer Service - Others		1				1	1						
Customer Service - TSO	9	8	13	4	5	12	18	8	10	16	14	12	12
Locks	4		1	1	2	2	3	4	3	8	4	2	3
Locks - Missing or Damaged Lock	4		1	1	2	2	3	4	3	8	4	2	3
Lost and Found	4				1		1			1	4		1
Lost and Found - Airport/TSA	4				1		1			1	4		1
Mishandling of Passenger Property	11	12	18	11	10	15	16	11	16	6	10	12	14
Mishandling of Passenger Property - Dam	naged/Missir	g ItemsC	2	1	1			1	1				
Mishandling of Passenger Property - Dam	7	9	14	9	7	12	13	9	13	5	7	11	11
Mishandling of Passenger Property - Dam	naged/Missir	g ItemsUr	nspecified L	uggage				1					
Mishandling of Passenger Property - Disa	4	3	2	1	2	3	3		2	1	3	1	2
Patdown	4	4	1	1	2	1	4	5	3	4	5	3	3
Patdown - Flyer	3	4	1	1			3	4	2	4	5	3	3
Patdown - Flyer as Observer						1			1				
Patdown - General					1								
Patdown - Non-Flyer	1				1		1	1					
Persons w/ Disabilities (PWD)	3	7	6		6	3	5	1	4	3	5	6	4
Persons w/ Disabilities (PWD) - Autism S	pectrum		1										
Persons w/ Disabilities (PWD) - Breast Ca	ancer											1	
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Can	cer		1								
Persons w/ Disabilities (PWD) - Cognitive	e /Developme	ental /Menta	al Disability			1	1		1				
Persons w/ Disabilities (PWD) - Diabetes							1			1	1	1	
Persons w/ Disabilities (PWD) - General	1				1	1						1	
Persons w/ Disabilities (PWD) - Internal N	Medical Dev	1	1								2		
Persons w/ Disabilities (PWD) - Medically	y Necessary	1								1	1	1	
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)	1			2			1					
Persons w/ Disabilities (PWD) - Mobility [1	2	1		1		1			1		1	
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates						1						
Persons w/ Disabilities (PWD) - Respirato	ory and Inhal	er Equipme	nt				1						
Persons w/ Disabilities (PWD) - Service A	Animals				1								
Persons w/ Disabilities (PWD) - Touch Av		/trauma)							1		1		
Persons w/ Disabilities (PWD) - Wheelch		2	3			1			2			1	1
Property - Special Handling	13	9	10	14	15	11	9	12	11	11	18	15	14
Property - Special Handling - Damaged It		On	1	1	1	1		3			2		
Property - Special Handling - Damaged It		3	1	5	4	2	2	5	2	4	2	6	4
Property - Special Handling - Missing Iten		2	4	3	4	2	3	1	4	2	4	3	3
Property - Special Handling - Missing Iten		4	4	5	6	6	4			5		6	6
Screening	8	9	6	1	3	4	3			6		7	7
Screening - Children											1		
Screening - Crew Member or Airline Empl	loyee										1		
Screening - Inconsistency	1		1							1	1	2	
Screening - Lengthy Lines	<u> </u>	1				1		2	1		1		
Screening - Procedures/Process	6	8	5	1	3	3	3			4		5	5-
Screening - Retrieving Abandoned/Confis		0	3	'	3		3	0	0	1	7	<u> </u>	
Screening - Security Breach	<u>'</u>								1	- 1	1		
co.cog cooding brodon									- 1				

Categories 10	0-Oct 11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DUJ		1	1		1							3
2016			1									1
Customer Service			1									1
Customer Service - TSO			1									1
2018		1			1							2
Customer Service					1							1
Customer Service - TSO					1							1
Mishandling of Passenger Property		1										1
Mishandling of Passenger Property - Disarraye	ed ItemsCarry-o	n 1										1

			IOA COIILLA	, , , , , ,	oo, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
DVL			2	1					1				4
2016				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Baç	1									1
2017									1				1
Customer Service									1				1
Customer Service - TSO									1				1
2019			2										2
Customer Service			1										1
Customer Service - TSO			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Iter	ns - Checke	d	1										1

			I SA CUIILA	ci center (CC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAR	1			1		2	1		2	1		1	9
2017	1			1		1	1			1		1	6
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrim	nation						1						1
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property				1		1						1	3
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	Checked Bag	1		1							2
Mishandling of Passenger Property - Dis	sarrayed Item	sCarry-or	or Checke	d								1	1
Patdown										1			1
Patdown - Flyer										1			1
2018									1				1
Patdown									1				1
Patdown - Flyer									1				1
2019						1			1				2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	Checked Bag	ggage		1							1
Screening									1				1
Screening - Procedures/Process									1				1

		1		ct Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAT	8	6	7	6	5	4	6	5	5	1	7	6	66
2016				3	1	1	1	2			2	1	11
Customer Service					1								1
Customer Service - TSO					1								1
Locks				1				1					2
Locks - Missing or Damaged Lock				1				1					2
Mishandling of Passenger Property				1		1	1	1			1	1	6
Mishandling of Passenger Property - Dam	l paged/Missing	Itoms_C	hacked Bar	1		1		1			1	1	6
	lageu/Missiriç	j itellisC	necked Da(1		- '	- 1	'			1	- '	
Screening													2
Screening - Procedures/Process	_			1							1		2
2017	3	4	2	1		1			2	1	3		19
Customer Service		1					1						2
Customer Service - TSO		1					1						2
Locks		1	1										2
Locks - Missing or Damaged Lock		1	1										2
Mishandling of Passenger Property	3	2		1			1		2	1	2		12
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	arry-on Lug	gage					1				1
Mishandling of Passenger Property - Dam		1		1			1				2		8
Mishandling of Passenger Property - Disa		1							1	1			3
Patdown	,					1							1
Patdown - Flyer						1							1
Property - Special Handling						- '					1		1
	Charles												
Property - Special Handling - Damaged Ite	ems - Checke I	ea									1		1
Screening			1										1
Screening - Crew Member or Airline Empl			1										1
2018	3	2	2	1	2		2	2	3		1	4	22
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1	1	1	1			2	2	2			2	12
Mishandling of Passenger Property - Dam	1	1	1	1			2	2				1	9
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	d					2			1	3
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)			1									1	2
Persons w/ Disabilities (PWD) - Diabetes			- '									1	1
			1									- '	1
Persons w/ Disabilities (PWD) - Internal M		es	1								4	4	
Property - Special Handling	1				1						1	1	4
Property - Special Handling - Damaged Ite													1
Property - Special Handling - Damaged Ite		ed									1		1
Property - Special Handling - Missing Item	ns - Checked				1							1	2
Screening		1			1								2
Screening - Procedures/Process		1			1								2
2019	2		3	1	2	2	1	1			1	1	14
Civil Rights					1								1
Civil Rights - Sexual Orientation - Not Tra	nsgender				1								1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property	1					1							2
						- '							
Mishandling of Passenger Property - Dam		C	Obli	1									
Mishandling of Passenger Property - Disa		Carry-on	or Checked	ı		1							- 1
Persons w/ Disabilities (PWD)	1				1								2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Medically	1												1
Property - Special Handling			2	1								1	4
Property - Special Handling - Damaged Ite	ems - Checke	ed	1	1									2
rioporty operational garageant												1	2
Property - Special Handling - Missing Item	ns - Checked		1									1	
Property - Special Handling - Missing Item	ns - Checked		1 1				1	1			1		
1 7 1 0 0	ns - Checked						1	1			1		4

			ISA Conta	ct Center (ICC) Data	001 - FUIA	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EAU		1	2	1	2		2		2	1	1	3	15
2016									2			1	3
Mishandling of Passenger Property									2			1	3
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	ggage					2			1	3
2017			1		1		1			1	1		5
Mishandling of Passenger Property			1		1		1			1	1		5
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	ggage	1		1			1	1		4
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	1										1
2018		1	1	1								1	4
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property		1	1	1									3
Mishandling of Passenger Property - Dan	naged/Missii	1		1									2
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	1										1
2019					1		1					1	3
Patdown							1						1
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - General					1								1
Property - Special Handling												1	1
Property - Special Handling - Missing Iter	ns - Checke	d										1	1

ories	10.004 44) Data Tool		4 A	OE Marr	Lum 1	77 1!	00 A	00 60-	T4-
	10-Oct 11-	Nov 12- 8	Dec 01 9	Jan 02 10	2-Feb 03 7	3-Mar 0- 13	4-Apr 21	05-May 00 24	3-Jun (15	07-Jul 24	08-Aug 13	09-Sep 9	Tota
2016	15	8	9	10	1	13	4	6	15	6	4	2	
Customer Service					•	•	•	•	•	1			
Customer Service - TSO										1			
Mishandling of Passenger Property				1	1		3	4		4	2	1	
Mishandling of Passenger Property - Dam	aged/Missing Iter	msCarry-c	on Luggage									1	
Mishandling of Passenger Property - Dam				1	1		2	4		4	2		
Mishandling of Passenger Property - Disa	rrayed ItemsCa	rry-on or Ch	necked				1						
Patdown								1					
Patdown - Flyer						4		1					
Persons w/ Disabilities (PWD)	Noosoon, Madi	action and	Madical Cur	nlina		1					1		
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wounded		cation and i	Medicai Sup	plies		1					1		
Screening	Walliol					1	1	1	1	1	1	1	
Screening - International Screening							1	ı	ı	1	- '		
Screening - Procedures/Process								1	1	1	1	1	
2017	5	3	1	3	3	5	8	3	2	5	1	1	
Civil Rights					•	•	1	•	_	•			
Civil Rights - Racial Profiling or Discrimina	ation						1						
Customer Service		1			1	2	1			1	1		
Customer Service - Others					1	1					1		
Customer Service - TSO		1				1	1			1			
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property	3	1	1	3	1	3	4		2	1		1	
Mishandling of Passenger Property - Dam	aged/Missing Ite	msCarry-c	on Luggage							1			
Mishandling of Passenger Property - Dam	2	1	1	3	1	3	3		1			1	
Mishandling of Passenger Property - Dam													
Mishandling of Passenger Property - Disa	rrayed ItemsCa	rry-on or Ch	necked				1		1				
Patdown	1							1		1			
Patdown - Flyer	1							1		1			
Persons w/ Disabilities (PWD)		1					1						
Persons w/ Disabilities (PWD) - Diapers/0	3arments/Dressin	_					1						
Persons w/ Disabilities (PWD) - General		1											
Property - Special Handling	Observation 1							1		1			
Property - Special Handling - Missing Item					4		4	1		1			
Screening Inconsistancy	1				1		1	1					
Screening - Inconsistency Screening - Lengthy Lines					1			1					
Screening - Procedures/Process	1						1	ı					
2018	5	2	4	5	1	3	4	6	5	5	6	3	
Advanced Imaging Technology (AIT)						J	-	1	,	1			
Advanced Imaging Technology (AIT) - Fly	er							1		- '			
Advanced Imaging Technology (AIT) - Ge								'		1			
Civil Rights	1						1			•			
Civil Rights - Racial Profiling or Discrimina	1												
Civil Rights - Sex/Gender/Gender Identity		er					1						
Customer Service	1			3	1	1	1		2	1	1	1	
Customer Service - Others						1							
Customer Service - TSO	1			3	1		1		2	1	1	1	
Locks			1			1		1					
Locks - General			1					1					
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property	2												
			1			1	1	2	1	2	3	2	
Mishandling of Passenger Property - Dam	naged/Missing Iter	nsCarry-c					1	2	1	2	3	2	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	naged/Missing Iter	msCarry-c				1	1	2	1	2	3		
Mishandling of Passenger Property - Dam Patdown	naged/Missing Iter 2 1	msCarry-c	on Luggage 1			1	1	2	1	2		1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	naged/Missing Iter 2	•	on Luggage			1	1	2 1 1	1	2	3	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling	naged/Missing Iter 2 1 1	msCarry-o	on Luggage 1	1		1	1	2	1	2	3	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite	aged/Missing Itel 2 1 1 1 ems - Checked	1	on Luggage 1	1 1		1	1	2 1 1	1	2	3	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	aged/Missing Itel 2 1 1 1 ems - Checked	1	on Luggage 1 1 1	1		1	1	2 1 1	1 1 1	2	1 1	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	aged/Missing Itel 2 1 1 1 ems - Checked	1 1 1	on Luggage 1			1	1	2 1 1	1	2	3	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines	aged/Missing Itel 2 1 1 1 ems - Checked	1	on Luggage 1 1 1 1	1		1	1	2 1 1	1 1 1	2	1 1	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process	aged/Missing Itel 2 1 1 1 ems - Checked	1 1 1 1 1	on Luggage 1 1 1 1 1	1 1	2	1 1	1 1 1	2 1 1 1 1 1	1 1 1	2 1 1	1 1 1	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019	aged/Missing Itel 2 1 1 1 ems - Checked	1 1 1	on Luggage 1 1 1 1	1	2	1	1	2 1 1	1 1 1 7	2 1 1 1	1 1	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights	aged/Missing Itel 2 1 1 1 ems - Checked	1 1 1 1 1	on Luggage 1 1 1 1 1	1 1	2	1 1	1 1 1	2 1 1 1 1 1	1 1 1 1 7	2 1 1	1 1 1	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin	aged/Missing Iter 2 1 1 1 ems - Checked as - Checke	1 1 1 1 1	on Luggage 1 1 1 1 1	1 1	2	1 1	1 1 1	2 1 1 1 1 1	1 1 1 7	2 1 1 1	1 1 1	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina	aged/Missing Iter 2 1 1 1 ems - Checked ns - Checke	1 1 1 1 1	on Luggage 1 1 1 1 1 4	1 1	2	1 1	1 1 1	2 1 1 1 1 1 1 9	1 1 7 1 1 1	2 1 1 1 8 2	1 1 1	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin	aged/Missing Iter 2 1 1 1 ems - Checked as - Checke	1 1 1 1 1	on Luggage 1 1 1 1 1	1 1	2	1 1	1 1 1	2 1 1 1 1 1	1 1 1 1 7	2 1 1 1	1 1 1	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discriminal Customer Service	aged/Missing Iter 2 1 1 1 ems - Checked ns - Checke	1 1 1 1 1	on Luggage 1 1 1 1 1 4	1 1	2	1 1	1 1 1	2 1 1 1 1 1 1 9	1 1 1 1 7 7 1 1	2 1 1 1 8 2	1 1 1	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others	aged/Missing Iter 2 1 1 1 ems - Checked as - Checke 5 ation	1 1 1 1 1	1 1 1 1 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	2	4	1 1 1	2 1 1 1 1 9	1 1 1 1 7 7 1 1	2 1 1 1 8 2 2 3	1 1 1	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights - National Origin Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO	aged/Missing Iter 2 1 1 1 ems - Checked as - Checke 5 ation	1 1 1 1 1	1 1 1 1 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	2	4	1 1 1	2 1 1 1 1 9	1 1 1 7 1 1 1 1 1 1	2 1 1 1 8 2 2 3	1 1 1	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks	aged/Missing Iter 2 1 1 1 ems - Checked as - Checke 5 ation	1 1 1 1 1	1 1 1 1 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	2	4	1 1 1	2 1 1 1 1 9	1 1 1 1 7 1 1 1	2 1 1 1 8 2 2 3	1 1 1	1	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	aged/Missing Iter 2 1 1 1 ems - Checked s - Checke 5 ation 1 1	1 1 1 1 1	on Luggage 1 1 1 1 1 2 1 1 1 1	1 1	2	4 2 2	1 1 1 1 5	2 1 1 1 1 9	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 8 2 2 2 3	3 1 1 1 1 2	3	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	aged/Missing Iter 2 1 1 1 ems - Checked as - Checke 5 ation 1 1 3 1	1 1 1 1 1	on Luggage 1 1 1 1 1 2 1 1 1 1	1 1	2	4 2 2	1 1 1 1 5	2 1 1 1 1 9	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 1 8 2 2 2 3	3 1 1 1 1 2	3 3	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	aged/Missing Iter 2 1 1 1 ems - Checked as - Checke 5 ation 1 1 2	1 1 1 1 3	on Luggage 1 1 1 1 1 4 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	2	4 2 2	1 1 1 1 5	2 1 1 1 1 9	1 1 1 1 7 7 1 1 1 1	2 1 1 1 8 2 2 2 3	1 1 1 2	3 3	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	aged/Missing Iter 2 1 1 1 ems - Checked as - Checke 5 ation 1 1 2 aged/Missing Iter	1 1 1 3 3 1 1 msUnspec	on Luggage 1 1 1 1 1 4 2 1 1 1 cified Luggage	1 1 1 1	2	4 2 2	5	2 1 1 1 1 9	1 1 1 1 7 7 1 1 1 1	2 1 1 1 8 2 2 2 3	1 1 1 2	3 3	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights - National Origin Civil Rights - Nacial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam	aged/Missing Iter 2 1 1 1 ems - Checked as - Checke 5 ation 1 1 2 aged/Missing Iter	1 1 1 3 3 1 1 msUnspec	on Luggage 1 1 1 1 1 4 2 1 1 1 cified Luggage	1 1 1 1	2	4	5	2 1 1 1 1 9	1 1 1 1 7 7 1 1 1 1	2 1 1 1 8 2 2 3 3	1 1 1 2	3 3	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	aged/Missing Iter 2 1 1 1 ems - Checked as - Checke 5 ation 1 1 2 aged/Missing Iter	1 1 1 3 3 1 msUnspec	on Luggage 1 1 1 1 1 4 2 1 1 1 cified Luggage	1 1 1 1		4	5	2 1 1 1 1 9	1 1 1 7 1 1 1 1 1 1 2	2 1 1 1 8 2 2 3 3	1 1 1 2	3 3	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer	aged/Missing Iter 2 1 1 1 ems - Checked as - Checke 5 ation 1 1 2 aged/Missing Iter	1 1 1 1 1 3 3 1 1 msUnspec	on Luggage 1 1 1 1 1 4 2 1 1 1 cified Luggage	1 1 1 1	1	4	1 1 1 5	2 1 1 1 1 9	1 1 1 1 7 1 1 1 1 1 1 2	2 1 1 1 8 2 2 3 3	1 1 1 2	3 3	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	aged/Missing Iter 2 1 1 1 ems - Checked s - Checke 5 ation 1 1 3 1 2 aged/Missing Iter urrayed ItemsCa	1 1 1 1 1 3 3 1 1 msUnspec	on Luggage 1 1 1 1 1 4 2 1 1 1 cified Luggage	1 1 1 1	1	4	1 1 1 5	2 1 1 1 1 9	1 1 1 1 7 1 1 1 1 1 2 2	2 1 1 1 8 2 2 3 3	1 1 1 2	3 3	
Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer	aged/Missing Iter 2 1 1 1 ems - Checked as - Checke 5 ation 1 1 2 aged/Missing Iter arrayed ItemsCa	1 1 1 1 3 3 3 1 1 1 msUnspectry-on or CP 2 2	on Luggage 1 1 1 1 1 4 2 1 1 1 cified Luggage	1 1 1 1	1	4	1 1 1 5	2 1 1 1 1 9	1 1 1 7 1 1 1 1 1 2 2 2 1 1 1	2 1 1 1 8 2 2 3 3	1 1 1 2	3 3	

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	1			1			1	2		1	1		7
Property - Special Handling - Damaged It	ems - Chec	ked						1			1		2
Property - Special Handling - Missing Iter	ns - Carry-C	On						1					1
Property - Special Handling - Missing Iter	r 1			1			1			1			4
Screening			1		1	1	1	4					8
Screening - Lengthy Lines					1		1	1					3
Screening - Procedures/Process						1		3					4
Screening - Retrieving Abandoned/Confis	cated Items	8	1										1

		TSA Contac										
Categories		-Nov 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EGE	1	3	5			2		1	3		1	
2016			2	1	3	1			1	1		9
Customer Service			1	1	1							3
Customer Service - Others			1	1	1							3
Locks					1							1
Locks - Missing or Damaged Lock					1							1
Mishandling of Passenger Property					1				1			2
Mishandling of Passenger Property - Dar	naged/Missing Ite	msChecked Bag	gage		1				1			2
Patdown						1						1
Patdown - Flyer						1						1
Screening			1							1		2
Screening - Procedures/Process			1							1		2
2017	1	2			3				2	1	1	10
Customer Service		1							1	1		3
Customer Service - Others		1										1
Customer Service - TSO									1	1		2
Identification (ID) Requirements					1							1
Identification (ID) Requirements - Domes	tic				1							1
Mishandling of Passenger Property		1							1			2
Mishandling of Passenger Property - Dar	naged/Missing Ite	emsC 1							1			2
Patdown					1							1
Patdown - Flyer					1							1
Persons w/ Disabilities (PWD)	1											1
Persons w/ Disabilities (PWD) - Diabetes	1											1
Property - Special Handling											1	1
Property - Special Handling - Missing Iter	ms - Carry-On										1	1
Screening					1							1
Screening - Procedures/Process					1							1
2018			1			1				1		3
Customer Service						1						1
Customer Service - TSO			-			1						1
Mishandling of Passenger Property Mishandling of Passenger Property - Dar	a a a a al /N Ai a a i a a a l Aa	Charles I Day	1									1
	naged/Missing He T	emsChecked Baç	1							4		1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C	ancor									1		1
2019	l l	1	2	2	1			1		2		9
Mishandling of Passenger Property		1	1		1			1				9
Mishandling of Passenger Property - Dar	nagad/Missing Ita	ome Corny on Luga		1				1				4
Mishandling of Passenger Property - Dar			Jage 1					1				2
Mishandling of Passenger Property - Disa				1								
Patdown		arry-orr or orrected		'	1							1
Patdown - Flyer					1							1
Property - Special Handling			1							1		2
Property - Special Handling - Missing Iter	ns - Carry-On		1							1		2
Screening	Juny Jii	1								1		2
Screening - Children		1								'		1
Screening - Crimiter Screening - Security Breach		'								1		1
Octobring - Octobrity Dicacit										- 1		

				ntact Center	· ,								
Categories		11-Nov	12-De		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EKO	2	2		5	3	2	4	4	4	2	1	3	32
2016					1			1	1				3
Mishandling of Passenger Property					1			1	1				3
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	hecked	Baggage	1								1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Ched	cked				1	1				2
2017				1		2	1	1				1	6
Mishandling of Passenger Property				1		1	1	1				1	5
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	hecked	Baggage		1	1						2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on		1				1				1	3
Screening						1							
Screening - Procedures/Process						1							
2018	1	1		2	1		1	2	2			1	11
Customer Service							1	1	1				3
Customer Service - TSO							1	1	1				
Mishandling of Passenger Property	1	1							1			1	
Mishandling of Passenger Property - Dam	aged/Missiı	1											
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Ched	cked					1			1	
Property - Special Handling					1								
Property - Special Handling - Damaged It	ems - Checke	ed			1								
Screening				2				1					
Screening - Procedures/Process				2				1					
2019	1	1		2	1		2		1	2	1	1	12
Civil Rights	1												
Civil Rights - Sex/Gender/Gender Identity	1												
Customer Service		1											
Customer Service - TSO		1											
Mishandling of Passenger Property				1	1		2						
Mishandling of Passenger Property - Dam	naged/Missino	ltemsC		1			1						
Mishandling of Passenger Property - Dam	aged/Missing	ltemsU	nspecifi	ed Luggage	1								
Mishandling of Passenger Property - Disa							1						
Patdown										1		1	
Patdown - Flyer										1		1	
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Medical I	Devices - Atta	ched to th		1									
Property - Special Handling									1	1			
Property - Special Handling - Damaged It	ems - Checke	ed							1				
Property - Special Handling - Missing Iten	ns - Checked									1			
Screening											1		
Screening - Procedures/Process											1		1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ELM	5	1	1	-	2	2		-	4	7	3		42
2016				2	1		1	-	2			1	8
Customer Service							1	1					2
Customer Service - TSO							1	1					2
Mishandling of Passenger Property				2	1				1				4
Mishandling of Passenger Property - Dam									1				2
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checke	(1	1								2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Screening									1				1
Screening - Security Breach									1				1
2017		1			1	1	1	2		1		1	8
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property		1			1	1				1		1	5
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	arry-on Lug	ggage						1			1
Mishandling of Passenger Property - Dam		1											1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Checke	d	1	1						1	3
Patdown								1					1
Patdown - Flyer								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged It	ems - Check	ed						1					1
2018	2		1	1		1		1		3	3		12
Locks										1	1		2
Locks - Missing or Damaged Lock										1	1		2
Mishandling of Passenger Property	1			1				1		2	2		7
Mishandling of Passenger Property - Dam	ı naged/Missin	g ItemsC	hecked Ba	1				1		2	2		6
Mishandling of Passenger Property - Disa													1
Property - Special Handling	1		1										2
Property - Special Handling - Damaged It	ı ems - Carrv-	On	1										1
Property - Special Handling - Missing Iten													1
Screening						1							1
Screening - Procedures/Process						1							1
2019	3			1				3	2	3		2	14
Civil Rights	1											_	1
Civil Rights - Hair Patdowns	1												1
Customer Service								1		1		1	3
Customer Service - TSO								1		1		1	3
Mishandling of Passenger Property	2							2					4
Mishandling of Passenger Property - Dam								1					3
Mishandling of Passenger Property - Disa		sCarry-or	or Checke	d				1					1
Patdown	 			-					1			1	2
Patdown - Flyer									1			1	2
Property - Special Handling				1					'	1			2
Property - Special Handling - Damaged It	l ems - Carry-	On		1									1
Property - Special Handling - Damaged It				- 1						1			1
Screening	Cina - CileUK	cu							1	1			2
Screening - Inconsistency									1				1
Screening - Procedures/Process										1			1
Screening - Procedures/Process													1

Categories	40 Oct	44 N				CC) Data Too 02-Feb 0		04 4	OE Marr	06 1	07 11	00 A	00 80-	Total
ELP	10-Oct 46	11-Nov 3		01-J 33	an 35	02-Feb 0	03-Mar 40	04-Apr 48	05-May 27	06-Jun 49	07-Jul 49	08-Aug 30	09-Sep 31	Total 460
2016	46	3	о .	33	10	11	40 17	46 15	6	14	17	10		111
Advanced Imaging Technology (AIT)					10			10		14	17	10	- 11	111
Advanced Imaging Technology (AIT) - Fly	l er										1			1
Civil Rights										1	1		2	4
Civil Rights - National Origin										1				1
Civil Rights - Racial Profiling or Discrimina	ation										1		2	3
Customer Service					1	1		2		2	4	1		11
Customer Service - Others					1							1		2
Customer Service - TSO						1		2		2	4			9
Locks					1	1	2		1		1			6
Locks - Missing or Damaged Lock					1	1	2		1		1			6
Mishandling of Passenger Property					7	7	15	12	4	9	9	8	6	77
Mishandling of Passenger Property - Dam					1		1	2		1				5
Mishandling of Passenger Property - Dam					5	7	13	10	3	7	7	7	4	63
Mishandling of Passenger Property - Dam							1		4	4	0	1	0	1
Mishandling of Passenger Property - Disa Patdown	rrayed items.	Carry-c	on or Check	кес	1	2	1		1	1 1	1		2	8
Patdown - Flyer					1	2				1	- 1		1	5
Patdown - Non-Flyer					- 1						1		1	1
Screening								1	1	1	'	1	2	6
Screening - Lengthy Lines								!		1				1
Screening - Procedures/Process								1	1	'		1	2	5
2017	17	1	3 1	17	15	8	7	12	10	12	14	10		147
Civil Rights			1						1					2
Civil Rights - Racial Profiling or Discrimina	ation		1											1
Civil Rights - Sex/Gender/Gender Identity-									1					1
Customer Service	1		4	1	2			1		3	2	1	2	17
Customer Service - TSO	1		4	1	2			1		3	2		2	17
Locks								5	1		1		3	10
Locks - General													1	1
Locks - Missing or Damaged Lock								5	1		1		2	9
Mishandling of Passenger Property	15			12	12	7	5	3	3	4	8	5	2	83
Mishandling of Passenger Property - Dam				1	1		1					1	1	5
Mishandling of Passenger Property - Dam			7 ′	11	11	6	2	3	2	4	6		1	69
Mishandling of Passenger Property - Disa	3					1	2		1		2			9
Patdown						1			1					2
Patdown - Flyer						1			1					2
Persons w/ Disabilities (PWD)	Indian Davis			1				1		1		1	1	5
Persons w/ Disabilities (PWD) - Internal M			hair ar Car	T notor)				1		1				1
Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelcha			mail of Sco	Jolei)				I		I		1	1	2
Prohibited & Permitted Items	all/ Ocoolel/ (Jegway					1					ı		1
Prohibited & Permitted Items - Firearm/An	nmunition						1							1
Property - Special Handling							'	2	4	3	2	2	2	15
Property - Special Handling - Damaged Ite	ı ems - Checke	ed						2					2	4
Property - Special Handling - Missing Item									1	1				2
Property - Special Handling - Missing Item									3	2	2	2		9
Screening	1		1	3	1		1			1	1	1	2	12
Screening - Military	1													1
Screening - Procedures/Process			1	3	1		1			1	1	1	2	11
2018	19	1	0	7	6	10	7	13	6	14	13	8	2	115
Civil Rights	1								1	3				5
Civil Rights - Hair Patdowns	1													1
Civil Rights - Racial Profiling or Discrimina									1	3				4
Customer Service	2			1	1			3	1		2			10
Customer Service - TSO	2			1	1			3	1		2			10
Identification (ID) Requirements			1											1
Identification (ID) Requirements - Domest	ic		1											1
Locks													1	1
Locks - Missing or Damaged Lock													1	1
Lost and Found											1			1
Lost and Found - Airport/TSA			•		_						1			1
Mishandling of Passenger Property	9		3	2	2	4	5	2	2	6	2	5	1	43
Mishandling of Passenger Property - Dam					_		0	1	0				4	1
Mishandling of Passenger Property - Dam			3	2	2	3	3	1	2	5		5	1	35
Mishandling of Passenger Property - Disa Patdown	1 2					1	2	1		1	2			7
Patdown - Flyer	2							1 1		1				3
Patdown - Flyer Patdown - Flyer as Observer								1		1				1
Persons w/ Disabilities (PWD)			3							3				6
Persons w/ Disabilities (PWD) - Hearing II	l mpairment		•							1				1
Persons w/ Disabilities (PWD) - Internal M			1							'				1
Persons w/ Disabilities (PWD) - Mobility D			1							2				3
Persons w/ Disabilities (PWD) - Prosthesi			1											1
Property - Special Handling	2		2	3	2	4	1	5		1	6	2		28
Property - Special Handling - Damaged Ite	ems - Carry		1									_		1
Property - Special Handling - Damaged Ite	2			2	1	2	1	2		1	1	2		14
Property - Special Handling - Missing Item											2			2
Property - Special Handling - Missing Item			1	1	1	2		3			3			11
Screening	3		1	1	1	2	1	2	2		2	1		16
Screening - Children						1								1
Screening - Lengthy Lines			1											1
Screening - Procedures/Process	3			1	1	1	1	2	1		1			11
Screening - Retrieving Abandoned/Confise	cated Items										1	1		2

		1	SA Contac	ct Center (1	CC) Data	Tool - FOIA							
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Security Breach								1					
2019	10	13	9	4	7	9	8	5	9	5	2	6	8
Civil Rights		1									1		- :
Civil Rights - Racial Profiling or Discrimin	ation										1		
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1											
Customer Service		2	1		1			3	1	2		1	1
Customer Service - TSO		2	1		1			3	1	2		1	1
Locks	1	3			1	1						1	
Locks - General		1											
Locks - Missing or Damaged Lock	1	2			1	1						1	
Mishandling of Passenger Property	6	3	6	1	2	2	3	2	3			1	2
Mishandling of Passenger Property - Dam	6	3	6		1	1	2	1	2			1	2
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsU	nspecified I	_uggage				1	1				
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Checked	1	1	1	1						
Patdown		1		1	2		1			1			
Patdown - Flyer		1		1	2		1			1			
Persons w/ Disabilities (PWD)		2											
Persons w/ Disabilities (PWD) - Diapers/0	Garments/D	1											
Persons w/ Disabilities (PWD) - Mobility [Disability (N	1											
Prohibited & Permitted Items							1						
Prohibited & Permitted Items - Marijuana							1						
Property - Special Handling	1	1	2	2		4	2		2	1	1	3	
Property - Special Handling - Damaged It	ems - Carry	-On					1						
Property - Special Handling - Damaged It	1					1	1				1		
Property - Special Handling - Missing Iten	ns - Carry-C	1							2	1		1	
Property - Special Handling - Missing Iten	ns - Checke	d	2	2		3						2	
Screening	2				1	2	1		3	1			1
Screening - Procedures/Process	1				1	1	1		2	1			
Screening - Retrieving Abandoned/Confis	1												
Screening - Security Breach						1			1				

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ENA												1	1
2019												1	1
Property - Special Handling												1	1
Property - Special Handling - Damaged It	ems - Checl	ked										1	1

			TSA Conta	ct Center (1									
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ENV	2		1	5	2	4	3	4	5	1	1	2	30
2016				3	1	3	2	1				1	11
Customer Service				2	1								3
Customer Service - TSO				2	1								3
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property						2	2	1					5
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	Carry-on Lug	gage			1						1
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	checked Ba	ggage		1	1	1					3
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-or	or Checke	d		1							1
Patdown				1		1							2
Patdown - Flyer				1									1
Patdown - Flyer as Observer						1							1
2017	1			1			1		2	1	1	1	8
Customer Service							1				1		2
Customer Service - TSO							1				1		2
Mishandling of Passenger Property	1			1					2				4
Mishandling of Passenger Property - Dam	1			1					2				4
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelch	air or Scoo	ter)								1	1
Property - Special Handling										1			1
Property - Special Handling - Missing Item	ns - Checked									1			1
2018	1		1		1	1		3	2				9
Civil Rights					1								1
Civil Rights - Age					1								1
Customer Service								1					1
Customer Service - TSO								1					1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1		1			1		1					4
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	1			1		1					3
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees a	nd Casts						1					1
Property - Special Handling									1				1
Property - Special Handling - Missing Item	ns - Carry-On								1				1
2019				1					1				2
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimina	ation								1				1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	Checked Ba	1									1

				ct Center (1	CC) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ERI		3	1	2	3	2	4	4		1	5		25
2016				1	1		1	1			4		8
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimi	nation							1					1
Locks					1		1						2
Locks - Missing or Damaged Lock					1		1						2
Mishandling of Passenger Property				1							3		4
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Bag	1							2		3
Mishandling of Passenger Property - Dis	sarrayed Item	sCarry-on	or Checke	d							1		1
Screening											1		1
Screening - Procedures/Process											1		1
2017		1	1		1	1		1					5
Locks		1						1					2
Locks - Missing or Damaged Lock		1						1					2
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	1										1
Patdown						1							1
Patdown - Flyer as Observer						1							1
Screening					1								1
Screening - Procedures/Process					1								1
2018		1			1	1		2		1			6
Customer Service					1			1					2
Customer Service - TSO					1			1					2
Mishandling of Passenger Property		1				1							2
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	arry-on Lug	gage		1							1
Mishandling of Passenger Property - Da	maged/Missi	1											1
Patdown								1					1
Patdown - Flyer								1					1
Screening										1			1
Screening - Procedures/Process										1			1
2019		1		1			3				1		6
Civil Rights							1						1
Civil Rights - Sex/Gender/Gender Identi	ty- Not Trans	gender					1						1
Current Topic				1									1
Current Topic - Current Topic				1									1
Patdown		1					2				1		
Patdown - Flyer							1				1		2
Patdown - Flyer as Observer							1						1
Patdown - Non-Flyer		1											1

			I SA COILL	ici centei (CC) Data	1001-101	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ESC		1		2				1		1	1		6
2016				1						1			2
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage						1			1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	1									1
2017		1		1									2
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dan	naged/Missi	1											1
Screening				1									1
Screening - Procedures/Process				1									1
2018											1		1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
2019								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged If	tems - Chec	ked						1					1

ategories	10.004				•	Tool - FOIA		OE Mari	06 1	07 11	00 4	00 800	Total
ategories		11-Nov 3	12-Dec 0 4	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EUG 2016	10	3	4	2	7 5	11 4	11 2		10 3	15 2			113 32
Civil Rights					5	4			3		5	1	1
Civil Rights - Headwear												1	1
Customer Service					3	2		2			1		
Customer Service - CSM						1							1
Customer Service - TSO					3	1		2			1		7
Locks							1	1		1			3
Locks - Missing or Damaged Lock							1	1		1			3
Mishandling of Passenger Property					2	2	1		3	1	3	2	14
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCar	ry-on Luggag	ge			1						1
Mishandling of Passenger Property - Dam	aged/Missing	ItemsChe	ecked Bagga	ge	2	2			3	1	3	2	13
Patdown				1				1					2
Patdown - Flyer				1				1					2
Screening								2			1	1	4
Screening - Inconsistency												1	1
Screening - 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
Customer Service - Others										1			1
Customer Service - TSO			1						1			1	3
Locks												2	2
Locks - General												1	1
Locks - Missing or Damaged Lock												1	1
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property	2	2	2		1	2	1		1	3		1	15
Mishandling of Passenger Property - Dam	1	2	2		1	2	1		1	2		1	13
Mishandling of Passenger Property - Disa	1									1			2
Patdown								1		2			3
Patdown - Flyer								1		2			3
Property - Special Handling							2	1			1		4
Property - Special Handling - Damaged Ite							1						1
Property - Special Handling - Damaged Ite		d					1	1					2
Property - Special Handling - Missing Item	is - Carry-On										1		1
Screening						1		1					2
Screening - Procedures/Process						1		1					2
2018	1	1			1	4	3	2	2	3	2	1	23
Civil Rights Civil Rights - Sex/Gender/Gender Identity-	Not Transgo	ndor					1					1	2
Mishandling of Passenger Property	1	idei				1	1	1	1	2		1	7
Mishandling of Passenger Property - Dam						1		1	1 1	2		ı	(
Mishandling of Passenger Property - Disa		Carry on o	r Chacked			1		1	- 1			1	
Notice of Violation/Civil Penalties	rrayeu iterris	Carry-orr o	Checked									1	
Notice of Violation/Civil Penalties - General												1	
Patdown	ai					2	1		1				
Patdown - Flyer						2			1				
Persons w/ Disabilities (PWD)							- 1		- 1		1		-
Persons w/ Disabilities (PWD) - Metal Imp	lants (inint)										1		
Property - Special Handling	nanta (joint)							1		1	1		3
Property - Special Handling - Damaged Ite	ems - Carry-O	n						'		1			1
Property - Special Handling - Missing Item								1			1		2
Screening	io onookou	1			1	1	1					1	5
Screening - Lengthy Lines		•			1		•						
Screening - Procedures/Process		1				1						1	3
Screening - Retrieving Abandoned/Confisc	cated Items					'	1						1
2019	7		1	1			3	2	3	4	4	2	27
Customer Service	1		•				•		•		•		1
Customer Service - TSO	1												1
Mishandling of Passenger Property	3						1		2	1	1	1	9
Mishandling of Passenger Property - Dam							1		1	1			8
Mishandling of Passenger Property - Disa		Carry-on o	r Checked						1				
Patdown	,	,								1			
Patdown - Flyer										1			
Property - Special Handling	2		1				2	1	1	2	3	1	13
Property - Special Handling - Damaged Ite		n					1		'		2		
Property - Special Handling - Damaged Ite									1	1			2
Property - Special Handling - Missing Item												1	-
Property - Special Handling - Missing Item			1				1	1		1	1		7
Screening	1			1				1			'		3
Screening - Procedures/Process	1			1				1					3

		1	SA Conta	ct Center (1	CC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EVV	4	4	1	2	2	2	3	6	4	6	4	2	40
2016					1		1		1	4	3		10
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property					1					3	3		7
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	ggage	1					3	3		7
Screening							1		1				2
Screening - Procedures/Process							1		1				2
2017	2	1		1	1			4	1	1			11
Customer Service	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1	1		1	1			2		1			7
Mishandling of Passenger Property - Dam	aged/Missii	1						1					2
Mishandling of Passenger Property - Dam	1				1			1		1			4
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checke	(1									1
Property - Special Handling								2	1				3
Property - Special Handling - Damaged It	ems - Check	ed						1					1
Property - Special Handling - Missing Iten	ns - Checked							1	1				2
2018	2	2		1			1				1	1	8
Mishandling of Passenger Property	1	2											3
Mishandling of Passenger Property - Dam	1	2											3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Respirato	ry and Inhale	er Equipme	ent									1	1
Property - Special Handling											1		1
Property - Special Handling - Missing Iten	ns - Checked										1		1
Screening	1			1			1						3
Screening - Inconsistency				1									1
Screening - Procedures/Process	1						1						2
2019		1	1			2	1	2	2	1		1	11
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property			1			1	1	1					4
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	1			1		1					3
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checke	d			1						1
Property - Special Handling		1						1	2	1			5
Property - Special Handling - Damaged Ite	ems - Carry-	On							1				1
Property - Special Handling - Damaged Ite	ems - Checl	1								1			2
Property - Special Handling - Missing Iten	ns - Carry-Or	ı						1					1
Property - Special Handling - Missing Iten	ns - Checked								1				1
Screening												1	1
Screening - Procedures/Process												1	1

					CC) Data 1								
egories			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
WN	6	3	8	1	-	5	5	1	1	5	5	2	4
2016				1		3	1		1	2	2		•
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimin	ation									1			
Customer Service						1			1		1		
Customer Service - TSO						1			1		1		
Mishandling of Passenger Property						2	1			1	1		
Mishandling of Passenger Property - Dam						1	1						
Mishandling of Passenger Property - Dam						1				1			
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on o	Checked								1		
Screening				1									
Screening - Procedures/Process				1									
2017	2	2	4		4	2	2	1		2		1	
Civil Rights		1											
Civil Rights - Racial Profiling or Discrimin	ation	1											
Customer Service			1			1		1				1	
Customer Service - TSO			1			1		1				1	
Mishandling of Passenger Property	2	1	2		3								
Mishandling of Passenger Property - Dam	2	1	2		2								
Mishandling of Passenger Property - Disa		Carry-on o			1								
Patdown	Ľ	- ,			1		1			1			
Patdown - Flyer							1			1			
Patdown - Non-Flyer					1		•			•			
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Metal Imp	l nlants (ioint)		1										
Screening			'			1	1			1			
Screening - Inconsistency							1						
Screening - Procedures/Process						1				1			
2018	2	1	2			- '	1			1	2		
Customer Service										1	1		
Customer Service - TSO										1	1		
Locks			4							1	I		
			1										
Locks - Missing or Damaged Lock	4	4	1										
Mishandling of Passenger Property	1	1					1						
Mishandling of Passenger Property - Dam		1					1						
Property - Special Handling	1										1		
Property - Special Handling - Damaged It	1										1		
Screening			1										
Screening - Inconsistency			1										
2019	2		2				1				1	1	
Customer Service			1										
Customer Service - TSO			1										
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1 1												
Property - Special Handling			1				1				1	1	
Property - Special Handling - Damaged It			1										
Property - Special Handling - Damaged It		i					1						
Property - Special Handling - Missing Iten	ns - Checked										1	1	
Screening	1												
Screening - Inconsistency	1												

Outropoles			TSA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
EWR	461	478	505	625	540	706	641	778	671	732	744	569	7,450
2016				172	154	252	206	248	157	164	206	160	1,719
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Fly	er I			0		0			0	1			1
Civil Rights				3	4	8	5	8	2	3	3		36
Civil Rights - General Complaint and Disc	rimination			2	2	4							4
Civil Rights - Perceived Religion	-4:				0	1		1 7	0		1		3
Civil Rights - Racial Profiling or Discrimina					2	6	4	7	2	1	2		24
Civil Rights - Screening of Religious Cultu			ms							1			1
Civil Rights - Screening of Religious or Cu				1									1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender				1	1						2
Civil Rights - Transgender Screening										1			1
Customer Service				33	41	62	49	72	43	32	41	22	395
Customer Service - CSM					1		1		2				4
Customer Service - Others				11	14	27	9	14	8	5	10		101
Customer Service - TSO				22	26	35	39	58	33	27	31	19	290
Flying Armed							1						1
Flying Armed - General							1						1
Identification (ID) Requirements						1		1				1	3
Identification (ID) Requirements - Domest						1		1					2
Identification (ID) Requirements - ID Matc	hing Ticket a	nd Boardii	ng Pass Issu	ies								1	1
Intranet/Internet Inquiries							1						1
Intranet/Internet Inquiries - General							1						1
Locks				9	9	11	11	8	6	9	23	11	97
Locks - General							1			2	1		4
Locks - 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
Lost and Found - 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
Mishandling of Passenger Property - Dam	ı aged/Missind	a ItemsC	arry-on Lug	13	10	13	8	12	13	13	5		95
Mishandling of Passenger Property - Dam				62	46	49	61	53	45	50	72		510
Mishandling of Passenger Property - Disa				8	2	7	5	2	2	6	9		49
Patdown		ourry or	or orioonor	5		2	2	9	3	5	3		32
Patdown - Children								1					1
Patdown - Flyer				5		2	1	7	3	5	3	3	29
Patdown - Flyer as Observer							1	1			0	0	2
Persons w/ Disabilities (PWD)				5	4	6	4	5	7	10	6	5	52
Persons w/ Disabilities (PWD) - Autism S	nectrum			5	4	1	4	3	- 1	10	0	3	1
Persons w/ Disabilities (PWD) - Cancer (c		Proact Co	noor			- 1				1			1
Persons w/ Disabilities (PWD) - Cancer (g								2		1		1	4
Persons w/ Disabilities (PWD) - Cognitive		ntai /ivient	ai Disability	4		2	1		1	1		I	
· , , ,				1	1		ı	4	1		1		5
Persons w/ Disabilities (PWD) - General	Andinal Davis							1	1		I		4
Persons w/ Disabilities (PWD) - Internal N			and Madia		1								1
Persons w/ Disabilities (PWD) - Medically		viedication	and Medic	3	1	4	1	1		-	1	1	8
Persons w/ Disabilities (PWD) - Metal Imp					1	1				1	1		4
Persons w/ Disabilities (PWD) - Mobility I			air or Scoot	1		1	1		4	2	2		12
Persons w/ Disabilities (PWD) - Prosthesi												2	2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ :	Segway				1	1	1	1	5	1		10
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening				24	36	81	51	61	21	18	19	15	326
Screening - Crew Member or Airline Empl	oyee					1					1		2
Screening - Inconsistency				1		5	1	3		2	1	3	16
Screening - Lengthy Lines				16	29	58	39	42	4	5		3	196
Screening - Procedures/Process				7	6	16	9	14	16	11	16	9	104
Screening - Retrieving Abandoned/Confis	cated Items				1	1	1						3
Screening - Security Breach							1	2	1		1		5
TSA Contact Information												1	1
TSA Contact Information - General												1	1
2017	139	158	167	190	130	162	142	190	191	206	187	143	2,005
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - No	n-Flyer			1									1
Civil Rights	1	6	2	8	3	7	5	4	6	8	1	3	54
Civil Rights - Constitutional Rights					1					1			2
Civil Rights - Hair Patdowns										1			1
Civil Rights - Headwear				1			1						2
Civil Rights - National Origin					1	2		1					4
Civil Rights - Perceived Religion								1	1				2
Civil Rights - Racial Profiling or Discrimina	1	5	2	7	1	5	3	2	3	5	1	3	38
Civil Rights - Sex/Gender/Gender Identity		1					1		1				3
Civil Rights - Sexual Orientation - Not Tra										1			1
Civil Rights - Transgender Screening	-5								1	'			1
Customer Service	36	27	32	39	27	56	46	61	52	65	51	46	538
Customer Service - CSM		1	02	1	21	00	70	01	02	00	01	70	2
Customer Service - Others	12	3	7	9	2	5	4	9	8	9	6	3	77
Customer Service - TSO	24	23	25	29	25	51	42	52	44	56	45		459
Identification (ID) Requirements	24	1	25	29	20	51	1	52	44	50	40	43	459
Identification (ID) Requirements Identification (ID) Requirements - Domest	l	1	2				1						4
Locks		15	8	10	12	4	8	15	11	40	12	9	
Locks - General	12	15	ď	10	12	4	ď	15		18	12	1	134
	40	4.5			40	A	0		3				125
Locks - Missing or Damaged Lock	12	15		9	12	4	8	14	8	16	11	8	125
Lost and Found Airport/TSA	10	14	12	13	4	7	8	3	5	4	6		87
Lost and Found - Airport/TSA Mishandling of Passanger Preparty	10	14	12	13	4	7	8	3	5	4	6		87
Mishandling of Passenger Property	55	68	81	89	59	60	30	36	55	46	57	42	678
Mishandling of Passenger Property - Dam	7	12	10	12	8	6	1	5	8	3	4	4	80

					C) Data Too								
gories							•)6-Jun		08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam		49	63	72	44	49	23	28	38	37	45	31	526
Mishandling of Passenger Property - Dam			1 7	_	1	1		2	0	2	0	7	5
Mishandling of Passenger Property - Disa		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
Patdown - Children	_											1	1
Patdown - Flyer	3	9	5	6	1	5	5	6	4	6	3	3	56
Patdown - Flyer as Observer	1							2			1		4
Patdown - General	1												1
Patdown - Non-Flyer			1						1				2
Persons w/ Disabilities (PWD)	4	4	6	4	3	6	2	10	5	9	10	2	65
Persons w/ Disabilities (PWD) - Breast C	ancer							1					1
Persons w/ Disabilities (PWD) - Cancer (general) Not Bre	ast Cancer			1								1
Persons w/ Disabilities (PWD) - Cognitive	1												1
Persons w/ Disabilities (PWD) - Diabetes			1			1			1	1			4
Persons w/ Disabilities (PWD) - General		1			1		1		1	1			5
Persons w/ Disabilities (PWD) - Hearing I	mpairment							1					
Persons w/ Disabilities (PWD) - Internal M			1	1				2		1	1		(
Persons w/ Disabilities (PWD) - Medically		2	- '	2		1		2	1	2		1	12
Persons w/ Disabilities (PWD) - Metal Im			1			- '			1			- '	- 12
. ,	. ,	hoolob			1				4	0	2	4	
Persons w/ Disabilities (PWD) - Mobility I			2		1			1	1	2	2	1	1
Persons w/ Disabilities (PWD) - Prosthes								1			1		
Persons w/ Disabilities (PWD) - Respirate		quipment									1		
Persons w/ Disabilities (PWD) - Service A	1	1	1	1							3		
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/trau	ma)				1							
Persons w/ Disabilities (PWD) - Visual Im	pairment						1	1			1		
Persons w/ Disabilities (PWD) - Wheelch	1					3		1	1	2	1		
Prohibited & Permitted Items							1			1	1	1	
Prohibited & Permitted Items - Breast Mill	k/Baby Formula/l	Breast Pun	np				1						
Prohibited & Permitted Items - General			· · ·							1			
Prohibited & Permitted Items - Liquids/Ge	le/Aerosols											1	
Prohibited & Permitted Items - Sporting G											1	1	
	l						00	20	20	0.4		4.5	
Property - Special Handling	0						26	28	22	24	20	15	13
Property - Special Handling - Damaged It							1	1	1	_	1	3	
Property - Special Handling - Damaged It							6	6	6	7	5	5	3
Property - Special Handling - Missing Iter							5	4	4	4	4	2	2
Property - Special Handling - Missing Iter	ns - Checked						14	17	11	13	10	5	70
Request for Assistance									1		1		
Request for Assistance - Other									1		1		
Screening	16	14	18	20	21	17	10	25	29	25	23	20	23
Screening - Crew Member or Airline Emp							1			1	2	3	
Screening - Inconsistency	1		1		3			1	3	2	3	1	1
Screening - International Screening	1												
Screening - International Screening Screening - Lengthy Lines		2	4		2	6	2	5	7	8	1		
	3	3		5	2	6	2				4	5	54
Screening - Procedures/Process	8	10	13	14	16	10	7	18	18	12	13	11	15
Screening - Retrieving Abandoned/Confis		1		1		1				1	1		
Screening - Security Breach	1							1	1	1			4
TSA Contact Information											1		
TSA Contact Information - 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
Advanced Imaging Technology (AIT) - Ch	ildren										1		
Advanced Imaging Technology (AIT) - Fly	er			1									
Civil Rights	3	4	7	3	3	5	4	3	7	7	6	3	5
Civil Rights - Constitutional Rights	Ŭ									1			
Civil Rights - Hair Patdowns			1										
<u> </u>	4		1				4			-			
Civil Rights - Headwear	1						1			1			
Civil Rights - National Origin				1						1			
Civil Rights - Perceived Religion							1	1			2		
Civil Rights - Racial Profiling or Discrimin		4	4		2	3	1	1	5	4	4	2	3
Civil Rights - Sex/Gender/Gender Identity		er	2	2	1	1		1	1				
Civil Rights - Sexual Orientation - Not Tra	nsgender					1			1			1	
Civil Rights - Transgender Screening							1						
Customer Service	61	46	54	45	46	47	50	59	40	61	36	20	56
Customer Service - Others	12	8	6	6	9	7	5	8	6	9	6	20	8
Customer Service - Others Customer Service - TSO												20	
	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
Locks - General		1		1		1				2			
Locks - Missing or Damaged Lock	9	6	4	4	3	10	5	10	8	14	10	12	9
Lost and Found	5	4	7	2	3	4	4	6	8	6	5	3	5
Lost and Found - Airport/TSA	5	4	7	2	3	4	4	6	8	6	5	3	5
Mishandling of Passenger Property	35	31	40	28	38	26	31	34	36	36	51	35	42
Mishandling of Passenger Property - Dam		3	4	-		2	4	5	1	2	2	2	2
Mishandling of Passenger Property - Dam		22	28	23	32	19	23	26	29	27	43	28	32
Mishandling of Passenger Property - Dan		1	20	20	02	10	20	1	20	1	1	20	32
		5	0	F	6	5	4	2	6		5	5	
Mishandling of Passenger Property - Disa			8	5					6	6		5	6
Patdown	3	4	5	4	2	3	4	3	4	5	6		4:
Patdown - Flyer	3	4	4	4	2	3	2	3	4	5	6		4
Patdown - Flyer as Observer			1				2						
Persons w/ Disabilities (PWD)	6	9	8	10	5	4	7	4	7	3	9	5	7
Persons w/ Disabilities (PWD) - Autism S					1				1				3
Persons w/ Disabilities (PWD) - Breast C	1				1								
		not Con-			1				4				
Persons w/ Disabilities (PWD) - Cancer (_					1				1
Persons w/ Disabilities (PWD) - Cognitive				3			1						
Persons w/ Disabilities (PWD) - Diabetes	1	1	2							1	2		7
Persons w/ Disabilities (PWD) - General			1				1						2

ries					C) Data Too								
	<u> </u>	-Nov 1	2-Dec 0	1-Jan 0		3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Hearing					1				4				1
Persons w/ Disabilities (PWD) - Internal I						4			1		1		2
Persons w/ Disabilities (PWD) - Medical				S P		1			4				
Persons w/ Disabilities (PWD) - Medically			i Medicai S		4	4			1	-	1		
Persons w/ Disabilities (PWD) - Metal Im		1		1	1	1			1	1	1	1	
Persons w/ Disabilities (PWD) - Mobility		2		3	1		2	2	1		2		1:
Persons w/ Disabilities (PWD) - Ostomy/												1	
Persons w/ Disabilities (PWD) - Respirate												1	
Persons w/ Disabilities (PWD) - Touch A		1		1			2	1		1			
Persons w/ Disabilities (PWD) - Visual Im													
Persons w/ Disabilities (PWD) - Wheelch	2	4	5	2		2	1	1	1		2	2	2:
Prohibited & Permitted Items							1						
Prohibited & Permitted Items - Firearm/A							1						
Property - Special Handling	29	23	30	35	22	17	20	23	42	24	26		31
Property - Special Handling - Damaged II		3	3	2	3	3	3	1	4	1	1		2
Property - Special Handling - Damaged It		5	8	11	3	3	1	1	8	9	7		6
Property - Special Handling - Missing Iter		1	2	6	6	3	4	9	13	4	6	4	6
Property - Special Handling - Missing Iter	14	14	17	16	10	8	12	12	17	10	12	12	15
Request for Assistance				1			1	2	1		1		
Request for Assistance - Other				1			1	1	1		1		
Request for Assistance - Wounded Warri	or (MSIJSOC)							1					
Screening	23	31	32	20	14	25	26	26	18	23	24	17	27
Screening - Crew Member or Airline Emp	1		1										
Screening - Inconsistency	3	2	2	1	2		2	1	1		1	1	1
Screening - International Screening				1									
Screening - Lengthy Lines	5	17	15	5	5	5	8	8	4	5	5	7	8
Screening - Procedures/Process	12	10	14	11	5	19	16	17	12	17	17		15
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis		2	1-7	2	<u> </u>	10	10	- 17	1	1	1/	2	13
Screening - Security Breach	1				2	1			'	- '			
octeening - Security Breach	148	161	151	109	120	150	140	170	152	181	176	146	1,80
	148	161	151	109	120	150	140	170	152		1/6		
Advanced Imaging Technology (AIT)										1		1	
Advanced Imaging Technology (AIT) - Fly	1									1		1	
Civil Rights	2	6	6	9	5	6	4	4	5	10	6	6	6
Civil Rights - Age		1		1	1	1	1		1	1			
Civil Rights - Constitutional Rights						1							
Civil Rights - Hair Patdowns											1	1	
Civil Rights - Headwear							1						
Civil Rights - National Origin		1		2				1				1	
Civil Rights - Perceived Religion							1						
Civil Rights - Racial Profiling or Discrimin	2	2	4	2	3	3	1	1	3	6	3	1	3
Civil Rights - Screening of Religious Culti	ural and Ceremo	nial Items		1				1					
Civil Rights - Sex/Gender/Gender Identity		2	2	1				1	1	3	1	3	1-
Civil Rights - Sexual Orientation - Not Tra				1	1								2
Civil Rights - Transgender Screening				1		1					1		
Customer Service	34	41	41	14	28	42	44	42	46	38	51		45
Customer Service - CSM	04	71	71	17	20	72	77	72	70		- 01	1	70
Customer Service - Others	4	7		1	2	11	6	6	7	9	- 11		73
	4		5	1		11	6	6			11		
Customer Service - TSO	30	34	36	13	26	31	38	36	39	29	40		379
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domes												1	
Locks	9	10	10	7	8	8	8	13	8	12	9	9	111
Locks - General			1				1						
Locks - Missing or Damaged Lock	9	10	9	7	8	8	7	13	8	12	9		10
Lost and Found	2	4	3	6	7	4	7	2	1	2	5	9	5
Lost and Found - Airport/TSA	2	4	3	6	7	4	7	2	1	2	5	9	5
Mishandling of Passenger Property	34	34	32	23	25	32	20	27	26	31	32	22	33
Mishandling of Passenger Property - Dan		3		4		3	1	4	2	3	2		2
	0.4	30	28	18	19	21	16	19	21	22	26	18	26
Mishandling of Passenger Property - Dan	24						-						
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan					1		1		1				
0 0 1 7	2	1	4	1	1 5	8	1 2	4	1 2	6	4		
Mishandling of Passenger Property - Dan	2			1			2		2		4		4
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown	2 a 7	1 3	4 5		5	8		4 5		6 6			5
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children	2 4 7 4	3	5		5	6	3	5	7	6	1	3	4 5
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer	2 a 7			1	5		2		2	6		3	4 5 4
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer	2 4 7 4	3	5		5	6 5	3	5	7	6	1	3	4. 5i
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General	2 7 4 3	3	5	1	5	6	2 3	5	7	6	1	3	4 5 4
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer	2 4 7 4 3	3	5	1	5 6	5	2 3	5	7	6 1 5	1	3	4 5
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD)	2 7 4 4 3 3 1 1 13	3 3 6	5	1	5	6 5	2 3	5	7	6	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3	4 5 9
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer	2 7 4 4 3 3 1 1 13	3	5	1	5 6	5	2 3	5	7	6 1 5	1	3 3	4 5
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD)	2 7 4 3 3 1 1 13 2	3 3 6	5	1	5 6	5	2 3	5	7	6 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3	4 5
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	2 7 4 3 3 1 1 13 2 ancer	3 3 6	5	1	5 6	5	2 3 1 4	5	7	6 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3	4 4
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C	2 7 4 3 3 11 13 2 2 ancer 2 2	3 3 6 1	5 5 4	1	5 6	5	2 3 1 4	5	7	6 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3	4 5
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (2 7 4 3 3 1 1 13 2 ancer 2 2 P./Developmenta	3 3 6 1	5 5 4	1	5 6	5	2 3 1 4	5	7	6 1 5	13 1	3 3	4 5 5 4
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cognitive	2 7 4 3 3 1 1 13 2 ancer 2 2 P./Developmenta	3 3 6 1	5 5 4 isability	1 3	5 6	5 1 5	2 3 1 4	5	7	14	13 1	3 3	4 5 5
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	2 7 4 3 3 11 13 12 2 ancer 2 P /Developmenta 1	3 3 6 1	5 5 4 isability	1 3	5 6 6	5 1 5	2 3	5 5 11	7	14	13 1	3 3 8	4 5 5
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Seneral Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing	2 7 4 3 1 13 2 ancer 2 Developmenta 1	3 3 6 1	5 5 4 isability	1 3	5 6 6	5 1 5	2 3	5 5 11	7	14	13 1	3 3 8	4 5 5
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Hearing	2 7 4 3 3 1 1 13 12 2 ancer 2 2 Development 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 6 1	5 5 4 isability	1 3	5 6 6	5 1 5	2 3 2 1 4	5 5 11 2 2 1	2 7 7	14 1 2	1 13 1	3 3 8 1 2 1	4 5 5
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medically	2 7 4 3 3 1 1 13 2 2 ancer 2 2 Developmenta 1 mpairment 4 3 1	3 3 6 1 1 Mental D	5 5 4 isability	1 3	5 6 6	5 1 5	2 3 2 1 4	5 5 11	7	14	13 1	3 3 8 1 2 1	4 4 9 9
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medicalli Persons w/ Disabilities (PWD) - Medicalli	2 7 4 3 1 13 2 ancer 2 P/Developmenta 1 Impairment 3 1 plants (joint)	3 3 6 1 1 I /Mental D	5 5 4 isability	1 3	5 6 6	5 1 5	2 3 2 1 4	5 5 11 2	2 7 7	14 1 2	1 1 13 1 1 1 1	3 3 8 1 2 1 2	9
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Medically	2 7 4 3 1 13 2 ancer 2 b // Developmenta 1 mpairment 3 4 1 plants (joint) 3	3 3 6 1 1 II /Mental D 1 1 1 1 1 1 1	5 5 4 isability	1 3	5 6 6	5 1 5	2 3 2 1 4	5 5 11 2 2 1	2 7 7	14 1 2 1 3	1 13 1	3 3 8 1 2 1 2	4. 51
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility	2 7 4 3 3 1 13 2 ancer 2 b // Developmenta 1 mpairment 3 4 1 plants (joint) 3 is/Amputees an	3 3 3 6 1 1 1 1 1 1 1 1 1 d Casts	5 5 4 isability	1 3	5 6 6	5 1 5	2 3 2 1 4	5 5 11 2	2 7 7	14 1 1 2 3 1	1 1 13 1 1 1 1 5	3 3 8 1 2 1 2	4: 5: 9: 1: 1:
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Prosthes	2 7 4 3 1 13 2 ancer 2 a/Developmenta 1 Impairment 3 1 1 plants (joint) 3 is/Amputees an ony and Inhaler I	3 3 6 1 1 I /Mental D 1 1 1 1 1 casts Equipment	5 5 sisability 1	1 3 1	5 6 6	5 1 5	2 3 2 1 4	5 5 11 2	2 7 7	14 1 2 1 3	1 1 13 1 1 1 1	3 3 8 1 2 1 2	44: 50: 93: 4: 11: 11:
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Seneral Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism Seneral Persons w/ Disabilities (PWD) - Breast Centry Persons w/ Disabilities (PWD) - Conneitive Persons w/ Disabilities (PWD) - Conneitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A	2 7 4 3 1 13 2 ancer 2 A/Developmenta 1 Impairment 3 1 1 anjulants (joint) 3 is/Amputees an ory and Inhaler I	3 3 6 1 1 Il /Mental D 1 1 1 1 Casts Equipment 1	5 5 4 isability	1 3	5 6 6	5 1 5	1 4 1	5 5 11 2 1 2	2 7 7 8 8 2 2 3	14 1 1 1 2 1 3 1 1	1 1 13 1 1 1 1 5	3 3 8 1 2 1 2	44: 51: 93: 11: 11:
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Prosthes	2 7 4 3 1 13 2 ancer 2 A/Developmenta 1 Impairment 3 1 1 anjulants (joint) 3 is/Amputees an ory and Inhaler I	3 3 6 1 1 Il /Mental D 1 1 1 1 Casts Equipment 1	5 5 sisability 1	1 3 1	5 6 6	5 1 5	2 3 2 1 4	5 5 11 2	2 7 7	14 1 1 2 3 1	1 1 13 1 1 1 1 5	3 3 8 1 2 1 2	44 50 44 93 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Seneral Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism Seneral Persons w/ Disabilities (PWD) - Breast Centre (Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cognitive (Persons w/ Disabilities (PWD) - Cognitive (Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes (Persons w/ Disabilities (PWD) - Hearing (Persons w/ Disabilities (PWD) - Medically (Persons w/ Disabilities (PWD) - Medically (Persons w/ Disabilities (PWD) - Medically (Persons w/ Disabilities (PWD) - Mobility (Persons w/ Disabilities (PWD) - Respirate (Persons w/ Disabilities (PWD) - Respirate (Persons w/ Disabilities (PWD) - Respirate (Persons w/ Disabilities (PWD) - Service (PERSONS	2 a 7 4 3 1 13 2 ancer 2 b /Developmenta 1 Impairment 3 1 Impairment 3 1 Implants (joint) 3 is/Amputees an ory and Inhaler Inhanimals version (pain/tra	3 3 6 1 1 Il /Mental D 1 1 1 1 Casts Equipment 1	5 5 sisability 1	1 3 1	5 6 6	5 1 5	1 4 1	5 5 11 2 1 2	2 7 7 8 8 2 2 3	14 1 1 1 2 1 3 1 1	1 1 13 1 1 1 1 5	3 3 8 1 2 1 2	445 50 45 93 44 2 2 2 3 4 4 17 3 13
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Cancer (Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service of Persons w/ Disabilities (PWD) - Service of Persons w/ Disabilities (PWD) - Service of	2 7 4 3 1 13 2 ancer 2 e /Development 1 Impairment 3 1 1 sis/Amputees an orry and Inhaler Inhalmals version (pain/transpairment	3 3 6 1 1 Il /Mental D 1 1 1 1 Casts Equipment 1	5 5 sisability 1	1 3 1	5 6 6	5 1 5	1 4 1	5 5 11 2 1 2	2 7 7 8 8 2 2 3	14 1 1 1 2 1 3 1 1	1 1 13 1 1 1 1 5	3 3 8 1 2 1 2	5 444 445 50 50 11 11 11 11 11 11 11 11 11 11 11 11 11

ories	10-Oct	11-Nov	12-Dec	01-Jan	CC) Data 1 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ories	10-001	11-NOV	12-Dec	UI-Jan	UZ-Feb	U3-IVIAI	04-Apr	US-IVIAY	UO-JUII	U/-Jui	00-Aug	ua-sep	TOTAL
Prohibited & Permitted Items - Alcohol and	1							1					2
Prohibited & Permitted Items - General			1										1
Property - Special Handling	30	28	27	28	23	18	34	38	31	41	27	34	359
Property - Special Handling - Damaged Ite	4	1		5	1	2	5	3	2	1	4	3	31
Property - Special Handling - Damaged Ite	8	6	5	5	2	7	7	14	8	12	5	11	90
Property - Special Handling - Missing Item	5	7	10	6	7	1	9	7	5	8	7	6	78
Property - Special Handling - Missing Item	13	14	12	12	13	8	13	14	16	20	11	14	160
Request for Assistance	1	1		1			2				1		6
Request for Assistance - Other	1	1		1			2				1		6
Screening	18	28	22	17	14	29	14	27	20	26	31	21	267
Screening - Children	1									1			2
Screening - Crew Member or Airline Emplo	oyee							1		1	1		3
Screening - Inconsistency			1			2		1					4
Screening - Lengthy Lines	4	6	4	5	5	8	2	3	3	3	7	3	53
Screening - Procedures/Process	12	21	17	11	8	17	11	20	16	16	19	16	184
Screening - Retrieving Abandoned/Confis	1	1				1	1	1	1	2	1	1	10
Screening - Security Breach				1	1	1		1		3	3	1	11

egories	10-Oct		Contact C 2-Dec 0	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YW		3	3	4	2	7	3	8	10	5			
2016				3	1	1	2	2	2	1	2	1	
Customer Service				2		1			1		1		
Customer Service - Others				1		1							
Customer Service - TSO				1					1		1		
Mishandling of Passenger Property				1						1	1	1	
Mishandling of Passenger Property - Dam	ı aged/Missin	g ItemsCarry	v-on Luggac	ie .							1		
Mishandling of Passenger Property - Dam				1						1		1	
Patdown	lagoa/wilcom	g itomo onoc	οποα Βαξ		1							'	
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)					ı			1					
(/													
Persons w/ Disabilities (PWD) - Ostomy/C)siomales i							1					
Screening							2	1	1				
Screening - Inconsistency							1						
Screening - Procedures/Process							1	1	1				
2017		1	2			5		2	2	1		2	
Civil Rights									1				
Civil Rights - Racial Profiling or Discrimina	ation								1				
Customer Service			1			4							
Customer Service - TSO			1			4							
Identification (ID) Requirements						4			1				
	io.								1				
Identification (ID) Requirements - Domesti	10	4							1				
Mishandling of Passenger Property	1/2.21	1										1	
Mishandling of Passenger Property - Dam		1											
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsChed	ked Bagga	ge								1	
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelchair	or Scooter)					1					
Property - Special Handling								1		1		1	
Property - Special Handling - Damaged Ite	ems - Check	ed								1			
Property - Special Handling - Missing Item								1				1	
Screening	l		1			1							
Screening - Procedures/Process						1							
ŭ .	ootod Itomo		4			- 1							
Screening - Retrieving Abandoned/Confisc	cated items		1								_		
2018				1				4	3	3			
Customer Service				1				1		1	1	1	
Customer Service - Others										1			
				1				1			1	1	
Customer Service - TSO													
Customer Service - TSO Mishandling of Passenger Property									1		1		
	l laged/Missin	g ItemsChed	ked Bagga	ge					1		1		
Mishandling of Passenger Property Mishandling of Passenger Property - Dam											1		
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam									1	2	1		
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown									1	2	1 2	1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer									1	2	1	1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer									1	1	1 2 2	1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General									1		1 2 2	1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Property - Special Handling	aged/Missin	g ItemsUnsp							1	1	1 2 2	1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Property - Special Handling Property - Special Handling	aged/Missin	g ItemsUnsp							1	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	aged/Missin	g ItemsUnsp							1 1 1	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Property - Special Handling Property - Special Handling	aged/Missin	g ItemsUnsp						3	1	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	aged/Missin	g ItemsUnsp						3 1	1 1 1	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl	aged/Missin	g ItemsUnsp							1 1 1	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process	aged/Missin	g ItemsUnsp							1 1 1	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process Screening - Security Breach	aged/Missin	g ItemsUnsp	pecified Lug		1	1	1		1 1 1	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process Screening - Security Breach	aged/Missin	g ItemsUnsp			1	1	1		1 1 1 1 3	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process Screening - Security Breach 2019 Locks	aged/Missin	g ItemsUnsp	pecified Lug		1	1	1		1 1 1 1 3 2	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process Screening - Security Breach 2019 Locks Locks - Missing or Damaged Lock	aged/Missin	g ItemsUnsp	pecified Lug		1	1			1 1 1 1 3 2 2	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl. Screening - Procedures/Process Screening - Security Breach 2019 Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	ems - Checker oyee	g ItemsUnsp	pecified Lug	gage	1	1	1		1 1 1 1 3 2 2 2	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process Screening - Security Breach 2019 Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ems - Checked oyee	g ItemsUnspectage ded de	1 cked Baggag	gage	1	1	1		1 1 1 1 3 2 2	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process Screening - Security Breach 2019 Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	ems - Checked oyee	g ItemsUnspectage ded de	1 cked Baggag	gage	1	1			1 1 1 1 3 2 2 2	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process Screening - Security Breach 2019 Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	ems - Checked oyee	g ItemsUnspectage ded de	1 cked Baggag	gage	1	1	1		1 1 1 1 3 2 2 2	1	1 2 2	1 1 1 1	
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Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process Screening - Security Breach 2019 Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	ems - Checked oyee	g ItemsUnspectage ded de	1 cked Baggag	gage	1	1	1		1 1 1 1 3 2 2 2	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process Screening - Security Breach 2019 Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	ems - Checked oyee	g ItemsUnspectage ded de	1 cked Baggag	gage	1		1		1 1 1 1 3 2 2 2	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - General Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process Screening - Security Breach 2019 Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	ems - Checked oyee	g ItemsUnspectage ded de	1 cked Baggag	gage	1	1	1		1 1 1 1 3 2 2 2	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - General Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process Screening - Security Breach 2019 Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling	ems - Checkers - Checkers oyee	ed l 2 g ItemsCheckCarry-on or	1 cked Baggag	gage	1	1	1		1 1 1 1 3 2 2 2	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process Screening - Security Breach 2019 Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling	ems - Checkers - Checkers oyee	ed l 2 g ItemsChec	1 cked Baggae Checked	gage		1	1		1 1 1 1 3 2 2 2	1	1 2 2	1 1 1 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - General Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process Screening - Security Breach 2019 Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling	ems - Checkers - Checkers oyee	ed l 2 g ItemsCheckCarry-on or	1 cked Baggag	gage	1	1	1		1 1 1 1 3 2 2 2	1	1 2 2	1 1 1 1	

Categories	10.004 44		TSA Contact C				04 4	OE Me	06 1	07 11	00 4	00 84-	Total
Categories	10-Oct 11- 27	Nov 19	12-Dec 0 ⁻	1-Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FAI 2016	21	19	18	21 2	26 5	23 3	16 1	18 7	27 3	37 6	32 7		293 45
Customer Service					2	3	1	1	1	1	1	- 11	45
Customer Service - Others								'	1	'	'		1
Customer Service - TSO					2			1		1	1		5
Mishandling of Passenger Property				2	2			4	2	4	5	8	27
Mishandling of Passenger Property - Dam	า naged/Missing Ite	msC	arry-on Luggag								1		1
Mishandling of Passenger Property - Dam				2	2			4	2	4	4	8	26
Patdown					1	2		1		1		1	6
Patdown - Flyer					1	2		1		1		1	6
Persons w/ Disabilities (PWD)						1	1	1					3
Persons w/ Disabilities (PWD) - Medically	Necessary Med	ication	and Medical S	upplies			1						1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not Wh	neelcha	air or Scooter)					1					1
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates					1							1
Screening											1	2	3
Screening - 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
Customer Service - TSO	1				1	2		1	1	1	3		10
Locks				2									2
Locks - Missing or Damaged Lock				2									2
Mishandling of Passenger Property	8	3		4	3	3	1	2	3	3		4	41
Mishandling of Passenger Property - Dam			1								1		3
Mishandling of Passenger Property - Dam		3		4	3	2		1	3	3	2	4	32
Mishandling of Passenger Property - Dam		msU						4					1
Mishandling of Passenger Property - Disa	1		1	4		1	1	1					5
Patdown				1 1		2		1	1		1		6
Patdown - Flyer				1		2		1			1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes									2				2
									1				<u>1</u>
Persons w/ Disabilities (PWD) - Hearing I Property - Special Handling	Прантен						1	2	5			1	9
Property - Special Handling - Damaged It	eme - Carn/-On						1		1			1	1
Property - Special Handling - Damaged It								2	1			1	4
Property - Special Handling - Missing Iten									2				2
Property - Special Handling - Missing Item							1		1				2
Screening	I		2	2	1	3	1			1	3		13
Screening - Inconsistency						1							1
Screening - Lengthy Lines					1	1							2
Screening - Procedures/Process			2	2		1	1			1	3		10
2018	12	10	7	7	9	3	7	4	7	13	10		96
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrimina	ation											1	1
Customer Service	2	1	3	4	3	1		1		2			17
Customer Service - Others			1										1
Customer Service - TSO	2	1	2	4	3	1		1		2			16
Locks			1		1						3	3	8
Locks - Missing or Damaged Lock			1		1						3		8
Mishandling of Passenger Property		2	1		1	1	1	1	2	7	1	2	19
Mishandling of Passenger Property - Dam		msC	arry-on Luggag	е						1	1		2
Mishandling of Passenger Property - Dam	•	1	1		1	1		1	2	6		2	15
Mishandling of Passenger Property - Disa	rrayed Item	1					1						2
Patdown	1	1			2		2	1	2	3	1		13
Patdown - Flyer	1	1			2		2	1	2	2			11
Patdown - Flyer as Observer										1	1		2
Persons w/ Disabilities (PWD)		1							1		1	1	4
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - Mobility [1							1			1	3
Property - Special Handling Property - Special Handling - Damaged It	4	1		2	1		1		2				11
Property - Special Handling - Damaged It		1		1	1				1				5
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten				1					1				4
Screening Screening	2 5	4	2	1	1	1	3	1	7		4		
Screening - Inconsistency	3	4	2	1	7	1	3	7		1	4		23
Screening - Inconsistency Screening - Lengthy Lines	1	3	2							1			6
Screening - Procedures/Process	1	1		1	1	1	3	1			4		13
2019	6	6	5	3	7	7	5	1	5	13	5		69
Civil Rights	0	U	Ü	2	,	'	3		1	13		U	3
Civil Rights - Age				1					1				
Civil Rights - Racial Profiling or Discrimina	ı ation			1					1				2
Customer Service	1	1	1		1	3	3				1		11
Customer Service - Others	1						<u> </u>				'		1
Customer Service - TSO		1	1		1	3	3				1		10
Locks							<u> </u>			1	'		1
Locks - Missing or Damaged Lock										1			1
Lost and Found											1		1
Lost and Found - Airport/TSA											1		1
Mishandling of Passenger Property				1	1	4	1			5	1	1	14
Mishandling of Passenger Property - Dam	naged/Missing Ite	msC	arry-on Luggad			1							1
Mishandling of Passenger Property - Dam				1	1	3	1			4	1	1	12
Mishandling of Passenger Property - Disa										1			1
Patdown	1	1	1						2	3			8
Patdown - Flyer	1	1	1						2	3			8
Persons w/ Disabilities (PWD)		2	1								1		4
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	1											1

			IOA OOIII	ct ocnici (i oo, bata	1001 - 1 015	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Hearing I	mpairment	1											1
Persons w/ Disabilities (PWD) - Mobility I	Disability (N	ot Wheelch	air or Scoo	ter)							1		1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	n/trauma)	1										1
Property - Special Handling	1		1					1		3		1	7
Property - Special Handling - Damaged Ite	ems - Checl	ked	1										1
Property - Special Handling - Missing Iten	1							1		3		1	6
Screening	3	2	1		5		1		2	1	1	4	20
Screening - Inconsistency					1								1
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	3	2	1		4		1		2	1	1	3	18

norine	40.0-4 44		A Contact C		•		04 8	0E M 1	ne I	07 1	00 4	00.04	T-4-1
gories							04-Apr		06-Jun	07-Jul	08-Aug	09-Sep	Total
R 2016	9	7	11	7	13 3	8	8 4	8 1	16 8	14 2	10	13 3	124 21
					1		4	1	8	2		1	21
Civil Rights Civil Rights - Racial Profiling or Discrimina	ation				1							1	2
Customer Service	auon						1			1			2
Customer Service - TSO							1			1			2
Mishandling of Passenger Property									E	1		1	9
Mishandling of Passenger Property - Dam	 	ome Cho	okod Boggo	10			2		5 4	1		1	8
				je			2			- 1			
Mishandling of Passenger Property - Disa	irrayed itemsCi	arry-on or	ГСпескеа		4		-		1				1
Patdown					1		1						
Patdown - Flyer					1		1						- 2
Screening					1			1	3			1	(
Screening - Inconsistency								1	2				
Screening - Procedures/Process									1			1	
Screening - Security Breach					1								
2017	2	2		4	1	3		1	1	4	2	2	2:
Customer Service				1						2		1	
Customer Service - TSO				1						2		1	
Mishandling of Passenger Property	1	2		3	1	2					2	1	1
Mishandling of Passenger Property - Dam	naged/Missing Ite	emsCar	ry-on Lug	1	1								
Mishandling of Passenger Property - Dam	1	2		2		2					1	1	
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on oi	r Checked								1		
Patdown								1	1	1			
Patdown - Flyer								1	1	1			
Property - Special Handling									•	1			
Property - Special Handling - Missing Item	ı ns - Carrv-∩n									1			
Screening	1					1				'			
Screening Screening - Procedures/Process	1					1							
-	1	3	4	2	8	4	2	2	2	4	3	2	
2018	7	3	4	2		4		2	2	4		2	
Civil Rights					1		1			2	1		
Civil Rights - Age										1			
Civil Rights - Hair Patdowns							1						
Civil Rights - Racial Profiling or Discrimina					1					1			
Civil Rights - Sex/Gender/Gender Identity-	 Not Transgend 	er									1		
Customer Service		1											
Customer Service - TSO		1											
Mishandling of Passenger Property	1	2	1		3	1			1	1	1		1
Mishandling of Passenger Property - Dam	naged/Missing Ite	emsCar	ry-on Luggag	е	1	1							
Mishandling of Passenger Property - Dam		1	1		2				1	1			
Mishandling of Passenger Property - Disa		1									1		
Patdown	l	'			1		1						
Patdown - Flyer					1		1						
Persons w/ Disabilities (PWD)					1	4	- '						
	Nananani Mar		and Mardianal C			1					1		
Persons w/ Disabilities (PWD) - Medically		lication a	na iviedicai S	upplies	1								
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)					1					1		
Property - Special Handling			1	1	1	1		2				2	
Property - Special Handling - Damaged Ite								1					
Property - Special Handling - Missing Item								1					
Property - Special Handling - Missing Item	ns - Checked		1	1	1	1						2	
Screening			2	1	1	1			1	1			
Screening - Inconsistency			1	1									
Screening - Lengthy Lines					1								
Screening - Procedures/Process			1			1			1	1			4
2019	6	2	7	1	1	1	2	4	5	4	5	6	4
Civil Rights	2	1	•	•	•			•		7	1		
Civil Rights - Racial Profiling or Discrimina	1	1									1		
Civil Rights - Sex/Gender/Gender Identity	1	- 1									1		
Customer Service			4					4					
	1		1					1					
Customer Service - TSO	1		1					1					
Locks									1			1	
Locks - Missing or Damaged Lock									1			1	
Lost and Found												1	
Lost and Found - Airport/TSA												1	
Mishandling of Passenger Property	1		3							1	1	3	
Mishandling of Passenger Property - Dam	1		3							1	1	1	
Mishandling of Passenger Property - Disa		arry-on or	r Checked									2	
Patdown		,					1	1	1	1	2		
Patdown - Flyer							1	1	1	1	2		
Persons w/ Disabilities (PWD)							1						
` ,	lioobility (Not W	haalahair	or Constant										
Persons w/ Disabilities (PWD) - Mobility Described & Page 144	וווטסטוע (INOL VV I	neelchalf	or accorder)				1						
Prohibited & Permitted Items		1											
Prohibited & Permitted Items - Food/Beve	rages	1											
Property - Special Handling			2			1		2	2	1			
Property - Special Handling - Damaged Ite	ems - Checked		1					1		1			;
Property - Special Handling - Missing Item	ns - Carry-On		1										
r roperty - opecial rianding - missing item						1		1	2				4
Property - Special Handling - Missing Item	is - Checkeu												
Property - Special Handling - Missing Item			1	1	1				1	1	1	1	· ·
Property - Special Handling - Missing Item Screening	2		1	1	1				1	1	1		
Property - Special Handling - Missing Item Screening Screening - Inconsistency				1	1				1		1	1	2
Property - Special Handling - Missing Item Screening	2		1	1	1				1	1	1		

Categories	10 Oct 1		TSA Cor 12-De			CC) Data To		04 Ann	OF Mov	OG lum	07 1	00 4	00 Can	Total
Categories	10-Oct 1	11-Nov 12		11	Jan 21	02-Feb 21	03-Mar 27	04-Apr 20	05-May	06-Jun 12	07-Jul	08-Aug	09-Sep	Total
PAT 2016	22	12		11	7	6	9	6	19 8	3	25 5		16 4	226 51
Civil Rights					- '	1		0	1	3	3		4	2
Civil Rights - Racial Profiling or Discrimina	ation					1			1					2
Customer Service					4	'	2		2			1		9
Customer Service - Others					3		1							4
Customer Service - TSO					1		1		2			1		5
Locks							2						1	3
Locks - General							1							1
Locks - Missing or Damaged Lock							1						1	2
Mishandling of Passenger Property					2	3	2	4	1	2	5	1	1	21
Mishandling of Passenger Property - Dam						1			1					2
Mishandling of Passenger Property - Dam					2	2	2	4		2	3		1	17
Mishandling of Passenger Property - Disa	irrayed Items I	Carry-or	or Chec	cked							2		4	2
Patdown Patdown - Flyer													1	1
Persons w/ Disabilities (PWD)								1		1			1	2
Persons w/ Disabilities (PWD) - Mobility I	 Disability (Not \	Wheelch	nair or Sc	conter)				1		1				2
Screening		***********	ian or oc	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	1	2	3	1	4			1	1	13
Screening - Inconsistency							1							1
Screening - Lengthy Lines					1				1				1	3
Screening - Procedures/Process						2	2	1	2			1		8
Screening - Security Breach									1					1
2017	4	4		1	3	6	5	3	2	3	9	7	3	50
Advanced Imaging Technology (AIT)												1		1
Advanced Imaging Technology (AIT) - Fly	/er											1		1
Civil Rights						2					1			3
Civil Rights - Hair Patdowns	L					1								1
Civil Rights - Racial Profiling or Discrimina	ation I					1					1			2
Customer Service Others		2				2	1		1	1	2			9
Customer Service - Others		1				^					_			1
Customer Service - TSO Locks		1				2	1		1	1	2 1			8
Locks Locks - Missing or Damaged Lock											1			1
Mishandling of Passenger Property				1	3	1	3	1		1	3	2	2	17
Mishandling of Passenger Property - Dam	l naged/Missing	ItemsC	2	1		'					0			1
Mishandling of Passenger Property - Dam					2	1	2	1		1	2	2		11
Mishandling of Passenger Property - Disa					1		1				1	_	2	5
Patdown								2		1	1	2		6
Patdown - Flyer								2		1		2		5
Patdown - Flyer as Observer											1			1
Persons w/ Disabilities (PWD)							1							1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)						1							1
Property - Special Handling												1	1	2
Property - Special Handling - Missing Iten												1	1	2
Screening Crow Marshar on Airling Frank	4	2				1			1		1	1		10
Screening - Crew Member or Airline Empl	1	1				1			1					2
Screening - Procedures/Process	3	1									1	1		6
2018	9	3		4	5	4	6	3	7	4	6		3	59
Customer Service	2			2	1	•	2		2	1	4	2		16
Customer Service - Others	_			1					1		1			3
Customer Service - TSO	2			1	1		2		1	1	3	2		13
Locks													1	1
Locks - Missing or Damaged Lock													1	1
Mishandling of Passenger Property	1	1			2		1		1	1		2		9
Mishandling of Passenger Property - Dam		ItemsC	Carry-on	Luggage			1							1
Mishandling of Passenger Property - Dam		1			1				1	1		1		6
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	n or Ched	cke	1							1		2
Patdown						1	1_		1	2				5
Patdown - Flyer Persons w/ Disabilities (PWD)	2					1 1	1		1	2				5
Persons w/ Disabilities (PWD) - Diabetes						Т		2						5
Persons w/ Disabilities (PWD) - Internal N		e				1								1
Persons w/ Disabilities (PWD) - Metal Imp		_				ı		1						1
Persons w/ Disabilities (PWD) - Respirato	0 /	Equipm	ent					1						1
Persons w/ Disabilities (PWD) - Wheelcha		7 6.00												1
Property - Special Handling	1				2		2		1				2	8
Property - Special Handling - Damaged Ite									1					1
Property - Special Handling - Damaged It		t					1							1
Property - Special Handling - Missing Iten	ns - Carry-On				1		1						1	3
Property - Special Handling - Missing Iten					1								1	3
Screening	3	2	!	2		2		1	2		2	1		15
Screening - Inconsistency	_								1					1
Screening - Lengthy Lines	2			4							_			2
Screening - Procedures/Process	1	1		1		2		1	1		2	1		10
Screening - Retrieving Abandoned/Confis	cated Items	4		1										1
Screening - Security Breach	9	1 5		6	6	5	7	8	2	2	5	5	6	66
Civil Rights	2	5	•	U	0	5	1	ŏ	2	2	5	5	0	3
Civil Rights - Racial Profiling or Discrimina							1							3
Civil Rights - Sex/Gender/Gender Identity							1							2
Customer Service	3	2	!		1	1		2	1		1	2	2	15
Customer Service - Others	2	1			1	1		1	•		1		1	8
Customer Service - TSO	1	1						1	1			2		7

			ISA Contac	t Center (ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks				1						1		1	3
Locks - Missing or Damaged Lock				1						1		1	3
Mishandling of Passenger Property		1		1	1	1	2		1				7
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	gage			1						
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Baç	1	1	1	1		1				į
Mishandling of Passenger Property - Disa	arrayed Item	1											
Patdown	1		1			1						1	4
Patdown - Flyer	1		1			1						1	4
Persons w/ Disabilities (PWD)			1		1		1			1		1	
Persons w/ Disabilities (PWD) - General							1						
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	1 1										
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)				1								
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheelch	air or Scoot	er)						1			
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway										1	
Property - Special Handling	2	1	1	3	2	2				2	2		1/
Property - Special Handling - Damaged It	ems - Carry	1											
Property - Special Handling - Damaged It	2			1	2	1				1	2		
Property - Special Handling - Missing Iter	ns - Carry-O	n		1									
Property - Special Handling - Missing Iter	ns - Checked	d	1	1		1				1			4
Screening	1	1	3			2	3	1	1		1	1	14
Screening - Inconsistency						1							
Screening - Procedures/Process		1	2			1	3	1	1		1	1	11
Screening - Retrieving Abandoned/Confis	1		1										2

norine	10.0-4		Contact Ce	-	•		4 4	E Marri Ca	· lu ·	7 1 1	00 A=	00.0==	T-4-1
gories Y	10-Oct 11 8	-Nov 12	2-Dec 01 9	-Jan 0:	2-Feb 03	3-Mar 0-	4-Apr (05-May 06 11	-Jun (11)7-Jul (11	08-Aug 18	09-Sep 8	Total 139
2016	0	13	3	1	4	3	3	- 11	2	2	2	4	21
Customer Service				•	1	-	1		2	1		-	5
Customer Service - TSO					1		1		2	1			5
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property					2	1					2	3	3
Mishandling of Passenger Property - Dam				е	2	1					1	3	
Mishandling of Passenger Property - Disa Patdown	rrayed ItemsC	arry-on or (Checked			4	0				1		
Patdown - Flyer						1	2 1						;
Patdown - Flyer as Observer						1	1						
Screening				1	1					1		1	
Screening - Lengthy Lines				- '	'					- '		1	
Screening - Procedures/Process				1	1								
Screening - Security Breach										1			
2017	2	3	3	1	4	2	3	4	3	4	10	2	4
Customer Service			1		1		1	1		2			
Customer Service - TSO			1		1		1	1		2			
Mishandling of Passenger Property	1	1		1	3		1			1	5	1	1
Mishandling of Passenger Property - Dam		emsCarry	-on Lug	1									
Mishandling of Passenger Property - Dam	aged/Missii	1			3		1			1	5	1	1
Mishandling of Passenger Property - Disa	1												
Patdown			1										
Patdown - Flyer			1										
Persons w/ Disabilities (PWD)	<u> </u>	1				1			3			1	
Persons w/ Disabilities (PWD) - Cognitive						1			1				
Persons w/ Disabilities (PWD) - Medically			d Medical Su	ipplies								1	
Persons w/ Disabilities (PWD) - Respirato		quipment							1				
Persons w/ Disabilities (PWD) - Touch Av		1							4				
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Seç I	gway						4	1	- 4			
Property - Special Handling - Damaged Its	eme - Chooked							1		1	3		
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten								1		1	2		
Screening	1	1	1			1	1	2		1	2		
Screening - Inconsistency	ı	1	1			- 1	- 1				1		
Screening - Inconsistency Screening - Lengthy Lines			1					1			- 1		
Screening - Procedures/Process	1	1	1			1	1	1			1		
2018	4	3	5	4	3	4	4	2	5	2	4	2	4
Civil Rights	1	,	J	-	J	-	-		1		1		-
Civil Rights - Racial Profiling or Discrimina	1								1		1		
Customer Service				1		1			1				
Customer Service - TSO				1		1			1				
Locks		1							1				
Locks - Missing or Damaged Lock		1							1				
Mishandling of Passenger Property	2	2		2	1	1	1		1	1		1	1
Mishandling of Passenger Property - Dam	aged/Missing It	emsCarry	-on Luggage)		1							
Mishandling of Passenger Property - Dam	1	1		1	1		1		1	1		1	
Mishandling of Passenger Property - Disa	1	1		1									
Patdown			1								1		
Patdown - Flyer			1								1		
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/trau	ıma)										1	
Property - Special Handling						1	1	1					
Property - Special Handling - Damaged It						1	1						
Property - Special Handling - Missing Iten	ns - Checked							1					
Screening	1		4	1	2	1	2	1	1	1	2		1
Screening - Inconsistency			1				1				1		
Screening - Lengthy Lines					1			1		1	1		
Screening - Procedures/Process	1		3	1	1	11	1		1				
2019	2	7	1	2	3	5	4	5	1	3	2		3
Civil Rights	-4:	1											
Civil Rights - Racial Profiling or Discrimina	auon I				2								
Customer Service		2		1	2								
Customer Service - Others		1		4	0								
Customer Service - TSO		1		1	2	4							
Locks Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property	1	1			1	2	1		1				
Mishandling of Passenger Property - Dam			-on Luggage	,	1	1	1		- 1				
Mishandling of Passenger Property - Dam		1	-on Luggage	,	1	1							
Mishandling of Passenger Property - Disa			Checked			'	1		1				
Patdown		, 0.1 01 0								1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)				1						1			
Persons w/ Disabilities (PWD) - Medically	Necessarv Med	dication and	d Medical Su							1			
Persons w/ Disabilities (PWD) - Service A				1						•			
Property - Special Handling	1	2		-		1	1	3		1			
Property - Special Handling - Damaged It		1				1		2					
Property - Special Handling - Missing Iten													
Property - Special Handling - Missing Iten		1					1	1		1			
Screening		1	1			1	2	2			2		
Screening - Gate Pass							1						
Screening - Inconsistency							1						
Screening - Lengthy Lines								1					

Catagori	00	40.0-4					C) Data To		04 4	OF Mass	00 1	07 1	00 4	00 0	Tatal
Categori		10-Oct	11-Nov	12-Dec	c 01-J	Jan (02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Screening - Procedures/Process		1		1			1		1			2		6
FKL													1		1
201													1		1
	Patdown												1		1
	Patdown - Flyer												1		1
FLG		7	2	2	2	2	3	7		2	4	1	4		34
201						1	1	2				1			5
	Civil Rights	l					1								1
	Civil Rights - General Complaint and Disc	rimination					1								1
	Customer Service							2							2
	Customer Service - TSO							2							2
	Mishandling of Passenger Property			Observation of F								1			1
	Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD)	iaged/iviissing I	items	эпескеа Е	saggage	1						1			1
	Persons w/ Disabilities (PWD) - Cognitive	 /Dovolonmor	atal /Man	tal Dicabi	lity	1									1
20		4	itai /ivieri	ilai Disabi	11 1	1		1		1	2		1		11
20	Civil Rights	4			1	1		1		1			1		11
	Civil Rights - Racial Profiling or Discrimin	ation						1							1
	Customer Service	1						'							1
	Customer Service - TSO	1													1
	Mishandling of Passenger Property	1				1				1					3
	Mishandling of Passenger Property - Dam					1				1					3
	Patdown				1						1				2
	Patdown - Flyer				1						1				2
	Screening	2									1		1		4
	Screening - Crew Member or Airline Emp	1 1													1
	Screening - Inconsistency										1		1		2
	Screening - Procedures/Process	1													1
20		3	1		1		1	3			1		1		11
	Customer Service							1							1
	Customer Service - TSO							1							1
	Mishandling of Passenger Property	2	1												3
	Mishandling of Passenger Property - Dam	2	1												3
	Patdown												1		1
	Patdown - Flyer as Observer												1		1
	Property - Special Handling							1			1				2
	Property - Special Handling - Missing Iten	ns - Checked						1			1				2
	Screening	1			1		1	1							4
	Screening - Inconsistency				1										1
	Screening - Procedures/Process	1					1	1							3
201			1				1	1		1	1		2		7
	Customer Service									1	1		1		3
	Customer Service - TSO									1	1		1		3
	Locks						1								1
	Locks - Missing or Damaged Lock						1						4		1
	Mishandling of Passenger Property		C	ObI	lea al								1		1
	Mishandling of Passenger Property - Disa	irrayed items- I	-Carry-oi	n or Checi	кеа			4					1		1
	Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes							1							1
	. ,		1	ı				1							1
	Property - Special Handling Property - Special Handling - Missing Item	no Chooko	1												1
FLL	Property - Special Handling - Missing Item	247	355		11	491	441	501	461	445	355	412	431	300	4,850
20	16	241	330	, -	• •	133	128	139	137	119	91	111	116	100	1,074
20	Civil Rights					2	6	2	6	5	4	4		4	34
	Civil Rights - General Complaint and Disc	I crimination				1	0		0				'		1
	Civil Rights - National Origin					- '				1					1
	Civil Rights - Racial Profiling or Discrimin	I ation				1	6	1	5	4	3	3	1	3	27
	Civil Rights - Sex/Gender/Gender Identity		nder			- '-	0	1	1		1		'		3
	Civil Rights - Transgender Screening											1		1	2
	Customer Service					18	11	18	19	30	17	15	15	24	167
	Customer Service - CSM					3		1	1		1				6
	Customer Service - Others					3	3	1		3	1		1		12
	Customer Service - TSO					12	8	16	18	27	15	15	14	24	149
	Identification (ID) Requirements						1			2			1		4
	Identification (ID) Requirements - Domest	tic					1			1			1		3
	Identification (ID) Requirements - ID Mato	hing Ticket ar	nd Board	ing Pass I	Issues					1					1
	Locks					6	12	5	7	3	3	2	8	6	52
	Locks - Missing or Damaged Lock					6	12	5	7	3	3	2	8	6	52
	Lost and Found					1	1	1		1		6	4		14
	Lost and Found - Airport/TSA					1	1	1		1		6	4		14
	Mishandling of Passenger Property					83	79	95	83	50	55	71		47	634
	Mishandling of Passenger Property - Dam					13	13	16	11	10	7	13	11	8	102
	Mishandling of Passenger Property - Dam					68	64	75	65	38	46	51	55	37	499
	Mishandling of Passenger Property - Dam							1	1		1	3	2		8
	Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-o	n or Checl	ke	2	2	3	6	2	1	4	3	2	25
	Patdown					6	5		5	7	7	4	6	3	43
	Patdown - Children					_				1		_			1
	Patdown - Flyer					5	4		3	5	6	2	4	3	32
	Patdown - Flyer as Observer						1		1		1	1			4
	Patdown - General					- 4						1	_		1
	Patdown - Non-Flyer					1			1	1			2	,	5
	Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g	 	Proport C-	ncer		5	2	6	6	2	2	1	1	4	29
	Persons w/ Disabilities (PWD) - Cancer (S Persons w/ Disabilities (PWD) - Cognitive				lity					1				1 1	2
	Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes		ııaı /ivlen	ılaı Disabi	шу			1	1					1	2
	1 GISOTIS WI DISADIIILIGS (FVVD) - DIADELES	I						1						- 1	2

Categories		10-Oct	11-Nov		ct Center (T 01-Jan	CC) Data 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	s w/ Disabilities (PWD) - Diapers/				UI-Jan	UZ-FED	U3-Mar	04-Apr	US-IVIAY	06-Juli	U/-Jui	00-Aug	<u> </u>	10tai 1
	s w/ Disabilities (PWD) - General		essings/ii	riasks				1						1
	s w/ Disabilities (PWD) - Internal N	T Medical Devi	ces										1	1
	s w/ Disabilities (PWD) - Medically			on and Medic	al Supplies	1		3						4
	s w/ Disabilities (PWD) - Metal Im									1				1
Persons	w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheeld	hair or Scoo	t 5	1	1				1			8
Persons	w/ Disabilities (PWD) - Service A	Animals						1						1
Persons	w/ Disabilities (PWD) - Touch Av	version (pain	/trauma)				1							1
Persons	w/ Disabilities (PWD) - Visual Im	npairment					1							1
Persons	w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway				2		1	1				4
Screening					12	11	12	11	19	3	8	9	12	97
	ng - Children					1								1
	ng - Crew Member or Airline Emp	loyee			1	1								2
	ng - Inconsistency				2	1	4	2			3			15
	ng - Lengthy Lines				1		1	2	5			2		12
	ng - Procedures/Process				8	8	5	7	13	3	5	5		63
	ng - Retrieving Abandoned/Confis	cated Items					1						1	2
	ng - Security Breach						1							1
	ng - Shoe Screening								1					1
2017		74	13			125	146	116	107	90	100			1,388
Civil Rights		1		7	3	3	1	4	4		2		2	28
	ghts - Hair Patdowns										1			1
	ghts - Headwear	1							1					2
	ghts - National Origin			4	1	4								1
	ghts - Perceived Religion	-4:		1	0	1	4	2	0			4	4	2
	ghts - Racial Profiling or Discrimin		amonial II	6 tems	2	1	1	3	1			1	1	17
	ghts - Screening of Religious Culto ghts - Screening of Religious or C			.c1112							1			1
	ghts - Screening of Religious of C ghts - Sex/Gender/Gender Identity					1					1		1	2
	ghts - Transgender Screening	- NOL Hansy	jeriuei			- 1		1					- 1	
Customer So		8	- 1	5 32	19	18	18	12	21	19	25	27	13	227
	er Service - CSM	1		5 52	19	10	10	12	21	19	1		13	221
	er Service - Others	'		1		1				1			2	5
	er Service - TSO	7	1		19	17	18	12	21	18	24	27		220
Human Capi		,		0 01	10	- 17	10	12	21	10	27	21	1	1
	Capital - Prospective Employmen	t with TSA											1	1
	n (ID) Requirements	1			1	1			1		2			6
	ation (ID) Requirements - Domes				1	1			1		2			6
Locks	()	2		4 9		6	7	6	2	3	2		2	52
	General	_		1							1			2
Locks -	Missing or Damaged Lock	2		4 8	3	6	7	6	2	3	1	6	2	50
Lost and For				2 4	4		1	2	1	3	2	2		21
Lost and	d Found - Airport/TSA			2 4	4		1	2	1	3	2	2		21
Mishandling	of Passenger Property	42	8	4 72	81	74	91	54	39	25	36	47	21	666
Mishand	dling of Passenger Property - Dan	10	1	3 13	20	12	11	3	3	2	5	2	4	98
Mishand	dling of Passenger Property - Dan	29	6	9 51	57	57	76	46	33	19	24	41	16	518
Mishand	dling of Passenger Property - Dan	naged/Missin	ng Items	U 1		1	1					2		5
Mishand	dling of Passenger Property - Disa	3		2 7	4	4	3	5	3	4	7	2	1	45
Patdown		4		7 9		4	8	3	5	2	4	3	1	54
	n - Flyer	3		5 7	4	4	8	3	5	2	4	3	1	49
Patdowi	n - Flyer as Observer	1		1										2
	n - General			1										1
	n - Non-Flyer			2										2
	Disabilities (PWD)	3		3 4		3	4	6	4	2	2	3	3	48
	s w/ Disabilities (PWD) - Autism S				1									1
	s w/ Disabilities (PWD) - Breast C				1									1
	s w/ Disabilities (PWD) - Cancer (7	Breast C										1	1
	w/ Disabilities (PWD) - Diabetes			1	1						1			3
	w/ Disabilities (PWD) - General	1		1										2
	w/ Disabilities (PWD) - Hearing		Modice					_			1			1
	w/ Disabilities (PWD) - Medically			or 1		1	1	2	1			1		9
	w/ Disabilities (PWD) - Metal Im				1			1						2
	w/ Disabilities (PWD) - Mobility I			4	2		2	2				1		9
	w/ Disabilities (PWD) - Ostomy/		and Cast	1	1			4		1		1		4
	s w/ Disabilities (PWD) - Prosthes			ıs				1	4				4	2
	s w/ Disabilities (PWD) - Touch Av s w/ Disabilities (PWD) - Visual Im			1					1	1			1	3
	s w/ Disabilities (PWD) - Visual III			1 1	1	1	1		2					7
	s w/ Disabilities (PWD) - Wheelch				1	1	1							2
	Permitted Items	a vvaiiiOi		1 1		- 1	1				3	1		
	ed & Permitted Items - Alcohol an	I nd Tobacco		1 1			1				3	- 1		2
	ed & Permitted Items - Alcohol an						1				1			
	ed & Permitted Items - Chernical/		. oddolo		1						1			2
	ed & Permitted Items - Food/Beve				'						1			
	ed & Permitted Items - General											1		1
	ed & Permitted Items - Knives/To	ı ols/Razors/S	harp Obie	ec 1										1
	ed & Permitted Items - Lighters/M		- 22)		1									
	pecial Handling							21	23	29	19	27	16	135
	y - Special Handling - Damaged It	tems - Carrv-	-On					2	3	2	3			12
	y - Special Handling - Damaged It							4	6	6	4			29
	y - Special Handling - Missing Iter							2	5	3	2			19
	y - Special Handling - Missing Iter							13	9	18	10			75
Request for					1									1
	t for Assistance - Other				1									1
Screening		13	1	4 24	20	16	14	8	7	7	3	10	3	139

ories	10-Oct 1	TSA 1-Nov 1		14 lan O'	•		04 Apr	05 May	OG Jun	07 []	OO Aug	00 Son	Total
Screening - Crew Member or Airline Empl		I-NOV 1	2-Dec 0	01-Jan 02	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency	2		3	1	4	2		1	1		- '		1-
Screening - International Screening	_			1									
Screening - Lengthy Lines	2	2	2	1	1	2	1						1
Screening - Procedures/Process	8	12	16	17	10	8	6	5	6	2	7	3	10
Screening - Retrieving Abandoned/Confis	cated Items		2		1								
Screening - Security Breach	1					2	1			1	2		
Transfer to Security Specialist						1							
Transfer to Security Specialist - Reportable						1							
2018	107	125	124	120	99	122	106	112	84	84	94	69	1,24
Advanced Imaging Technology (AIT)									1				
Advanced Imaging Technology (AIT) - Fly					4	0	4	0	1	0			
Civil Rights Civil Rights - Age	3	2	3	1	1	2	1	2	2	3	6	2	2
Civil Rights - Constitutional Rights	1												
Civil Rights - Hair Patdowns											1		
Civil Rights - National Origin									1				
Civil Rights - Racial Profiling or Discrimina	2	1	2	1	1	1		2	1	3	3	1	1
Civil Rights - Sex/Gender/Gender Identity-	- Not Transgen	der					1				1	1	
Civil Rights - Sexual Orientation - Not Tra	nsgender	1											
Civil Rights - Transgender Screening			1			1							
Customer Service	16	23	21	16	10	20	20	5	11	9	6	6	16
Customer Service - CSM									1				
Customer Service - Others	1	1			1	5			1			2	
Customer Service - TSO	15	22	21	16	9	15	20	5	9	9	6	4	15
Locks	5	6	9	6	5	4	5	6	5	4	1	2	
Locks - General		1								1			
Locks - Missing or Damaged Lock	5	5	9	6	5	4	5	6	5	3		2	
Lost and Found	2		2	2	2		1			1	1		•
Lost and Found - Airport/TSA	2		2	2	2		1			1	1		
Mishandling of Passenger Property	36	39	44	37	29	43	41	48	20	32			42
Mishandling of Passenger Property - Dam		3	7	3	1	8	6	7	1	5			
Mishandling of Passenger Property - Dam		35	35	27	26	34	31	38	18	20		20	33
Mishandling of Passenger Property - Dam								1		1			
Mishandling of Passenger Property - Disa		1 7	2	7	2	1	4	2	1	6			3
Patdown Elver	3	7	6	<u> </u>	5 3	3	5	5 5	5	5 2			5
Patdown - Flyer Patdown - Flyer as Observer	3		0	1	2	3	1	5	5	1			4
Patdown - General							- 1			1			
Patdown - Non-Flyer										1			
Persons w/ Disabilities (PWD)	9	6	3	5	3	4	4	1	2	4		3	
Persons w/ Disabilities (PWD) - Autism St				1	0			1	1				
Persons w/ Disabilities (PWD) - Breast Ca					1								
Persons w/ Disabilities (PWD) - Cancer (g		east Cance	r	1									
Persons w/ Disabilities (PWD) - Cognitive	/Development	al /Mental Γ	Disability	1									
Persons w/ Disabilities (PWD) - Diabetes	1										1		
Persons w/ Disabilities (PWD) - General	1	1	1				1						
Persons w/ Disabilities (PWD) - Internal N													
Persons w/ Disabilities (PWD) - Medical D			-		1								
Persons w/ Disabilities (PWD) - Medically		2	1				2			2			
Persons w/ Disabilities (PWD) - Metal Imp						1							
Persons w/ Disabilities (PWD) - Mobility D		1	1			2				1			
Persons w/ Disabilities (PWD) - Ostomy/C													
Persons w/ Disabilities (PWD) - Service A				1	1							1	
Persons w/ Disabilities (PWD) - Touch Av					1				1				
				- 1	1				1		1	1	
Persons w/ Disabilities (PWD) - Visual Im	1				1				1			1	
Persons w/ Disabilities (PWD) - Wheelcha	1	2		1	1	1	1		1	1		1	
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items	1	1			1	1 1	1		1	1		1	
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General	1 2				1	1	1		1	1		1	
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge	1 2 Is/Aerosols	1	23	1		1		33			1	1 1	3,
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling	1 2 ls/Aerosols 29	1 1 26	23	1 35	35	1 1 37	21	33	26	18	1 26	1 1	32
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged Ite	1 2 2 sls/Aerosols 29 3	1 1 26 3	4	1 35 9	35 3	1 1 37 2	21 2	4	26 9	18	26	1 1 20 3	4
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ls/Aerosols 29 3	1 1 26 3 4	4 4	1 35 9 3	35 3 7	1 37 2 7	21 2 4	4	26 9 5	18 1	1 26 5	20 3 4	32 2
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	1 2 2	1 1 26 3 4 9	4 4 4	1 35 9 3 5	35 3 7 7	1 37 2 7 12	21 2 4 7	4 3 8	26 9 5	18 1 4 2	1 26 5 1	20 3 4 4	32
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item	1 2 2	1 1 26 3 4	4 4	1 35 9 3	35 3 7	1 37 2 7	21 2 4	4	26 9 5	18 1	1 26 5 1	20 3 4 4	32 2 5 7
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	1 2 2	1 1 26 3 4 9	4 4 4	1 35 9 3 5	35 3 7 7	1 37 2 7 12	21 2 4 7	4 3 8	26 9 5	18 1 4 2	1 26 5 1	20 3 4 4	32 2 5 7 15
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance	1 2 2	1 1 26 3 4 9	4 4 4	1 35 9 3 5	35 3 7 7 18	1 37 2 7 12	21 2 4 7	4 3 8	26 9 5	18 1 4 2	26 5 1 7	20 3 4 4 9	32 2 5 7 15
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other	1 2 2 s/Aerosols 29 3 5 7 14	1 1 26 3 4 9	4 4 4 11	1 35 9 3 5 18	35 3 7 7 18 1	1 37 2 7 12 16	21 2 4 7 8	4 3 8 18	26 9 5 2	18 1 4 2	26 5 1 7	20 3 4 4 9	32 2 5 7 15
Persons w/ Disabilities (PWD) - Wheelchall Prohibited & Permitted Items Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening	1 2 2 s/Aerosols 29 3 5 7 14	1 1 26 3 4 9 10	4 4 4 11	1 35 9 3 5 18	35 3 7 7 18 1	1 37 2 7 12 16	21 2 4 7 8	4 3 8 18	26 9 5 2	18 1 4 2	26 5 1 7 13	1 1 1 3 3 4 4 4 9	32 5 7 15
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items - General Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Items - Special Handling - Damaged Items - Special Handling - Damaged Items - Special Handling - Missing Items - Request for Assistance - Other Screening - Crew Member or Airline Emplems - Screening - Inconsistency - Screening - Lengthy Lines	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 26 3 4 9 10	4 4 4 11 13	1 35 9 3 5 18	35 3 7 7 18 1 1 8	1 37 2 7 12 16	21 2 4 7 8	4 3 8 18	26 9 5 2 10	18 1 4 2 11	26 5 1 7 13	1 1 1 3 3 4 4 4 9	32 5 7 15
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 26 3 4 9 10	4 4 4 11	1 35 9 3 5 18 17 1 1 1 3	35 3 7 7 18 1 1	1 37 2 7 12 16	21 2 4 7 8	4 3 8 18	26 9 5 2 10	18 1 4 2	26 5 1 7 13	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	32 4 5 7 15 12
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 26 3 4 9 10	4 4 4 11 13	1 35 9 3 5 18	35 3 7 7 18 1 1 8	1 1 37 2 7 12 16	21 2 4 7 8	4 3 8 18	26 9 5 2 10	18 1 4 2 11 8	1 26 5 1 7 13 12 12	1 1 1 3 3 4 4 4 9	32 2 5 7 15 15
Persons w/ Disabilities (PWD) - Wheelchal Prohibited & Permitted Items - General Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Item Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance Request for Assistance - Other Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 26 3 4 9 10	4 4 4 11 13 2 2 9	1 35 9 3 5 18 17 1 1 2	35 3 7 7 18 1 1 8	1 1 37 2 7 12 16	21 2 4 7 8	4 3 8 18 12 2	26 9 5 2 10	18 1 4 2 11 8	1 26 5 1 7 13 13 12 1 2 9	20 3 3 4 4 9	322 4 5 7 15 12 1 1 1 8
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items - General Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 26 3 4 9 10 15 2 3 9	4 4 4 11 13 2 2 9	1 35 9 3 5 18 17 1 1 2	35 3 7 7 18 1 1 8 2 5	1 1 37 2 7 12 16 8	21 2 4 7 8 8	4 3 8 18 12 2 10	26 9 5 2 10 12	18 14 2 11 8 8 7 1 117 117 117	1 26 5 1 7 13 13 12 1 2 9 94	1 1 1 3 3 4 4 4 9	322 4 5 7 15 12 1 1 8
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items - General Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Items - Special Handling - Damaged Items - Special Handling - Damaged Items - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Request for Assistance - Other Screening - Crew Member or Airline Emples - Screening - Inconsistency - Screening - Lengthy Lines - Screening - Procedures/Process - Screening - Retrieving Abandoned/Confissions - Security Breach	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 26 3 4 9 10	4 4 4 11 13 2 2 9	1 35 9 3 5 18 17 1 1 2	35 3 7 7 18 1 1 8	1 1 37 2 7 12 16	21 2 4 7 8 8	4 3 8 18 12 2	26 9 5 2 10	18 1 4 2 11 8	1 26 5 1 7 7 13 12 12 9 9 94 3	1 1 1 3 3 4 4 4 9 7 1	322 4 5 7 15 12 1 1 1 8
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Items - Special Handling - Missing Items - Special Handling - Special	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 26 3 4 9 10 15 2 3 9	4 4 4 11 13 2 2 9	1 35 9 3 5 18 17 1 1 2 89 4	35 3 7 7 18 1 1 8 2 5	1 1 37 2 7 12 16 8	21 2 4 7 8 8	4 3 8 18 12 2 10	26 9 5 2 10 12	18 14 2 11 8 8 7 1 117 117 117	1 26 5 1 7 13 13 12 1 2 9 94	1 1 1 3 3 4 4 4 9 7 1	32 2 5 7 15 12 12
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items - General Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Items - Special Handling - Damaged Items - Special Handling - Damaged Items - Special Handling - Missing Items - Other - Other - Special Handling - Missing Items - Other - Other - Other - Special Handling - Missing Items - Other	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 26 3 4 9 10 15 2 3 9	4 4 4 11 13 2 2 9	1 35 9 3 5 18 17 1 1 2	35 3 7 7 18 1 1 8 2 5	1 1 37 2 7 12 16 8	21 2 4 7 8 8	4 3 8 18 12 2 10	26 9 5 2 10 12 1 9 2	18 1 4 2 11 11 8	1 26 5 1 7 13 12 1 2 9 9 94 3 3 1	1 1 1 3 3 4 4 4 9 7 1	32 4 5 7 15 12 1 1 8
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items - General Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Request for Assistance Request for Assistance - Other Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Retrieving Abandoned/Confis Screening - Security Breach 2019 Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights - Civil Rights - Hair Patdowns	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 26 3 4 9 10 15 2 3 9	4 4 4 11 13 2 2 9	1 35 9 3 5 18 17 1 1 2 89 4	35 3 7 7 18 1 1 8 2 5	1 37 2 7 12 16 8 8	21 2 4 7 8 8	4 3 8 18 12 2 10	26 9 5 2 10 12 1 9 9 4	18 14 2 11 8 8 7 1 117 117 117	1 26 5 1 7 13 12 1 2 9 9 94 3 3 1	1 1 1 3 3 4 4 4 9 7 1	32 4 5 7 15 12 1 1 1 8
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Items - Special Handling - Missing Items - Request for Assistance - Other Screening - Screening - Crew Member or Airline Emples - Screening - Inconsistency - Screening - Inconsistency - Screening - Procedures/Process - Screening - Retrieving Abandoned/Confissions - Screening - Security Breach - Screening - Screen	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 26 3 4 9 10 15 2 3 9 1 100 4	4 4 4 11 13 2 2 9	1 35 9 3 5 18 17 1 1 2 89 4	35 3 7 7 18 1 1 8 2 5 1 89 2	1 1 37 2 7 12 16 8	21 2 4 7 8 8	4 3 8 18 12 2 10 107 6	26 9 5 2 10 12 12 90 4	18 1 4 2 11 8 7 1 1177 10	1 26 5 1 7 13 12 1 2 9 9 94 3 1 1	1 1 1 1 3 3 4 4 9 7 1	32 4 5 7 15 12 1 1 8 1,14
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items - Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Items - Special Handling - Damaged Items - Special Handling - Damaged Items - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Request for Assistance - Other Screening - Crew Member or Airline Emples - Screening - Lengthy Lines - Screening - Lengthy Lines - Screening - Retrieving Abandoned/Confiss - Screening - Security Breach - Screening - Screenin	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 26 3 4 9 10 15 2 3 9 1 100 4	4 4 4 11 13 2 2 9 125 4	1 35 9 3 5 18 17 1 1 2 89 4	35 3 7 7 18 1 1 8 2 5	1 1 37 2 7 12 16 8 8 7 1 94 2	21 2 4 7 8 8	4 3 8 18 12 2 10 107 6	26 9 5 2 10 12 1 9 9 4	18 1 4 2 11 11 8 8 7 1 1 117 10 1 1 4	1 26 5 1 7 13 13 12 1 2 9 94 3 1 1	1 1 1 1 20 3 4 4 4 9 7 1	32 4 5 7 15 12 1 1 8 1,14 4
Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items - General Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Items - Special Handling - Damaged Items - Special Handling - Damaged Items - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Request for Assistance - Other Screening - Crew Member or Airline Emples - Screening - Inconsistency - Screening - Inconsistency - Screening - Lengthy Lines - Screening - Procedures/Process - Screening - Retrieving Abandoned/Confiss - Screening - Security Breach 2019 Civil Rights - Constitutional Rights - Civil Rights - Age - Civil Rights - Hair Patdowns - Civil Rights - National Origin - Civil Rights - Racial Profiling or Discrimina - Civil Rights - Sex/Gender/Gender Identity-	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 26 3 4 9 10 15 2 3 9 1 100 4	4 4 4 11 13 2 2 9	1 35 9 3 5 18 17 1 1 2 89 4	35 3 7 7 18 1 1 8 2 5 1 89 2	1 37 2 7 12 16 8 8	21 2 4 7 8 8	4 3 8 18 12 2 10 107 6	26 9 5 2 10 12 12 90 4	18 14 22 11 11 8 8 7 1 117 10 11 14 3 3	1 26 5 1 7 13 13 12 1 2 9 9 94 3 1 1	1 1 1 1 3 3 4 4 4 9 7 1 1 2	322 4 5 7 15 12 1 1 8 8 1,14 4
Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items - Prohibited & Permitted Items - General Prohibited & Permitted Items - Liquids/Ge Property - Special Handling - Damaged Items - Special Handling - Damaged Items - Special Handling - Damaged Items - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Request for Assistance - Other Screening - Crew Member or Airline Emples - Screening - Lengthy Lines - Screening - Lengthy Lines - Screening - Retrieving Abandoned/Confiss - Screening - Security Breach - Screening - Screenin	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 26 3 4 9 10 15 2 3 9 1 100 4	4 4 4 11 13 2 2 9 125 4	1 35 9 3 5 18 17 1 1 2 89 4	35 3 7 7 18 1 1 8 2 5 1 89 2	1 1 37 2 7 12 16 8 8 7 1 94 2	21 2 4 7 8 8	4 3 8 18 12 2 10 107 6	26 9 5 2 10 12 12 90 4	18 1 4 2 11 11 8 8 7 1 1 117 10 1 1 4	1 26 5 1 7 13 13 12 12 9 94 3 1 1	1 1 1 1 3 3 4 4 4 9 7 1 1 2	32 4 5 7. 15 12 1 1 8 1,14 4

		7	SA Contac	t Center (1	CC) Data 1	ΓοοΙ - FΟΙΑ							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - Others	1								1	2	1		5
Customer Service - TSO	5	9	14	8	8	11	13	12	12	21	16	6	135
Identification (ID) Requirements	1										1		2
Identification (ID) Requirements - Internat	1										1		2
Locks	10	5	4	4	5	3	7	4	5	4	5	2	58
Locks - General									1				1
Locks - Missing or Damaged Lock	10	5	4	4	5	3	7	4	4	4	5	2	57
Lost and Found	1	1	1		1	1	2	1					8
Lost and Found - Airport/TSA	1	1	1		1	1	2	1					8
Mishandling of Passenger Property	17	20	33	27	23	29	30	23	24	40	25	20	311
Mishandling of Passenger Property - Dam	1	1	3	5	2	4	4		3			3	26
Mishandling of Passenger Property - Dam	16	15	25	20	17	22	22	22	16	39	23	16	253
Mishandling of Passenger Property - Dam	i aged/Missir	ng ItemsU	nspecified L	uggage			1				1		2
Mishandling of Passenger Property - Disa	rrayed Item	4	5	2	4	3	3	1	5	1	1	1	30
Patdown	4	2	4	2	6	3	3	3	2	4	2	4	39
Patdown - Children						1							
Patdown - Flyer	4	2	4		6	2	3	3	2	4	2	4	36
Patdown - Flyer as Observer				2									2
Persons w/ Disabilities (PWD)	1	6	4	6	7	4	7	4	9	2	4	5	59
Persons w/ Disabilities (PWD) - Autism S	pectrum								1		1		2
Persons w/ Disabilities (PWD) - Breast Ca	ancer				1				1				2
Persons w/ Disabilities (PWD) - Cognitive		1										1	2
Persons w/ Disabilities (PWD) - Diabetes	· ·	1								1		1	
Persons w/ Disabilities (PWD) - General		2			1				1				4
Persons w/ Disabilities (PWD) - Hearing I	mpairment				1			1				1	;
Persons w/ Disabilities (PWD) - Internal N													
Persons w/ Disabilities (PWD) - Medically		1		1			2						4
Persons w/ Disabilities (PWD) - Metal Imp			1								2		;
Persons w/ Disabilities (PWD) - Mobility [2	3	2	1	1	1	2			2	1-
Persons w/ Disabilities (PWD) - Ostomy/0				1						1			
Persons w/ Disabilities (PWD) - Service A					1		1						
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)					3						
Persons w/ Disabilities (PWD) - Visual Im		, ,							1				
Persons w/ Disabilities (PWD) - Wheelcha		1	1	1	1	3		2	3		1		1:
Property - Special Handling	20	42	45	32	26	32	31	40	23	25	29	23	368
Property - Special Handling - Damaged It	3	3	11	6	3	7	3	4	4	2		4	51
Property - Special Handling - Damaged It	4	10	6	5	8	6	7	13	3	4	5	9	80
Property - Special Handling - Missing Iten	4	10	6	7	4	2	11	8	2	6			69
Property - Special Handling - Missing Iten	9		22	14	11	17	10	15	14	13		6	168
Request for Assistance		1											
Request for Assistance - Other		1											
Screening	6	10	16	6	11	9	7	14	10	9	8	8	114
Screening - Crew Member or Airline Empl	-	10	10				,		10			1	
Screening - Inconsistency	,		1	1									2
Screening - Lengthy Lines		1	1							2			4
Screening - Procedures/Process	6	9	11	5	10	8	5	13	10	7		5	97
Screening - Retrieving Abandoned/Confis	_		2		10	1		10	10	'	0	1	57
Screening - Security Breach	Calou nomo		1		'		2	1				1	5
Corcerning - Occurry Dicaon			1				_					1	

						rcc) Data 1								
Categories	10-Oct	11-Nov	12-D		-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FLO	2	3		1	1	~	6		~	3	3	4	1	39
2016						1	2	1	2		1			7
Customer Service							1							1
Customer Service - TSO							1							1
Mishandling of Passenger Property						1		1	1		1			4
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	Checked	d Baggage	е	1		1	1		1			4
Screening							1		1					2
Screening - Lengthy Lines									1					1
Screening - Procedures/Process							1							1
2017	1					2	3		1	2	1	1	1	12
Civil Rights											1		1	2
Civil Rights - Headwear											1			1
Civil Rights - Racial Profiling or Discrimina	ation												1	1
Customer Service	1									1				2
Customer Service - TSO	1									1				2
Mishandling of Passenger Property							1					1		2
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	Checked	d Baggage	е		1					1		2
Patdown									1					1
Patdown - Flyer									1					1
Property - Special Handling										1				1
Property - Special Handling - Missing Iten	ns - Checked									1				1
Screening						2	2							4
Screening - Procedures/Process						2	2							4
2018		3				4		1	1		1	2		12
Customer Service											1	2		3
Customer Service - TSO											1	2		3
Mishandling of Passenger Property		1												1
Mishandling of Passenger Property - Disa	rrayed Item	1												1
Persons w/ Disabilities (PWD)		1												1
Persons w/ Disabilities (PWD) - Mobility I	Disability (N∈	1												1
Property - Special Handling						1		1						2
Property - Special Handling - Missing Iten	ns - Carry-Or	1				1								1
Property - Special Handling - Missing Iten	ns - Checked							1						1
Screening		1				3			1					5
Screening - Lengthy Lines						1								1
Screening - Procedures/Process		1				2			1					4
2019	1			1	1	1	1		1	1		1		8
Customer Service												1		1
Customer Service - TSO												1		1
Mishandling of Passenger Property					1				1					2
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	Checked	d Baç	1				1					2
Patdown				1			1							2
Patdown - Flyer				1			1							2
Property - Special Handling										1				1
Property - Special Handling - Missing Iten	ns - Checked									1				1
Screening	1					1								2
Screening - Lengthy Lines						1								1
Screening - Procedures/Process	1													1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FNL			1							1			2
2017										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	ggage						1			1
2019			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	1										1

Categories	10 004 4			t Center (T	-			OE Mari	06 1	07 11	00 4	00 800	Total
-			12-Dec 5	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FNT	5	1	5	9	9	12	5		10	11	11	5	92
2016				5	2	6	1	1	7	3	6	2	33
Locks					1	1							
Locks - Missing or Damaged Lock					1	1			4				2
Lost and Found Airport/TSA									1				
Lost and Found - Airport/TSA				4	-			4	1	0		0	
Mishandling of Passenger Property	ogod/Missing	Itama Cha	akad Dar	4	1	3	1	1	3	3		2 1	20
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa					1	1	I	I	1	3	1	1	2:
Patdown	nayed itemst	Sarry-on or	Checked			1			2		I	I	
Patdown - Flyer									2				
Screening				1		1							
Screening - Inconsistency				1		1							
Screening - Procedures/Process				1		- 1							
2017	1			3	4	2		3		2	1	3	1:
Customer Service	1				1			3		1		1	
Customer Service - CSM	1											ı	
Customer Service - CSW	'				1					1		1	
Locks					1	1						ı	
Locks - Missing or Damaged Lock					1	1							
Mishandling of Passenger Property				2	1	'					1	2	
Mishandling of Passenger Property - Dam	aged/Missing	tome Cho	cked Bar	2	1						1	2	
Patdown	aged/iviissirig	itemsche	ckeu bat		1			1		1	- 1		
Patdown - Flyer					'			1		1			
Patdown - Non-Flyer					1			- '		- 1			
Property - Special Handling					'			2					
Property - Special Handling - Missing Item	ne - Checked							2					
Screening	is - Checked			1									
Screening - Procedures/Process				1									
TSA Contact Information				'		1							
TSA Contact Information - General						1							
2018	2	1	3		2	3	2	2	2	4	2		2
Civil Rights		•								1			
Civil Rights - Racial Profiling or Discrimina	l ation									1			
Mishandling of Passenger Property	2		1		2	1	1	1		3	1		1
Mishandling of Passenger Property - Dam	1		1		2	1	1			3			1
Mishandling of Passenger Property - Disa													
Patdown									2				
Patdown - Non-Flyer									2				
Property - Special Handling		1	2			2	1						
Property - Special Handling - Damaged Ite	ı ems - Carrv-Or	1				1							
Property - Special Handling - Damaged Ite		1	1										
Property - Special Handling - Missing Item						1							
Property - Special Handling - Missing Item			1				1						
Screening								1			1		
Screening - Procedures/Process								1			1		
2019	2		2	1	1	1	2	3	1	2	2		1
Civil Rights								1					
Civil Rights - Age								1					
Customer Service							1	1	1		1		
Customer Service - TSO							1	1	1		1		
Mishandling of Passenger Property	1			1			1						
Mishandling of Passenger Property - Dam	aged/Missing	temsChe	cked Bac	1			1						
Mishandling of Passenger Property - Disa													
Persons w/ Disabilities (PWD)	1										1		
Persons w/ Disabilities (PWD) - Autism Sp	pectrum										1		
Persons w/ Disabilities (PWD) - Medically													
Property - Special Handling			2		1			1		2			
Property - Special Handling - Damaged Ite	ems - Checked		2					1		1			
Property - Special Handling - Missing Item					1					1			
Screening					•	1							
Screening - Procedures/Process						1							
J													

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FOE			1					1					2
2017			1					1					2
Customer Service			1					1					2
Customer Service - TSO			1					1					2

							ool - FOIA							
Categories	10-Oct	11-Nov			1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSD	7		9	8	3	10	5	5			7			74
2016						1		1	1	2	1		2	
Customer Service - TSO						1								
Lost and Found						1		1						
Lost and Found - Airport/TSA								1						
Mishandling of Passenger Property								1		2	1		2	
Mishandling of Passenger Property - Dai	⊣ maged/Missin	a Items F	Private So	creening	Contrac	ctor				1	- '			
Mishandling of Passenger Property - Dai										1				
Mishandling of Passenger Property - Dai											1		2	
Screening		ig itomo	Onoonoa	Daggas	90	1			1					
Screening - Procedures/Process						1			1					
2017	1		2	1	2	1	1		4		2	1		1:
Civil Rights	_								1					-
Civil Rights - Hair Patdowns									1					
Customer Service			1	1	1							1		4
Customer Service - CSM					1									
Customer Service - TSO			1	1								1		;
Locks	1													
Locks - Missing or Damaged Lock	1													
Mishandling of Passenger Property							1		1		2			
Mishandling of Passenger Property - Dai	maged/Missin	g Items F	Private So	creening	Contrac	ctor					1			
Mishandling of Passenger Property - Dai	maged/Missin	g Items	Checked	Baggag	ge		1		1					
Mishandling of Passenger Property - Dar	maged/Missin	g Items	Unspecif	ied Lug	gage						1			
Patdown						1			1					
Patdown - Flyer						1			1					
Screening			1		1				1					
Screening - Procedures/Process			1		1				1					
2018	2		5	4	1	3	2	3		3	2	1		2
Advanced Imaging Technology (AIT)			1	1			1							;
Advanced Imaging Technology (AIT) - FI	yer		1	1			1							;
Customer Service	1			1	1			2		1	1	1		
Customer Service - Others								1			1			
Customer Service - TSO	1			1	1			1		1		1		
Locks			1							1				
Locks - Missing or Damaged Lock			1							1				
Mishandling of Passenger Property	1		1								1			;
Mishandling of Passenger Property - Dai	maged/Missir		1											
Mishandling of Passenger Property - Dai	m 1													
Mishandling of Passenger Property - Dai	maged/Missin	ıg Items	Checked	Baggag	ge						1			
Patdown				1										
Patdown - Flyer				1										
Persons w/ Disabilities (PWD)			1			1								
Persons w/ Disabilities (PWD) - Medical		Medication	on and M	edical S	Supplies	1								
Persons w/ Disabilities (PWD) - Wheelch	nair/ Scooter/		1											
Property - Special Handling						1		1						
Property - Special Handling - Missing Ite	ms - Carry-O	n				1								
Property - Special Handling - Missing Ite	ms - Checked							1						
Screening			1	1		1	1			1				
Screening - Lengthy Lines						1								
Screening - Procedures/Process			1	1			1			1				4
2019	4		2	3		4	2	1	2	2	2	1	1	24
Advanced Imaging Technology (AIT)						1								
Advanced Imaging Technology (AIT) - FI						1								
Civil Rights	2											1		;
Civil Rights - Sex/Gender/Gender Identit	-											1		;
Customer Service	1			1						1	1			4
Customer Service - Others	1													
Customer Service - TSO				1						1	1			;
Lost and Found						1								
Lost and Found - Airport/TSA						1								
Mishandling of Passenger Property	1													
Mishandling of Passenger Property - Dai	m 1													
Patdown									1					
Patdown - Flyer									1					
Persons w/ Disabilities (PWD)							2							
Persons w/ Disabilities (PWD) - General		KAL PLOT					1							
Persons w/ Disabilities (PWD) - Medical	y Necessary			edical S	supplies		1							
Property - Special Handling			1					1			1			
Property - Special Handling - Damaged								1						
Property - Special Handling - Missing Ite	ms - Checke		1								1			
Screening			1	2		2			1	1			1	
Screening - Inconsistency			1											
	1			1										
Screening - Lengthy Lines														
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach				1		1			1	1			1	

		TSA Contact Cente									
Categories	10-Oct 11-Nov	12-Dec 01-Ja		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FSM	1	3	4 2	. 2	2	5	5	5	2	4	35
2016						1		1		1	3
Customer Service						1					1
Customer Service - TSO						1					1
Mishandling of Passenger Property								1		1	2
Mishandling of Passenger Property - Dama	ged/Missing ItemsC	Checked Baggage						1		1	2
2017	1	2		1		1	1	3	1	2	12
Customer Service		1				1		1			3
Customer Service - Others						1					1
Customer Service - TSO		1						1			2
Locks								1			
Locks - Missing or Damaged Lock								1			
Mishandling of Passenger Property	1	1					1	1			
Mishandling of Passenger Property - Dama	ged/Missing ItemsC	Carry-on Luggage					1	1			2
Mishandling of Passenger Property - Dam	1	1									2
Patdown									1	1	2
Patdown - Flyer									1	1	- 2
Persons w/ Disabilities (PWD)				1							
Persons w/ Disabilities (PWD) - Internal Me	edical Devices			1							
Property - Special Handling	54.54. B 5 11.555									1	
Property - Special Handling - Damaged Itel	ms - Checked									1	
2018	III3 - OHOORCU	1	1 1	1	1	3	2	1	1		1:
Civil Rights		· '	•			1		•		1	
Civil Rights - Racial Profiling or Discriminate	tion					1				1	2
Customer Service	uon			1		'				'	-
Customer Service - TSO				1							
Patdown				'	1				1		2
Patdown - Flyer					'				1		-
Patdown - General					1				- 1		
Property - Special Handling		1			1			1			
Property - Special Handling - Missing Items	Corn, On	I						1			
Property - Special Handling - Missing Items		4									
	s - Cnecked	1	4 4			0					
Screening			1 1			2	2				(
Screening - Inconsistency			1								
Screening - Lengthy Lines						1					
Screening - Procedures/Process			1			1					
2019			3 1		1		2				7
Mishandling of Passenger Property							1				
Mishandling of Passenger Property - Dama	iged/Missing ItemsC	Checked Baggage					1				
Patdown			1				1				
Patdown - Flyer			1				1				
Property - Special Handling			1								
Property - Special Handling - Damaged Itel	ms - Checked		1								
Screening			1 1		1						3
Screening - Procedures/Process			1 1		1						

						Tool - FOIA							
tegories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
FWA .	8	5	4	3	2	-	8	6	6	6	-	7	67
2016					1			2	1		1	1	8
Mishandling of Passenger Property					1	2		2	1		1	1	3
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsCl	necked Bag	gage	1	2		2	1		1	1	8
2017	1	1	1	2		4	3			2		2	16
Advanced Imaging Technology (AIT)										1			1
Advanced Imaging Technology (AIT) - Fly	er									1			1
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property			1	2		1	1					1	6
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	1	2		1	1					1	(
Patdown						1	1						2
Patdown - Flyer						1	1						2
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Hearing II	mpairment						1						1
Property - Special Handling										1		1	
Property - Special Handling - Damaged Ite	ems - Checke	ed								1		1	2
Screening	1					2							
Screening - Inconsistency						2							2
Screening - Procedures/Process	1												1
2018	3	3	2	1	1	1	4	3	2	3		1	24
Civil Rights	_					1							1
Civil Rights - Racial Profiling or Discrimina	ation					1							1
Customer Service	1												1
Customer Service - TSO	1												
Locks		1							1	2			
Locks - Missing or Damaged Lock		1							1	2			4
Mishandling of Passenger Property			2	1			1		1	1		1	7
Mishandling of Passenger Property - Dam	aged/Missing	r ItemsC	2	1			1		1	1		1	-
Patdown	agoanmoome	g Itollio O					1	2					3
Patdown - Flyer							1	1					2
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)					1		1	1					
Persons w/ Disabilities (PWD) - Medically	Necessary N	Medication	and Medica	al Supplies	1		- '						-
Persons w/ Disabilities (PWD) - Wheelcha			and Medica	ii oupplies	- 1		1						
Property - Special Handling	4 J	2 2					1	1					
Property - Special Handling - Damaged Ite	l Chaolia						1	ı					
		su					1						
Property - Special Handling - Missing Item		2						4					
Property - Special Handling - Missing Item		2						1					
Screening Lengthy Lines	1												
Screening - Lengthy Lines	1								_				
2019	4	1	1			1	1	1	3	1	3	3	19
Customer Service			1										1
Customer Service - TSO			1										
Mishandling of Passenger Property	1	1							2		2		8
Mishandling of Passenger Property - Dam		g ItemsCa	arry-on Lug	Jage								1	
Mishandling of Passenger Property - Dam		1							1		2	1	(
Mishandling of Passenger Property - Disa	-	Carry-on	or Checked						1				
Patdown	1												1
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Prosthesi		and Casts						1					
Property - Special Handling	2						1		1	1			(
Property - Special Handling - Damaged Ite	1								1	1	1		4
							1						2
Property - Special Handling - Missing Item	1						1						
Property - Special Handling - Missing Iten Screening	1					1	- 1					1	2

			I SA CUIILA	ci center (TCC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GCC		2			2	1		1				1	7
2016						1							1
Customer Service						1							1
Customer Service - TSO						1							1
2017		1			1			1				1	4
Civil Rights		1											1
Civil Rights - Sexual Orientation - Not Tr	ransgender	1											
Customer Service								1					
Customer Service - TSO								1					
Persons w/ Disabilities (PWD)					1							1	2
Persons w/ Disabilities (PWD) - Mobility	Disability (N	ot Wheelch	air or Scoo	ter)	1								
Persons w/ Disabilities (PWD) - Touch A	Aversion (pair	n/trauma)										1	
2018					1								1
Screening					1								1
Screening - Inconsistency					1								1
2019		1											1
Customer Service		1											
Customer Service - TSO		1											1

			TSA Conta	ct Center (ГСС) Data 1	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GCK	1	1	2	2	2	1	5	1	1	1	3	2	22
2016							1		1		1	2	5
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimin	ation						1						1
Mishandling of Passenger Property									1		1	2	4
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage					1		1	1	3
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	ed								1	1
2017	1			1			2						4
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property	1						2						3
Mishandling of Passenger Property - Dam	1						1						2
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	ed			1						1
2018		1	2	! 1	2		2	1		1			10
Locks			1										1
Locks - General			1										
Mishandling of Passenger Property				1	1		2			1			:
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ξ 1	1		2						4
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	ed						1			
Property - Special Handling		1	1					1					;
Property - Special Handling - Missing Iter	ns - Checke	1	1					1					
Screening					1								
Screening - Procedures/Process					1								
2019						1					2		3
Mishandling of Passenger Property											2		2
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage							1		
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	ed							1		
Screening						1							
Screening - Procedures/Process						1							1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GDV				1									1
2019				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	aged/Missi	ng Items Pri	vate Scree	1									1

Catamania	10.0.1		TSA Contac								20.1		
Categories	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GEG	47	3	2 46	54		64	65	55	57	68			683
2016				9		11	11	14	11	16	16	15	112
Civil Rights	4			1				1					2
Civil Rights - Racial Profiling or Discrimina Customer Service	ation I			1		0	4	1		0	0	0	2
					3	3	1	4		6		2	21
Customer Service - Others Customer Service - TSO					1	2	1	2		2		2	8
Locks					2	1		1		2	2	2	13
													5
Locks - Missing or Damaged Lock				7		0	0	1	0	2	44	2	5
Mishandling of Passenger Property			O	7		8	8	7	9	4	11	7	66
Mishandling of Passenger Property - Dam				1				1	1	1	2		7
Mishandling of Passenger Property - Dam						8	5	5	8	1	8	7	51
Mishandling of Passenger Property - Disa	irrayed items I	Carry-c	on or Checked	1			3	1		2			8
Patdown								1		2			7
Patdown - Flyer										2		2	5
Patdown - Flyer as Observer											1		1
Patdown - General								1					1
Persons w/ Disabilities (PWD)									2				2
Persons w/ Disabilities (PWD) - General									1				1
Persons w/ Disabilities (PWD) - Medically	Necessary I	/ledication	on and Medic						1				1
Screening				1	1		2			2	1	2	9
Screening - Lengthy Lines							1						1
Screening - Procedures/Process				1	1					2	1	2	7
Screening - Security Breach							1						1
2017	11	1	1 16	13	13	12	11	12	11	19	17	12	158
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Fly	er							1					1
Civil Rights									1	1			2
Civil Rights - Racial Profiling or Discrimina	ation								1	1			2
Customer Service	3		4 3	2	2	4	4	3	1	6	3	4	39
Customer Service - Others	2		2 1		1	1	1		1		1	1	11
Customer Service - TSO	1		2 2	2	1	3	3	3		6	2	3	28
Locks				1					3		1	2	7
Locks - 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
Mishandling of Passenger Property - Dam	naged/Missin	Items	C 1		1								2
Mishandling of Passenger Property - Dam			3 9	8	4	5	1	3	2	4	5	2	54
Mishandling of Passenger Property - Dam		ltems	Unspecified L	uggage						1			1
Mishandling of Passenger Property - Disa			1	33 3				1		2		1	5
Patdown				1	2	1	1	2	1	2	1	1	12
Patdown - Flyer				1		1	1	2	1	2		1	12
Persons w/ Disabilities (PWD)					2	2	1	1		1	1		8
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Mei	ntal Disability					1					1
Persons w/ Disabilities (PWD) - Diabetes			nai Dioability			1							1
Persons w/ Disabilities (PWD) - Hearing I					1								1
Persons w/ Disabilities (PWD) - Medically		/ledicatio	on and Medic	al Sunnlies							1		2
Persons w/ Disabilities (PWD) - Mobility I					'		1			1			2
Persons w/ Disabilities (PWD) - Ostomy/0		VVIICCIC	nan or occor	CI)		1				- '			1
Property - Special Handling							2		3		2	1	8
Property - Special Handling - Damaged It	ems - Chack	ad					1		3		1		6
Property - Special Handling - Missing Iten							1		3		1		2
Screening	lis - Checkeu		3 3	1	2		2	1		2	4	1	19
	loves		3	'				ļ			1	<u> </u>	19
Screening - Crew Member or Airline Empl	loyee			1	1						1		3
Screening - Inconsistency			4	- 1	ı ı		-				ı		
Screening - Lengthy Lines			1				1						2
Screening - Procedures/Process			2 3		1		1	1		1	2	1	12
Screening - Retrieving Abandoned/Confis										1			1
2018	21	1	0 12	20	17	28	37	20	23	18	32	15	253
Civil Rights						1	1		1	1			4
Civil Rights - National Origin									1				1
Civil Rights - Racial Profiling or Discrimina						1	1			1			3
Customer Service	4		4 2	7		9	18	6	5	2			73
Customer Service - Others	1		1	4		5	13	3	2	2			36
Customer Service - TSO	3		3 2	3		4	5	3	3		5	3	37
Locks					1		1				1		3
Locks - Missing or Damaged Lock					1		1				1		3
Mishandling of Passenger Property	4		2 3	6		3	1	4	3	6	6	2	44
Mishandling of Passenger Property - Dam		g Items	Carry-on Lug		1	1	1		1				4
Mishandling of Passenger Property - Dam			3	5	3	2		4	1	6	5	2	34
Mishandling of Passenger Property - Disa			2	1					1		1		6
Patdown	4		2 2	2			1	1	3	3			25
Patdown - Flyer	4		2 2	2	3		1	1	3	2	2	2	24
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	2			1	2	3	2	2	2	1	1	1	17
Persons w/ Disabilities (PWD) - Autism S	pectrum											1	1
Persons w/ Disabilities (PWD) - Diabetes					1				1				2
Persons w/ Disabilities (PWD) - General								1	1				2
Persons w/ Disabilities (PWD) - Medically					1								2
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)						2						2
Persons w/ Disabilities (PWD) - Mobility [Wheeld	hair or Scoot	er)		2							2
Persons w/ Disabilities (PWD) - Service A				-				1					2
Persons w/ Disabilities (PWD) - Touch Av		rauma)								1	1		2
Persons w/ Disabilities (PWD) - Wheelcha	- "			1		1							2
Property - Special Handling	2		1 2	3	1	2	3		4	1	8	3	30
Property - Special Handling - Damaged It							2				1		5
, , ,												•	

			SA Contac	t Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	ems - Checke	ed		1	1	1			2		4	1	10
Property - Special Handling - Missing Item	ns - Carry-Or	ı				1			1				2
Property - Special Handling - Missing Item	1	1	2	2			1		1	1	3	1	13
Screening	5	1	3	1	1	10	10	7	5	4	7	3	57
Screening - Inconsistency			1				1					1	3
Screening - Lengthy Lines	3					4	5	3	1	1	1		18
Screening - Procedures/Process	2	1	2	1		6	4	4	3	3	6	2	34
Screening - Retrieving Abandoned/Confise	cated Items				1				1				2
2019	15	11	18	12	13	13	6	9	12	15	23	13	160
Civil Rights	1		1			1		1					4
Civil Rights - Racial Profiling or Discrimina	ation		1										1
Civil Rights - Screening of Religious Cultu	ral and Cere	monial Iter	ms			1							1
Civil Rights - Sex/Gender/Gender Identity	1							1					2
Customer Service	3	4	5	2	3	5	1	1	2	1	3	3	33
Customer Service - Others	2	1				1					1		5
Customer Service - TSO	1	3	5	2	3	4	1	1	2	1	2	3	28
Locks				2	1							2	5
Locks - Missing or Damaged Lock				2	1							2	5
Mishandling of Passenger Property	5	3	5	3	4	2	2	4	2	7	6	5	48
Mishandling of Passenger Property - Dam	1		1							1			3
Mishandling of Passenger Property - Dam	3	3	4	2	4	1	1	2	2	3	5	5	35
Mishandling of Passenger Property - Disa	1			1		1	1	2		3	1		10
Patdown	1	1	1				1		2		4		10
Patdown - Flyer	1	1	1				1		2		4		10
Persons w/ Disabilities (PWD)					1			1	1	1	3		7
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication	and Medica	al Supplies					1				1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)										1		1
Persons w/ Disabilities (PWD) - Mobility D		Wheelcha	air or Scoot	er)	1					1			2
Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates										1		1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	trauma)						1					1
Property - Special Handling	3	1	3	2	2	2	1	1	3	4	5	2	29
Property - Special Handling - Damaged Ite	ems - Carry-0	On	1				1						2
Property - Special Handling - Damaged Ite	ems - Checl	1	1		1			1	1	1		1	7
Property - Special Handling - Missing Item		ı		1					1		1		3
Property - Special Handling - Missing Item			1	1	1	2			1	3	4	1	17
Screening	2	2	3	3	2	3	1	1	2	2	2	1	24
Screening - Inconsistency				1		1							2
Screening - Lengthy Lines		1		1							1		3
Screening - Procedures/Process	2	1	3	1	2	2	1	1	2	1	1	1	18
Screening - Retrieving Abandoned/Confise									_	1			1

						Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GFK	4	2	4	1		3	5	7	6	2		1	35
2016							1	3	3	1			8
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property							1	3		1			5
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Bag	gage			1	3		1			5
Screening									2				2
Screening - Procedures/Process									2				2
2017	1		2	1			1	2	1				8
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property			2	1			1		1				5
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	1	1			1		1				4
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	1										1
Property - Special Handling								1					1
Property - Special Handling - Missing Item	s - Checked							1					1
Screening	1												1
Screening - Procedures/Process	1												1
2018	2	1	1			2		2	1	1		1	11
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimina	ation							1					1
Customer Service		1							1			1	3
Customer Service - Others												1	1
Customer Service - TSO		1							1				2
Mishandling of Passenger Property	2		1			2				1			6
Mishandling of Passenger Property - Dam	2		1			2				1			6
Screening								1					1
Screening - Procedures/Process								1					1
2019	1	1	1			1	3		1				8
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Patdown		1					1						2
Patdown - Flyer		1					1						2
Property - Special Handling						1							1
Property - Special Handling - Damaged Ite	ems - Check	ed				1							1
Screening			1				1		1				3
Screening - Inconsistency									1				1
Screening - Procedures/Process			1				1						2

				ct Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GGG	2	4	1	3	4		1	6	4	6	4		35
2016				1	1		1			1	1		5
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property				1	1		1						3
Mishandling of Passenger Property - Dar	maged/Missin	g ItemsC	hecked Ba	[1	1		1						3
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Liquids/Ge	els/Aerosols										1		1
2017	1	2	1		1			4	2	1	1		13
Civil Rights								1					1
Civil Rights - Racial Profiling or Discriming	nation							1					1
Customer Service	1		1					1					3
Customer Service - Others								1					1
Customer Service - TSO	1		1										2
Mishandling of Passenger Property					1			1			1		3
Mishandling of Passenger Property - Dar	naged/Missin	g ItemsC	hecked Ba	ggage	1			1			1		3
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)	1											1
Property - Special Handling								1	2	1			4
Property - Special Handling - Damaged I	tems - Check	ed							1	1			2
Property - Special Handling - Missing Itel	ms - Carry-O	n						1	1				2
Screening		1											1
Screening - Procedures/Process		1											1
2018		1		1	2			1		1	1		7
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property		1		1						1			3
Mishandling of Passenger Property - Dar	maged/Missin	g ItemsC	hecked Ba	1						1			2
Mishandling of Passenger Property - Disa	arrayed Item	1											1
Property - Special Handling					2						1		3
Property - Special Handling - Missing Itel	ms - Checked	d			2						1		3
2019	1	1		1				1	2	3	1		10
Locks									1		1		2
Locks - Missing or Damaged Lock									1		1		2
Mishandling of Passenger Property	1			1				1	1				4
Mishandling of Passenger Property - Dar	m 1			1				1	1				4
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medicall	y Necessary	Medication	and Medic	al Supplies						1			1
Property - Special Handling		1								1			2
Property - Special Handling - Missing Iter	ms - Checke	1								1			2
Screening										1			1
Screening - Procedures/Process										1			1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GGW							1						1
2018							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checked	d			1						1

Categories	10-Oct 4		2-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07. Iul	08-4119	09_San	Total
							<u> </u>			07-Jul	08-Aug	09-Sep	Total
GJT	16	4	5	3	5	5	8	6	4	4		7	72
2016						1	4	2	1	1	3	1	14
Civil Rights													1
Civil Rights - National Origin												1	1
Customer Service							1	1					2
Customer Service - TSO							1	1					2
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property						1	1		1		3	1	7
Mishandling of Passenger Property - Dam	aged/Missing I	temsChec	ked Bagg	gage			1				3	1	5
Mishandling of Passenger Property - Disa	rrayed Items0	Carry-on or	Checked			1			1				2
Patdown							1						
Patdown - Flyer							1						
Screening								1		1			2
Screening - Inconsistency										1			
Screening - Procedures/Process								1					
2017	2				1	1		1		1		1	
Customer Service	1				•	•		•		•		1	
Customer Service - Others	1											'	
Customer Service - TSO	<u>'</u>											1	
Locks					1							1	
										1			
Locks - Missing or Damaged Lock	4				1					1			
Mishandling of Passenger Property	1					1							2
Mishandling of Passenger Property - Dam	1					1							2
Property - Special Handling								1					1
Property - Special Handling - Missing Item								1					
2018	11	1	2	2	3	1	2		2	2	1	2	29
Customer Service	5	1	1				1			1		2	11
Customer Service - Others	1		1										2
Customer Service - TSO	4	1					1			1		2	9
Mishandling of Passenger Property	2		1	1							1		5
Mishandling of Passenger Property - Dam	2		1	1							1		5
Patdown					2	1	1		1				
Patdown - Flyer					2	1	1		1				
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Medically	l Necessarv Me	dication an	d Medic	1									
Property - Special Handling	2	diodilon di	a Modio	'						1			3
Property - Special Handling - Damaged Ite	1									- '			
										1			
Property - Special Handling - Missing Item										- 1			
Screening	2				1				1				
Screening - Lengthy Lines	2												2
Screening - Procedures/Process					1				1				2
2019	3	3	3	1	1	2	2	3	1		1	2	
Customer Service	1												
Customer Service - TSO	1												1
Mishandling of Passenger Property	1	1						1					3
Mishandling of Passenger Property - Dam	aged/Missiı	1						1					2
Mishandling of Passenger Property - Disa	1												
Patdown				1				1					2
Patdown - Flyer								1					
Patdown - Flyer as Observer				1									
Persons w/ Disabilities (PWD)						1					1		2
Persons w/ Disabilities (PWD) - General						1					ļ.		
Persons w/ Disabilities (PWD) - Wheelcha	l air/ Scooter/ Sc	uwav				- 1					1		
Property - Special Handling	an, 30000ter, 36		4					4	4		ı		
		2	1		1		1	1	1			1	
Property - Special Handling - Damaged Ite		1											
Property - Special Handling - Missing Item					1				1				
Property - Special Handling - Missing Item		1	1				1	1				1	
Screening	1		2			1	1					1	(
Screening - Lengthy Lines							1						1
Screening - Procedures/Process	1		2			1						1	5

		IOA Oonta	ct Octitor (i oo, bata	1001 - 1 015	•						
10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	1			1						2		4
										1		1
										1		1
naged/Missir	ng ItemsC	hecked Bag	ggage							1		1
										1		1
										1		1
ns - Checke	d									1		1
	1			1								2
				1								1
ation				1								1
	1											1
	1											1
	naged/Missir	10-Oct 11-Nov 1 naged/Missing ItemsC	naged/Missing ItemsChecked Bag ns - Checked	10-Oct 11-Nov 12-Dec 01-Jan 1 naged/Missing ItemsChecked Baggage ns - Checked 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 1	1 1 haged/Missing ItemsChecked Baggage his - Checked 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep 1

gories	10-Oct 11		Contact Ce 2-Dec 01		•	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
NV	9	5	3	3	2-1 65	1 1	6 G	4	7	9		9-Зер	.018
2016	9	3	3	3			2	2	1	3		1	
Customer Service							1		'		1	1	
Customer Service - TSO							1				1	1	
								0	4			1	
Mishandling of Passenger Property	10.0						1	2	1	1			
Mishandling of Passenger Property - Dam											1		
Mishandling of Passenger Property - Dam				9				2	1	1			
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or (Checked				1						
Patdown										1			
Patdown - Flyer										1			
Screening										1			
Screening - Procedures/Process										1			
2017	5	2	1	3			1		2	2	2	3	
Customer Service	1								1			2	
Customer Service - TSO	1								1			2	
Mishandling of Passenger Property	1	1	1	2						2			
Mishandling of Passenger Property - Dam	1	1	1	1						2			
Mishandling of Passenger Property - Disa				1									
	1	-	DITECKE	'									
Patdown Elver	1	1											
Patdown - Flyer	1	1											
Persons w/ Disabilities (PWD)									1				
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)								1				
Property - Special Handling							1				2		
Property - Special Handling - Missing Iten	ns - Carry-On						1						
Property - Special Handling - Missing Iten	ns - Checked										2		
Screening	2			1								1	
Screening - Lengthy Lines	1												
Screening - Procedures/Process	1			1								1	
2018	3	2	2		2	1	2		1	3	2	3	
Civil Rights	•								•	1		•	
Civil Rights - Sex/Gender/Gender Identity	Not Transgond	lor								1			
										ı		4	
Customer Service	2	1										1	
Customer Service - TSO	2	1										1	
Locks			1										
Locks - Missing or Damaged Lock			1										
Mishandling of Passenger Property			1		1		1				1	1	
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsC	1				1				1	1	
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or (Checked		1								
Patdown							1						
Patdown - Flyer							1						
Persons w/ Disabilities (PWD)	1										1	1	
Persons w/ Disabilities (PWD) - Mobility [1												
Persons w/ Disabilities (PWD) - Prosthesi		l Casts									1		
Persons w/ Disabilities (PWD) - Touch Av											- 1	1	
	I (pairi/trat	iiia)								4		ı	
Property - Special Handling										1			
Property - Special Handling - Missing Iten	is - Checked									1			
Screening		1			1	1			1	1			
Screening - Procedures/Process		1			1	1			1	1			
2019	1	1					1	2	3	1	3	2	
Civil Rights											1	2	
Civil Rights - Racial Profiling or Discrimina	ation										1	2	
Customer Service	1							1			1		
Customer Service - TSO	1							1			1		
Locks									1				
Locks - Missing or Damaged Lock									1				
Mishandling of Passenger Property		1							1	1			
	L	4							- 1	1			
		1							1	1			
Mishandling of Passenger Property - Dam			Stematics of										
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa		arry-on or (Checked						- 1				
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown		arry-on or (Checked				1	1	1				
Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Disa Patdown Patdown - Flyer		arry-on or (Checked				1	1	ı				
Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling	arrayed ItemsC	arry-on or (Checked						1				
Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	arrayed ItemsC	arry-on or (Checked										
Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling	arrayed ItemsC	arry-on or (Checked						1		1		

Categories	10-Oct	11-No			I-Jan	02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GPI		11-140	/ 12-L 2	Jec U1	ı-Jan 5	02-Feb 3				06-Jun 9				
	4		2	4		3	2			9	8			
2016					1		2		2		3	2	2	
Customer Service														1
Customer Service - TSO											1	0		
Mishandling of Passenger Property			Ohaalia	d D			1					2		4
Mishandling of Passenger Property - Dam		-										2	1	3
Mishandling of Passenger Property - Dam	naged/Missin I	g Items-	-Unspeci	ified Lugg			1							1
Patdown					1						1			2
Patdown - Flyer					1						1			2
Persons w/ Disabilities (PWD)											1			1
Persons w/ Disabilities (PWD) - Visual Im	pairment										1			1
Screening							1		2				1	4
Screening - Procedures/Process							1		1				1	3
Screening - Security Breach									1					1
2017	2		1			2				1	3	2	1	12
Customer Service						1				1			1	3
Customer Service - Others						1								1
Customer Service - TSO										1			1	2
Locks	1													1
Locks - Missing or Damaged Lock	1													1
Mishandling of Passenger Property			1											1
Mishandling of Passenger Property - Dam	naged/Missin		1											1
Patdown			-								1			1
Patdown - Flyer											1			1
Persons w/ Disabilities (PWD)	1										'			1
Persons w/ Disabilities (PWD) - Mobility [1
	'					1					2	2		5
Screening						1					1			
Screening - Procedures/Process						1						2		
Screening - Retrieving Abandoned/Confis										_	1			1
2018	1		1	2	3	1		2		5	1	1	2	19
Customer Service	1			1				1						3
Customer Service - Others	1													1
Customer Service - TSO				1				1						2
Locks					1									1
Locks - Missing or Damaged Lock					1									1
Mishandling of Passenger Property										1		1		2
Mishandling of Passenger Property - Dam	aged/Missin	g Items-	-Checke	d Baggag	je					1		1		2
Patdown					2					3	1		1	7
Patdown - Flyer					2					3	1		1	7
Persons w/ Disabilities (PWD)						1								1
Persons w/ Disabilities (PWD) - Medical [Devices - Att	ached to	the Bod	у		1								1
Property - Special Handling										1				1
Property - Special Handling - Missing Iten	ns - Carry-O	n								1				1
Screening			1	1									1	3
Screening - Crew Member or Airline Emp	loyee			1										1
Screening - Procedures/Process			1										1	2
TSA Contact Information								1						1
TSA Contact Information - General								1						1
2019	1			2	1				3	3	1	1	2	14
Civil Rights												1		1
Civil Rights - Racial Profiling or Discrimin	I ation											1		1
Customer Service										1				1
Customer Service - Others										1				1
Mishandling of Passenger Property				1						1				2
Mishandling of Passenger Property - Dam	l naged/Missin	a Itame		1						1				2
	lageu/iviissiii	y items	-0						2	- 1			1	
Patdown Flyor	1			1					2				1	5
Patdown - Flyer	1			1					2				1	
Persons w/ Disabilities (PWD)	lanta (!=!=!)										1			1
Persons w/ Disabilities (PWD) - Metal Imp	piants (joint)										1			
Property - Special Handling					1				1					2
Property - Special Handling - Damaged It					1									1
Property - Special Handling - Missing Iten	ns - Checked	i							1					1
Screening										1			1	2
Screening - Inconsistency										1				1
Screening - Procedures/Process	I .												1	1

ories	10.004 44	L-Nov 42 F	Doc 64	1_ lan _ 01) Data Tool		1-An- 0	May or	Lun '	17- Jul	N8_A~	00.500	Tota
ories	10-Oct 11	I-Nov 12-[8	Dec 01	1-Jan 02 19	2-Feb 03 15	-Mar 0 21	4-Apr 05 23	5-May 06 16	-Jun (15	07-Jul (9	08-Aug 12	09-Sep 18	Tota
2016	.,,	•	-	1	2	6	6	5	6	2	2	7	
Civil Rights						-	-	2	1			-	
Civil Rights - National Origin									1				
Civil Rights - Racial Profiling or Discrim	ination							2					
Customer Service				1	1	1		1	2		1		
Customer Service - Others				1	1						1		
Customer Service - TSO						1		1	2				
Mishandling of Passenger Property					1	4		1	1	2	1	4	
Mishandling of Passenger Property - Da				je	1	3		1	1	2		4	
Mishandling of Passenger Property - Dis	sarrayed ItemsC	arry-on or Ch	necked			1					1		
Patdown							2		2				
Patdown - Flyer							1		2				
Patdown - Flyer as Observer						4	11						
Persons w/ Disabilities (PWD)						1	1						
Persons w/ Disabilities (PWD) - Genera			M = 41 = = 1 C.			1	4						
Persons w/ Disabilities (PWD) - Medica	ily Necessary Med	dication and i	viedicai Si	upplies			1	4					
Screening Inconsistency							3	1				3	
Screening - Inconsistency							2					2	
Screening - Procedures/Process							1	1				3	
Screening - Security Breach	3	4	-	44	4	•						c	
2017	3	1	5	11	4	3	4	3	5	2	1	6	
Civil Rights Civil Rights - Racial Profiling or Discrim	ination							1			I		
Civil Rights - Sex/Gender/Gender Identi		Vor						ı			1		
Customer Service	1	iei		1		1	1		1	1		4	
Customer Service - Others	1			1		- 1	1		1			4	
Customer Service - Others Customer Service - TSO	1			1		1	1		1	1		4	
Identification (ID) Requirements	1					- '	1						
Identification (ID) Requirements - Dome	-												
Locks	1			1	1			2					
Locks - Missing or Damaged Lock				1	1			2					
Lost and Found				'	ı				1				
Lost and Found - Airport/TSA									1				
Mishandling of Passenger Property	1		5	3	3		2		2	1	3		
Mishandling of Passenger Property - Da		emsCarry-o		2					1				
Mishandling of Passenger Property - Da		onio ouni, o	5	1	3		2				3		
Mishandling of Passenger Property - Dis		arry-on or Ch							1	1			
Patdown		1	.oonou	3		1							
Patdown - Flyer		1		2									
Patdown - Flyer as Observer				1		1							
Persons w/ Disabilities (PWD)				1			1						
Persons w/ Disabilities (PWD) - Breast	Cancer			1									
Persons w/ Disabilities (PWD) - Genera							1						
Property - Special Handling									1				
Property - Special Handling - Missing Ite	ems - Checked								1				
Screening				2		1						2	
Screening - Inconsistency				1									
Screening - Lengthy Lines												1	
Screening - Procedures/Process													
				1		1						1	
2018	6	3	3	4	8	1 5	10	4	4	1	2	3	
	6	3	3		8		10	4	4	1	2		
2018		3	3		8			4	4	1	2		
2018 Advanced Imaging Technology (AIT)		3	3		4		1	4	1	1	2		
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F	-lyer	3	3			5	1 1	4			2		
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service	Flyer 2	3	3			5	1 1	4		1	2		
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service Customer Service - Others Customer Service - TSO Locks	Flyer 2	3	1		4	1	1 1 3	4	1	1	2		
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	Flyer 2 1 1 1				4	1	1 1 3 3	4	1	1	2		
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	Flyer 2 1 1 1 1	1	1		4	1 1	1 1 3 3 3	4	1 1	1	1		
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da	2 1 1 1 am 1		1	4	4	1	1 1 3 3		1	1	1 1		
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown	2 1 1 am 1 3	1	1	1	4	1 1	1 1 3 3 3	2	1 1	1	1	3	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer	2 1 1 1 am 1	1	1	1 1	4	1 1	1 1 3 3 3	2 2	1 1 1 1	1	1		
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 am 1 3 3 3	1 1	1	1	4	1 1	1 1 3 3 3	2	1 1 1 1 2	1	1	3	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer	2	1 1	1 1	1 1	4	1 1	1 1 3 3 3	2 2 2 1	1 1 1 1	1	1	3	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cognitiv	2	1 1	1 1	1 1 1	4	1 1	1 1 3 3 3	2 2	1 1 1 1 2	1	1	3	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cognitiv Persons w/ Disabilities (PWD) - Genera	Typer 2 1 1 1 3 3 3 r (general) Not Breve //Developmental	1 1 east Cancer al /Mental Disa	1 1	1 1	4	1 1	1 1 3 3 3	2 2 2 1	1 1 1 1 2 1	1	1	3	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General	Typer 2 1 1 1 3 3 3 r (general) Not Breve //Developmental	1 1 east Cancer al /Mental Disa	1 1	1 1 1	4	1 1	1 1 3 3 3	2 2 2 1	1 1 1 1 2	1	1	3	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cogniti- Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Touch / Property - Special Handling	Typer 2 1 1 1 3 3 3 r (general) Not Breve /Developmenta	1 1 east Cancer al /Mental Disa	1 1 ability	1 1 1 1	4 4	1 1	1 1 3 3 3	2 2 2 1	1 1 1 1 2 1	1	1	3	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Touch / Persons w/ Disabilities (PWD) - Touch / Property - Special Handling Property - Special Handling	Typer 2 1 1 1 3 3 3 r (general) Not Breve /Developmenta	1 1 east Cancer al /Mental Disa uma)	1 1 ability	1 1 1 1 1 1 1	1 1	1 1 1 1 1	1 1 3 3 3 3	2 2 1	1 1 1 1 2 1	1	1 1	1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Touch / Property - Special Handling Property - Special Handling	Typer 2 1 1 1 3 3 3 r (general) Not Breve /Developmenta	1 1 east Cancer al /Mental Disa	1 1 ability	1 1 1 1	4 4 1 1 1 3	1 1	1 1 3 3 3	2 2 2 1	1 1 1 1 2 1	1	1	1 1 2	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Touch / Property - Special Handling Property - Special Handling - Missing Ite Screening Screening - Inconsistency	Typer 2 1 1 1 3 3 3 r (general) Not Breve /Developmenta	1 1 east Cancer al /Mental Disa uma)	1 1 ability	1 1 1 1 1 1 1	4 4 1 1 1 3 1	1 1 1 1 1	1 1 3 3 3 3	2 2 1	1 1 1 1 2 1	1	1 1	1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Touch / Property - Special Handling Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines	Typer 2 1 1 1 3 3 3 r (general) Not Breve /Developmenta	1 1 2 ast Cancer al /Mental Disa 2 1	1 1 ability	1 1 1 1 1 1 1 1	4 4 1 1 3 1	1 1 1 1 1 3	1 1 3 3 3 3 3	2 2 1 1	1 1 1 1 2 1	1	1 1	1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Touch / Property - Special Handling Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	Typer 2 1 1 1 3 3 3 r (general) Not Breve /Developmenta	1 1 east Cancer al /Mental Disa uma)	1 1 ability	1 1 1 1 1 1 1	4 4 1 1 1 3 1	1 1 1 1 1 3 3 3 2	1 1 3 3 3 3	2 2 1	1 1 1 1 2 1	1	1 1	1 1 2	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Touch / Property - Special Handling Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach	Total Control of the	1 1 2 ast Cancer al /Mental Disa 2 uma) 2	ability 1 1 1 1 1 1 1	1 1 1 1 1 1 1	1 1 1 3 1 1	1 1 1 1 1 3 3 3 2 1 1	1 1 3 3 3 3 3	2 2 1 1	1 1 1 1 2 1	1 1	1 1	1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cognitiv Persons w/ Disabilities (PWD) - Touch / Persons w/ Disabilities (PWD) - Touch / Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach	Typer 2 1 1 1 3 3 3 r (general) Not Breve /Developmenta	1 1 2 ast Cancer al /Mental Disa 2 1	1 1 ability	1 1 1 1 1 1 1 1	4 4 1 1 3 1	1 1 1 1 1 3 3 3 2	1 1 3 3 3 3 3	2 2 1 1	1 1 1 1 2 1	1	1 1 1	1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cognitiv Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Touch / Persons w/ Disabilities (PWD) - Touch / Persons w/ Disabilities (PWD) - Touch / Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights	Total Control of the	1 1 2 ast Cancer al /Mental Disa 2 uma) 2	ability 1 1 1 1 1 1 1	1 1 1 1 1 1 1	1 1 1 3 1 1	1 1 1 1 1 3 3 3 2 1 1	1 1 3 3 3 3 3	2 2 1 1 1	1 1 1 1 2 1	1 1	1 1	1 1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Touch / Property - Special Handling Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Age	Typer 2 1 1 1 3 3 3 r (general) Not Breve /Developmental Aversion (pain/trai	1 1 2 ast Cancer al /Mental Disa 2 uma) 2	ability 1 1 1 1 1 1 1	1 1 1 1 1 1 1	1 1 1 3 1 1	1 1 1 1 1 3 3 3 2 1 1	1 1 3 3 3 3 3	2 2 1 1	1 1 1 1 2 1	1 1	1 1 1	1 1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Touch / Property - Special Handling Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights - Age Civil Rights - Age	Tolumber 1	1 1 2 ast Cancer al /Mental Disa 2 uma) 2	ability 1 1 1 1 1 1 1	1 1 1 1 1 1 1	1 1 1 3 1 1	1 1 1 1 1 1 1 7	1 1 3 3 3 3 3 3	2 2 1 1 1	1 1 1 1 2 1	1 1	1 1 1 4 1	1 1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Touch / Property - Special Handling Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach ZO19 Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrim	Total control	1 1 2 ast Cancer al /Mental Disa 2 uma) 2	ability 1 1 1 1 1 1 1	1 1 1 1 1 1 1	1 1 1 3 1 1	3 3 2 1 7	1 1 3 3 3 3 3 3	2 2 1 1 1	1 1 1 1 2 1	1 1	1 1 1 4 1	1 1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cognitiv Persons w/ Disabilities (PWD) - Touch / Property - Special Handling Property - Special Handling Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights - Age Civil Rights - Racial Profiling or Discrim Customer Service Customer Service - TSO	Tolumber 1	1 1 2 ast Cancer al /Mental Disa 2 uma) 2	ability 1 1 1 1 1 1 1	1 1 1 1 1 1 1	1 1 1 3 1 1	1 1 1 1 1 1 1 7	1 1 3 3 3 3 3 3	2 2 1 1 1	1 1 1 1 2 1	1 1	1 1 1 4 1	1 1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Touch / Persons w/ Disabilities (PWD) - Touch / Property - Special Handling Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Age Civil Rights - Age Customer Service Customer Service - TSO Locks	Total control	1 1 2 ast Cancer al /Mental Disa 2 uma) 2	ability 1 1 1 1 1 1 1	1 1 1 1 1 1 1	1 1 1 3 1 1	3 3 2 1 7	1 1 3 3 3 3 3 3 3	2 2 1 1 1	1 1 1 1 2 1	4	1 1 1 4 1	1 1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Touch / Persons w/ Disabilities (PWD) - Touch / Persons w/ Disabilities (PWD) - Service Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Touch / Persons w/ Disabilities (PWD) - Touch / Property - Special Handling Property - Special Handling Property - Special Handling - Missing Ite Screening Screening - Inconsistency Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Racial Profiling or Discrim Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock	Total control	1 1 2 ast Cancer al /Mental Disa 2 uma) 2	ability 1 1 1 1 1 1 1	1 1 1 1 1 1 3	1 1 1 3 1 1	3 2 1 7	1 1 3 3 3 3 3 3	2 2 1 1 1 1 4 1	1 1 1 1 2 1	1 1	1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - F Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Da Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Cancer Persons w/ Disabilities (PWD) - Touch / Persons w/ Disabilities (PWD) - Touch / Property - Special Handling Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Age Civil Rights - Age Customer Service Customer Service - TSO Locks	Injury 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 east Cancer al /Mental Disa uma) 2 1 1	1 1 1 ability 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 3	1 1 1 3 1 1	3 3 2 1 7	1 1 3 3 3 3 3 3 3	2 2 1 1 1	1 1 1 1 2 1	4	1 1 1 4 1	1 1 1 1	

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egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown								1		1			2
Patdown - Flyer								1		1			2
Persons w/ Disabilities (PWD)	1	1					1	1					i i
Persons w/ Disabilities (PWD) - Hearing I	mpairment						1						1
Persons w/ Disabilities (PWD) - Medically	Necessary	1											
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	ot Wheelch	air or Scoo	ter)				1					
Persons w/ Disabilities (PWD) - Wheelcha	1												
Property - Special Handling	1	3		1						2		1	8
Property - Special Handling - Damaged Ite	ems - Carry-	-On								1			1
Property - Special Handling - Missing Item	1	3		1						1		1	7
Screening			1	1	1	2						1	6
Screening - Inconsistency						1						1	2
Screening - Procedures/Process			1		1	1							3
Screening - Retrieving Abandoned/Confis	cated Items			1									4

		1	SA Conta	ct Center (1	CC) Data	Tool - FOIA							
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RB	3	3	7		3		8	9	11	5			7
2016				2	2	2	1	2	4	1	3	2	1
Civil Rights					1								
Civil Rights - General Complaint and Disc	rimination				1								
Customer Service						1		2	1				
Customer Service - Others								1					
Customer Service - TSO						1		1	1				
Locks				1									
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property				1	1		1		2	1	2		
Mishandling of Passenger Property - Dam	l laged/Missir	na ItemsC	hecked Bad		1		1		2	1			
Patdown	l	ig itomo o	πουκοά Βαί		'		'				1	1	
Patdown - Flyer											1	1	
•						4			4		ı		
Screening Parameters (Parameters)						1			1			1	
Screening - Procedures/Process	_					1			1		_	1	
2017	3		3		1	1	2	1	1	2		1	
Civil Rights			1								1		
Civil Rights - Racial Profiling or Discrimina	ation		1								1		
Customer Service											1		
Customer Service - TSO											1		
Locks	1		1										
Locks - Missing or Damaged Lock	1		1										
	2		1	1	1	1	1		1		2		
Mishandling of Passenger Property			1										
Mishandling of Passenger Property - Dam				1	1	1	1		1		2		
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	1										
Persons w/ Disabilities (PWD)							1	1		1			
Persons w/ Disabilities (PWD) - General										1			
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies				1					
Persons w/ Disabilities (PWD) - Wheelcha							1						
Property - Special Handling	1	oog.raj								1	1		
Property - Special Handling - Damaged It	l ome Chock	rod									1		
Property - Special Handling - Missing Iten	ns - Checked	1								1			
Screening												1	
Screening - Inconsistency												1	
2018			2				2	3	4	2	2 1	3	
Customer Service			1						1				
Customer Service - TSO			1						1				
Locks										1	1		
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property			1					1		1			
								- 1					
Mishandling of Passenger Property - Dam										1	1		
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	1					1					
Patdown							1		1				
Patdown - Flyer as Observer							1						
Patdown - Non-Flyer									1				
Property - Special Handling								1	1			3	
Property - Special Handling - Damaged It	ı ems - Check	ed							1			2	
Property - Special Handling - Missing Iten								1	•			1	
	is - Checket	,					4		4				
Screening							1	1	1				
Screening - Inconsistency									1				
Screening - Procedures/Process							1	1					
2019		3	2	1		1	3	3	2		5	2	
Civil Rights							1				2		
Civil Rights - Racial Profiling or Discrimina	ation						1				2		
Customer Service						1			1				
Customer Service - TSO						1			1				
Locks						- '	1		- '				
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property		1	1				1		1				
Mishandling of Passenger Property - Dam			1				1		1				
Mishandling of Passenger Property - Dam	aged/Missii	1											
Patdown								1			1	1	
Patdown - Flyer								1				1	
Patdown - Non-Flyer											1		
Persons w/ Disabilities (PWD)				4				1					
. ,	Necessari	Madiactic	and Madi-	al Supplia-									
Persons w/ Disabilities (PWD) - Medically			and Medic					1					
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/			1									
Property - Special Handling		1	1								1		
Property - Special Handling - Damaged Ite	ems - Check	red									1		
Property - Special Handling - Missing Iten	ns - Carry-C	1											
Property - Special Handling - Missing Iten			1										
Screening		1						1			1	1	
Screening - Procedures/Process		1						1			1		
Soreening - Frocedures/Process	L	ı									- 1	- 1	

				ct Center (1									
tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	ı 09-Sep	Total
GRI	3		1	2		5		3	2		1	1	l 19
2016				1		4		1	1			•	l 8
Customer Service						3		1					1 5
Customer Service - CSM						1							1
Customer Service - Others								1					1
Customer Service - TSO						2							1 3
Mishandling of Passenger Property				1		1							2
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Bag	1		1							2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Internal N	/ledical Dev	ices							1				1
2017	2		1			1		1					5
Customer Service	1												1
Customer Service - TSO	1												1
Patdown						1							1
Patdown - Flyer						1							1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Service A	nimals		1										1
Screening	1							1					2
Screening - Inconsistency	1												1
Screening - Lengthy Lines								1					1
2018				1							1	1	3
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)											1	1
Screening				1							1		2
Screening - Procedures/Process				1							1		2
2019	1							1	1				3
Customer Service								1					1
Customer Service - TSO								1					1
Property - Special Handling	1								1				2
Property - Special Handling - Damaged It	1												1
Property - Special Handling - Missing Iten		ın							1				1

Categories	3 3 1 1 1	2 2 2 2	06-Jun 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 2 1	1 1 8 1 7	9 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Total S 2
Customer Service	3 3 1 1 1	2 2 2 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 2 1	1 1 8 1 7	2 1 1 1 1 2 2	1 1 1 3
Customer Service - TSO	3 3 1 1	2 2 2 2 2 2	5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2 2 1	1 1 8 1 7	1 1 1 1	1
Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damaged/Missing Items—Carry-on Luggage Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage 3 Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage 3 Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checked 1 Persons w/ Disabilities (PWD)	3 3 1 1	2 2 2	5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 1	3 3 1 1	1 1 1	3
Identification (ID) Requirements Identification (ID) Requirements - Domestic	3 3 1 1	2 2 2	5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 1	3 3 1 1	1 1 1	3
Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 3 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1 Screening 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	3 3 1 1	2 2 2	5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 1	3 3 1 1	1 1 1	3
Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damaged/Missing Items—Carry-on Luggage Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checked Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) Mobility Disability (Not Wheelchair or Scooter) 1 Screening 2 Screening 2 Civil Rights - National Origin 2 Customer Service 1	3 3 1 1	2 2 2	5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 1	3 3 1 1	1 1 1	3
Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damaged/Missing Items—Carry-on Luggage Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checked 1 Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 2 Screening 2 Screening - Inconsistency 2 22117 3 3 3 1 2 1 1 Civil Rights - National Origin Customer Service 1 1 1 Customer Service - TSO 1 1 1 Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam 1 1 2 Mishandling of Passenger Property - Dam 1 1 1 2 Mishandling of Passenger Property - Dam 1 1 1 2 Mishandling of Passenger Property - Dam 1 1 1 2 Mishandling of Passenger Property - Dam 1 1 1 1 2 Mishandling of Passenger Property - Dam 1 1 1 1 2 Mishandling of Passenger Property - Dam 1 1 1 1 2 Mishandling of Passenger Property - Dam 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 1 1	2 2 2	5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 1	3 3 1 1	1 1 1	3
Mishandling of Passenger Property	3 1 1 1	2 2 2	5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 1	3 3 1 1	1 1 1	3
Mishandling of Passenger Property - Damaged/Missing Items-Carry-on Luggage Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked Baggage 3 Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked 1 Persons w/ Disabilities (PWD)	1 1 2 2 1	2 2 2	5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 1	1 7 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	;
Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage 3	1 1 2 2 1	2 2 2	5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1	3 3 1 1	1	3
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1	1 1 2 2 1	2 2 2	5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1	1 1	1	3
Persons w/ Disabilities (PWD)	1 1 2 2 1	2 2 2	1 1 1 1 1 1 1 1 1 1 1 1	2 1	1 1	1	1
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1 Screening 2 Screening 2 2 1 1 1 1 1 1 1 1	1 1 2 2 1	2 2 2	1 1 1 1 1 1 1 1 1 1 1 1	2 1	1 1	1	1
Screening	1 1 2 2 1	2 2 2	1 1 1 1 1 1 1 1 1 1 1 1	2 1	1 1	1	
Screening - Inconsistency	1 1 2 2 1	2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1	2 1	1 1	1	1
Civil Rights	1 1 2 2 1	2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1	2 1	1 1	1	1
Civil Rights	1 1 2 2 1	2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1	2 1	1 1	1	1
Civil Rights - National Origin Customer Service 1	2	2	1 1 1 1 1 1 1 1 1 1 1 1	2 1	1	1	
Customer Service - TSO 1 1 Customer Service - TSO 1 1 Identification (ID) Requirements Identification (ID) Requirements - Domestic Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Identification (ID) Requirements - Domestic Lock and Found - Airport/TSA Identification (ID) Requirements - Domestic Identification (ID) Requirements - Domestic Lost and Found - Airport/TSA Identification (ID) Requirements - Domestic Identification (ID) Requirements - Domestic Lost and Found - Airport/TSA Identification (ID) Requirements - Domestic Identification (ID) Requirements - Domestic Lost and Found - Airport/TSA Identification (ID) Requirements - Domestic Identification (ID) Requirements - Identification (ID Mishandling of Passenger Property - Dam Interval - Identification (ID) Requirements - Identificati	2	2	1 1 1 1 1 1 1 1 1 1	2 1	1	1	
Customer Service - TSO	2	2	1 1 1 1 1 1 1 1 1	2 1	1	1	
Identification (ID) Requirements Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property 2 1 1 2 Mishandling of Passenger Property - Dam 1 1 1 2 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown 1 Patdown Non-Flyer 1 Property - Special Handling - Missing Items - Checked Screening 1 1 Screening - Inconsistency Screening - Lengthy Lines 1 1 Customer Service 1 1 1 1 1 1 1 Locks 1 Locks - Missing or Damaged Lock 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown - Flyer Persons w/ Disabilities (PWD)	2 1	2	1 1 1 1 1 1 1 1 1	2 1	1	1	
Identification (ID) Requirements - Domestic Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property 2 1 1 2 Mishandling of Passenger Property - Dam 1 1 2 Mishandling of Passenger Property - Dam 1 1 2 Mishandling of Passenger Property - Dam 1 1 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown Patdown - Non-Flyer 1 1 Property - Special Handling Property - Special Handling - Missing Items - Checked Screening 1 1 1 Screening 1 1 1 Customer Service 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	2	1 1 1 1 1 1 1 1 1	2 1	1	1	
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property 2 1 1 2 Mishandling of Passenger Property - Dam 1 1 1 2 Mishandling of Passenger Property - Dam 1 1 1 2 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown 1 Patdown - Non-Flyer 1 Property - Special Handling - Missing Items - Checked Screening 1 1 1 Screening 1 1 1 Customer Service 1 1 1 Customer Service - TSO 1 1 1 1 1 1 1 Locks 1 1 Locks - Missing or Damaged Lock 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown - Flyer Persons w/ Disabilities (PWD)	1	2	1 1 1 1 1	2 1	1	1	
Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property 2 1 1 2 Mishandling of Passenger Property - Dam 1 1 2 Mishandling of Passenger Property - Dam 1	1	2	1 1 1	1	1	1	
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property 2 1 1 2 Mishandling of Passenger Property - Dam 1 1 2 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown - Non-Flyer Patdown - Non-Flyer Property - Special Handling - Missing Items - Checked Screening Property - Special Handling - Missing Items - Checked Screening - Inconsistency Screening - Lengthy Lines 1 1 2018 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	2	1 1 1	1	1	1	
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1	2	1 1 1	1	1	1	
Mishandling of Passenger Property 2 1 1 2 Mishandling of Passenger Property - Dam 1 1 2 Mishandling of Passenger Property - Dam 1 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 Patdown - Non-Flyer 1 1 Patdown - Non-Flyer 1 1 Property - Special Handling 1 1 Property - Special Handling - Missing Items - Checked Screening 1 Screening - Inconsistency 1 1 Screening - Lengthy Lines 1 1 Customer Service 1 1 1 Customer Service - TSO 1 1 1 Locks 1 1 1 Locks - Missing or Damaged Lock 1 1 Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown - Flyer Persons w/ Disabilities (PWD)	1	2	1	1	1	1	
Mishandling of Passenger Property - Dam 1 1 2 Mishandling of Passenger Property - Dam 1 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 Patdown - Non-Flyer 1 1 Property - Special Handling 1 1 Property - Special Handling - Missing Items - Checked 5 5 Screening - Inconsistency 2 1 1 1 1 Screening - Lengthy Lines 1	1	2	1	1	1	1	
Mishandling of Passenger Property - Dam 1 1 2 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown		2	1	1	1	1	1
Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 Patdown - Non-Flyer	1					1	
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown - Non-Flyer Property - Special Handling Property - Special Handling - Missing Items - Checked Screening - Inconsistency Screening - Lengthy Lines 1 2 1 Customer Service 1 1 Customer Service - TSO 1 1 Locks - Missing or Damaged Lock 1 1 Locks - Missing or Damaged Lock 1 1 Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown - Flyer Persons w/ Disabilities (PWD)	1					1	
Patdown 1 Patdown - Non-Flyer 1 Property - Special Handling - Missing Items - Checked - Checked Screening 1 1 Screening - Inconsistency - Customer Lengthy Lines 1 1 2018 2 1 1 1 1 Customer Service 1 <td>'</td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td>	'					1	
Patdown - Non-Flyer 1 Property - Special Handling Property - Checked Screening 1 1 Screening - Inconsistency Screening - Lengthy Lines 1 1 2018 2 1 1 1 1 Customer Service 1							
Property - Special Handling Property - Special Handling - Missing Items - Checked Screening 1 1 1 1 2 1 1 1 1 1 2 1							
Property - Special Handling - Missing Items - Checked Screening 1							
Screening			ı		- 1		
Screening - Inconsistency Screening - Lengthy Lines					1	1	
Screening - Lengthy Lines					1		
2018 2 1 1 1 1 Customer Service 1					1		
Customer Service 1 1 Customer Service - TSO 1 1 Locks 1 1 Locks - Missing or Damaged Lock 1 1 Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Dam 1 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)							
Customer Service - TSO 1 1 1 Locks 1 Locks - Missing or Damaged Lock 1 Mishandling of Passenger Property 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	3	1	1	5		3	2
Locks 1 Locks - Missing or Damaged Lock 1 Mishandling of Passenger Property 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown Patdown - Flyer Persons w/ Disabilities (PWD)							
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown Patdown - Flyer Persons w/ Disabilities (PWD)							
Mishandling of Passenger Property 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown Patdown - Flyer Persons w/ Disabilities (PWD)				1		1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown Patdown - Flyer Persons w/ Disabilities (PWD)				1		1	
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1		1			2	
Patdown Patdown - Flyer Persons w/ Disabilities (PWD)						2	
Patdown - Flyer Persons w/ Disabilities (PWD)	1		1				
Persons w/ Disabilities (PWD)				1			
				1			
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body				1			
\ / / / · · · · · · · · · · · · · · · ·				1			
Property - Special Handling 1 1				2			
Property - Special Handling - Damaged Items - Checked				_			
Property - Special Handling - Missing Items - Checked 1				2			
Screening 1	2	1					
Screening - Inconsistency	1						
Screening - Inconsistency Screening - Lengthy Lines 1	- 1						
Screening - Procedures/Process	1	1					
·			•	•	4	•	
2019 3 3 Customer Service	1	1	3			2	1
				1			
Customer Service - TSO				1			
Locks 1	1_						
Locks - Missing or Damaged Lock	1						
Mishandling of Passenger Property 1 1		1	1			2	
Mishandling of Passenger Property - Dam 1		1	1			2	
Property - Special Handling 1 1			1				
Property - Special Handling - Damaged Items - Checked				1	1		
Property - Special Handling - Missing Iten 1 1							
Screening 1			1	1			
Screening - Procedures/Process 1			1	1			

Cotomonico	10.0	44.51				C) Data To							***	
Categories	10-Oct	11-Nov					03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GRR	25	2	:1 :	31	25	22	30	23	32	28	32		35	338
2016					4	10	10	6	8	5	9	8	7	67
Civil Rights						1								1
Civil Rights - Racial Profiling or Discrimin	ation					1								1
Customer Service						2	4	3	2	1		1	2	15
Customer Service - Others						1	2	1	2					6
Customer Service - TSO						1	2	2		1		1	2	9
Identification (ID) Requirements													1	1
Identification (ID) Requirements - Domest	ic												1	1
Locks						1				1	3			5
Locks - Missing or Damaged Lock						1				1	3			5
Mishandling of Passenger Property					3	3	5	3	3	3	3	6	3	32
Mishandling of Passenger Property - Dam	aged/Missin	g Items	-Carry-on L	uggage			1			2		1		4
Mishandling of Passenger Property - Dam	naged/Missin	g Items	-Checked E	Зас	3	3	4	2	2	1	3	4	3	25
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	on or Check	ked				1	1			1		3
Patdown									1					1
Patdown - Flyer									1					1
Persons w/ Disabilities (PWD)						1					1			2
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	on and Med	dical Supp	olies	1								1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)										1			1
Screening					1	2	1		2		2	1	1	10
Screening - Inconsistency						1			1					2
Screening - Lengthy Lines							1							1
Screening - Procedures/Process					1	1			1		1	1	1	6
Screening - Security Breach											1			1
2017	8		4	9	6	6	7	2	7	6	7	8	4	74
Civil Rights	O		-	1	U	U	'		,	U		0	-	1
	Not Tranca	ender		1										<u>'</u>
Civil Rights - Sex/Gender/Gender Identity Customer Service			1	2			3		0	2		1	2	
	2								2		2			17
Customer Service - TSO	2		1	2			3		2	2	2	1	2	17
Locks	1		2			2			1					6
Locks - 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
Mishandling of Passenger Property - Dam	1													1
Mishandling of Passenger Property - Dam				5	3	4	2	1	2	2	1	1		24
Mishandling of Passenger Property - Dam	aged/Missin	g Items	-Unspecifie	ed Luggag	е								1	1
Mishandling of Passenger Property - Disa	1			1	1							2		5
Patdown					1		1				1	2		5
Patdown - Flyer					1		1				1	2		5
Persons w/ Disabilities (PWD)							1							1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)						1							1
Property - Special Handling	,								1	2	2	1	1	7
Property - Special Handling - Damaged It	ems - Carry-	On								1				1
Property - Special Handling - Damaged It											2		1	3
Property - Special Handling - Missing Iten									1	1		1		3
Screening			1		1			1	1		1	1		6
Screening - Procedures/Process			1					1	1		1	1		5
Screening - Retrieving Abandoned/Confis	l cated Items				1									1
2018	13		9 1	15	10	5	6	3	6	8	3	12	11	101
Civil Rights				1	1		•	•	•	•	•	1	1	4
Civil Rights - Age				!	- '							1		1
Civil Rights - National Origin												- '	1	1
	l otion			1										1
Civil Rights - Racial Profiling or Discrimin				1	4									
Civil Rights - Sex/Gender/Gender Identity		ender		•	1									1
Customer Service	2			3	1	1	1	1		1			1	11
Customer Service - TSO	2			3	1	1	1	1		1			1	11
Locks							2							2
Locks - Missing or Damaged Lock							2							2
Lost and Found													1	1
Lost and Found - Airport/TSA													1	1
Mishandling of Passenger Property	3		5	5	3		1		2	1	2	2	4	28
Mishandling of Passenger Property - Dam			1										1	2
Mishandling of Passenger Property - Dam	-		4	4	3				1	1	2	2	3	23
Mishandling of Passenger Property - Dam	naged/Missin	g Items	-U	1										1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-c	on or Check	ked			1		1					2
Patdown				2	2		1		1	4		3	1	14
Patdown - Flyer				2	2				1	3		3	1	12
Patdown - Flyer as Observer							1			1				2
Persons w/ Disabilities (PWD)	3						1				1	1	1	7
Persons w/ Disabilities (PWD) - General											1			1
Persons w/ Disabilities (PWD) - Medical [Devices - Att	ached to	the Body									1		1
Persons w/ Disabilities (PWD) - Medically			,											1
Persons w/ Disabilities (PWD) - Mobility [2
Persons w/ Disabilities (PWD) - Prosthesi		and Cas	ts										1	1
Persons w/ Disabilities (PWD) - Prostries		unu Ods					1						1	1
	nimais 2		2		1	2	ı	1	2	1		3	2	
Property - Special Handling - Demograd It			2		- 1	2				1			2	16
Property - Special Handling - Damaged It		OII						1				1		2
Property - Special Handling - Damaged It													1	2
Property - Special Handling - Missing Iten			_						1					2
Property - Special Handling - Missing Iten			2		1	2			1	1		2	1	10
Screening	3		2	4	2	2		1	1	1		2		18
Screening - Inconsistency			1		1							1		3
Screening - Lengthy Lines	1		1	1	1	1								5
Screening - Procedures/Process	2			2		1		1	1	1		1		9
Screening - Security Breach				1										1

			TSA Conta	ct Center (TCC) Data	Tool - FOI	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2019	4	8	7	5	1	7	12	11	9	13	6	13	96
Civil Rights	1	1	2						1	1		1	7
Civil Rights - Constitutional Rights			1										1
Civil Rights - Racial Profiling or Discrimina	1								1				2
Civil Rights - Sex/Gender/Gender Identity-	Not Trans	gender	1							1		1	3
Civil Rights - Transgender Screening		1											1
Customer Service		1					3	2			1	1	8
Customer Service - TSO		1					3	2			1	1	8
Locks			1	1						1			3
Locks - Missing or Damaged Lock			1	1						1			3
Mishandling of Passenger Property	2	2	1	3		1	4	3	4	1	1	5	27
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	arry-on Lu	ggage					1				1
Mishandling of Passenger Property - Dam	2	2	1	2		1	4	3	3		1	2	21
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	(1						1		3	5
Patdown	1	1	1				1	1	1	3	1	2	12
Patdown - Flyer	1	1	1				1	1	1	3	1	2	12
Persons w/ Disabilities (PWD)						2				3	1	1	7
Persons w/ Disabilities (PWD) - Autism Sp	pectrum											1	1
Persons w/ Disabilities (PWD) - Cancer (g	jeneral) No	Breast Ca	ncer			1							1
Persons w/ Disabilities (PWD) - Cognitive	/Developm	ental /Ment	al Disability	/		1							1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies						1			1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	n/trauma)								1	1		2
Property - Special Handling		1	2	1	1	2	2	5		1	1	3	19
Property - Special Handling - Damaged Ite	ems - Chec	ked			1			2			1	3	7
Property - Special Handling - Missing Item	ns - Carry-C	1	1					1					3
Property - Special Handling - Missing Item	s - Checke	d	1	1		2	2	2		1			9
Screening		2				2	2		3	3	1		13
Screening - Inconsistency							1		1	1			3
Screening - Lengthy Lines						1				1			2
Screening - Procedures/Process		2				1	1		2	1	1		8

			ISA Conta	ci Center (i CC) Dala	1001 - 1014	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSN			1	1	1	2	1		2		1	2	11
2016						1	1		1				3
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property							1		1				2
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Bag	ggage			1		1				2
2017					1	1					1		3
Mishandling of Passenger Property					1						1		2
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Bag	ggage							1		1
Mishandling of Passenger Property - D	isarrayed Item	sCarry-or	or Checked	d	1								1
Screening						1							1
Screening - Lengthy Lines						1							1
2018				1					1				2
Mishandling of Passenger Property				1					1				2
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Bag	1									1
Mishandling of Passenger Property - D	isarrayed Item	sCarry-or	or Checked	d					1				1
2019			1									2	3
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Property - Special Handling												2	2
Property - Special Handling - Damaged	Items - Chec	ked										1	1
Property - Special Handling - Missing I	tems - Checke	d										1	1

Catagorias	40.0-4	4 11		ntact Cente				0.4.4	05.14	00 1	07 11	00.4	00.0	T-1-1
Categories		1-Nov						04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GSO	16	1	5	15	21	14	27	23	25	25	17			247
2016					8	6	5	5	4	5	4		. 3	44
Civil Rights					1							1		2
Civil Rights - General Complaint and Disc					1									1
Civil Rights - Racial Profiling or Discrimina	alion											1		1
Customer Service - TSO							2			1 1		1	1 1	5
Locks					4		2			1		1	1	5
Locks Locks - Missing or Damaged Lock					1							1		2
Mishandling of Passenger Property					4	3	3	4	2	2	3		2	25
Mishandling of Passenger Property - Dam	aged/Missing	Itame	Carry on	Luggage	4	3	3	4		3	1		1	25
Mishandling of Passenger Property - Dam					2	3	3	4	2	3	2			21
Mishandling of Passenger Property - Disa					2	3	3	4					-	2
Patdown		ouny c	711 OI OIIOC	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	1	3			1	1				6
Patdown - Flyer					1	2			1	1				5
Patdown - Flyer as Observer						1								1
Prohibited & Permitted Items								1						1
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols							1						1
Screening					1				1		1			3
Screening - Inconsistency									1					1
Screening - Procedures/Process					1						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
Customer Service - TSO			1		1				1	1	4		3	12
Locks								1			1	1		3
Locks - Missing or Damaged Lock								1			1	1		3
Lost and Found	1		1											2
Lost and Found - Airport/TSA	1		1											2
Mishandling of Passenger Property	2		2	5	3	2	3	2	3		1	2	. 1	26
Mishandling of Passenger Property - Dam			2	4	3	2	3	1	2		1	2		22
Mishandling of Passenger Property - Disa	rrayed Items0	Carry-c	on	1				1	1				1	4
Notice of Violation/Civil Penalties								1						1
Notice of Violation/Civil Penalties - General	al							1						1
Patdown			1						1	2		1		8
Patdown - Flyer			1						1	2		1		8
Persons w/ Disabilities (PWD)					1	1	3		1				1	7
Persons w/ Disabilities (PWD) - Diabetes						1								1
Persons w/ Disabilities (PWD) - General							1							1
Persons w/ Disabilities (PWD) - Internal M		S					1						1	2
Persons w/ Disabilities (PWD) - Metal Imp		1.0					1							1
Persons w/ Disabilities (PWD) - Prosthesis			IS						1					1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	auma)			1			4						1
Property Special Handling	oma Carri Or							1	2			1		4
Property - Special Handling - Damaged Ite								1				1		2
Property - Special Handling - Damaged Item		1							1					1
Property - Special Handling - Missing Item	is - Carry-On					1	1	2	- 1	1			2	8
Screening Screening - Inconsistency	ı					ı	- 1	1						1
Screening - Inconsistency Screening - Lengthy Lines								- 1					2	2
Screening - 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			2
Advanced Imaging Technology (AIT) - Fly	er										1			2
Civil Rights							1			2		1		5
Civil Rights - Racial Profiling or Discrimina	l ation						1			2			1	4
Civil Rights - Sex/Gender/Gender Identity-		der					- '					1		1
Customer Service	Trot Transgon		1	1	3		1	2	1	2		1		12
Customer Service - Others					2			2		1				5
Customer Service - TSO			1	1	1		1		1	1		1		7
Locks						1			1					2
Locks - Missing or Damaged Lock						1			1					2
Mishandling of Passenger Property	3					1	2	2	2	1		3	1	15
Mishandling of Passenger Property - Dam	1													1
Mishandling of Passenger Property - Dam	2						1	1	2	1		3	1	11
Mishandling of Passenger Property - Disa	rrayed Items0	Carry-c	on or Ched	cked		1	1	1						3
Patdown	2				1		2	1	2		1	1	1	11
Patdown - Flyer	2				1		2	1	2		1	1	1	11
Persons w/ Disabilities (PWD)										1				1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees ar	nd Cas	ts							1				1
Property - Special Handling	2			3	1		2	1		1	2	. 1		13
Property - Special Handling - Damaged Ite		า					1							1
Property - Special Handling - Damaged It				2			1				1			7
Property - Special Handling - Missing Item	ns - Checked			1	1			1		1	1			5
Screening				1	2	1	3		1					8
Screening - Inconsistency					1									1
Screening - Procedures/Process				1	1	1	3		1					7
2019	5		9	5	1	1	4	5	6	9	3	7	8	63
Advanced Imaging Technology (AIT)			1						1					2
Advanced Imaging Technology (AIT) - Fly	er		1						1					2
Civil Rights				1					1					2
Civil Rights - Racial Profiling or Discrimina				1	_				1					2
Customer Service Customer Service - Others	2			1	1	1	1	3		2	2	2	2	17
												_		_
				4	4	4					1			3
Customer Service - TSO Locks	2			1	1	1	1	3		2	1		2	14 1

			ISA Conta	ct Center (ICC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	2		1			1	1		1			1	7
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	1		1			1	1		1			1	6
Patdown	1	3				1	1	1	1			1	ć
Patdown - Flyer		3				1	1	1	1			1	
Patdown - Flyer as Observer	1												
Persons w/ Disabilities (PWD)									1		2	1	
Persons w/ Disabilities (PWD) - Internal N	/ledical Devi	ces										1	
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies	;						1		
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheelch	air or Scoo	ter)					1				
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)									1		
Property - Special Handling		2	1			1		3			1	2	1
Property - Special Handling - Damaged Ite	ems - Carry-	-On						1					
Property - Special Handling - Damaged Ite	ems - Checl	2				1		2				1	
Property - Special Handling - Missing Iten	ns - Carry-O	n	1										
Property - Special Handling - Missing Iten	ns - Checked	d									1	1	
Screening		3	1						3	1	2	1	11
Screening - Inconsistency												1	
Screening - Lengthy Lines										1			
Screening - Procedures/Process		3	1						3		1		
Screening - Retrieving Abandoned/Confis	cated Items										1		1

2016 Colf lights - Floated Publishing or Discolarismolers Constraint Review Const. Constraint Review Constraint	Categories	10-Oct	11-Nov				CC) Data To 02-Feb		04 Ann	OF Mov	06-Jun	07-Jul	08-Aug	09-Sep	Total
Curri Gall Biglion - Providing or Discrimination														•	
COL Rights - Rockal Pretiting or Discontinuation		10		4	10										
Covin rights. Roca Printing or Discorranged 9 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1							•	•	•	•	•			-	
Continue New Year Character 1 1 1 1 1 1 1 1 1		ı ation										1			1
Customer Revision - FRO 2 1 1 1 2 2 1 1 1 2 2						2	2	2	1		1	1	1		10
Looks Lobes Males of Demograf Look Males of the Open Service Company of the Compa							1	1	1		1				4
Licke-Melenigr of Designation						2	1	1				1			6
Mithardring of Piesenser Property Property CharageoMissing Items-Carry on Lugage 2 1 1 1 5 5 3 20															
Mishandting of Pleasarger Procupts - Damaghedistancy Internacy Changeged Mishandting of Pleasarger Procupts - Damaghedistancy Internacy Changed Mishandting of Pleasarger Procupts - Damaghedistancy Internacy Changed Mishandting of Pleasarger Procupts - Damaghedistancy Changed Mishandting of Pleasarger Procupts - Damaghedistancy Changed Partners and Databilities (PWID) - Damaghedistancy Medical Supplies Person will Databilities (PWID) - Damaghedistancy Medical Supplies Person will Databilities (PWID) - Service Anima's Person will Databilities															
Michardurg of Peasenger Property - Demograph Mining Herro-Checked Bay		// / / i i -		O		4	2	2	3				5	3	
Mishandring of Plasarager Property - Observated 1 1 2 2 2 2 2 2 1 1 1 1 2 2 2 2 2 2 2						1	2	2	2		1		5	2	
Paddown			_		-	4							3	3	
Pediction - Piper			oung c	J. G. G. G.	, nou			1							
Persons of Disabilities (PWD) - Disabilities (PWD) - Mancally Nanceary Midrication and Middeld Supplies								1				1			2
Persons of Disabilities (PWD) - Medically Necessary Medicalor and Medical Supplies 1	Persons w/ Disabilities (PWD)							1		1	1				3
Persons of Disabilities (PVD) - Service Anmals Screening - Crew Harber of Afrine Employee Somewhat - Crew Harber of Afrine Employee Could make Bervice - Cheese Make James Bervice - Cheese James B								1							1
Sensenting			Medication	on and Me	dical Sup	plies				1					1
Screening - Crow Member or Auftine Employee 1		nimals													1
Sorvening - Longity Lives 20 Sorvening - Proportion - Pr							1		1	3	2		1		
Sovereing - Processes 1		oyee					4			2	4			1	
2017 3 2 6 3 4 10 8 10 2 7 7 5 5 67							ļ		1	3			- 1		
Cold Rights - Racial Profiling or Discrimination		2		2	6	2	1	10		10		7		5	
Coultemes Service - Others		J		_	•	,	•	10		10				J	
Customer Service		ı ation													
Customer Service - TISO					1			4				2	1		
Customer Service - TSO															1
Locks - Missing or Damaged Lock					1			3	1			2	1		8
Melhandring of Presenger Property 3 1 3 2 2 6 4 2 1 4 1 1 1 3 3 3 2 3 4 2 1 4 1 1 1 3 3 3 3 2 2 1 5 4 2 1 4 1 1 2 3 3 3 2 2 1 5 4 2 1 4 1 1 2 3 3 3 3 2 2 1 5 4 2 1 4 1 1 3 3 3 3 3 3 3 3															
Mishandring of Passenger Proporty - Damaged-Missing Interse-C 1															4
Mishanding of Passenger Property - Diarry and 1 1 1 3 3 2 2 1 5 4 2 1 4 1 1 2 3 3 Patdown Flyer as Observer						2		6	4	2	1	4	1	1	
Mishandriding of Passenger Property - Disarrayed Item			g Items	·C											
Patdown - Flyer					2	2	1		4	2	1	4		1	
Patdown - Flyer		rrayed item		1				1		4	4		1		
Pastoner Program of Disabilities (PWD) Internal Medical Devices 1 1 1 3 3 3 Personer w/ Disabilities (PWD) Medically Necessary Medication and Medical Supplies 1 1 1 1 1 1 1 1 1															
Persons W Disabilities (PWD) Persons w Disabilities (PWD) - I											'				
Persons w Disabilities (PWD) - Indecinally Necessary Medical Davices	· · · · · · · · · · · · · · · · · · ·			1								1			
Persons w Disabilities (PWD) - Medically Necessary Medication and Medical Supplies	. , ,	ı ledical Devid								1					
Property - Special Handling				on and Me	dical Sup	plies						1			1
PropertySpecial Handling - Ohecked	Persons w/ Disabilities (PWD) - Mobility D	Disability (N		1											1
Property - Special Handling - Missing Items - Checked 2 1 2 4 99									2	2			2		6
Screening															2
Screening - Procedures/Process		าร - Checked เ							2						
2018															
Civil Rights - Racial Profiling or Discrimin		11		7		7	5	2	٥		5	1			
Customer Service						-	<u> </u>		3		<u> </u>		,		
Customer Service - TSO		1		1	1			1							
Locks		1		1		1	1		2			1	1		8
Locks - Missing or Damaged Lock	Customer Service - TSO	1		1		1	1		2			1	1		8
Mishandling of Passenger Property	Locks	1					1								2
Mishandling of Passenger Property - Dam 2 2 2 2 1 2 3 2 3 1 20							1								2
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked								1							22
Patdown Children						2	1			3	2	3	1		
Patdown - Children			Carry-c	on or Ched	cked			1	1						
Patdown - Flyer		1				1				1					
Patdown - Flyer as Observer		4								4	1				
Persons w/ Disabilities (PWD) - Service Animals		1				1				1					
Persons w/ Disabilities (PWD) - Service Animals		1			1										
Persons w/ Disabilities (PWD) - Touch Av						- '									
Persons w/ Disabilities (PWD) - Wheelchair/ Scoter/ Segway	· · · · · · · · · · · · · · · · · · ·				-										
Property - Special Handling - Damaged It 1	· · · · · · · · · · · · · · · · · · ·		Segway			1									1
Property - Special Handling - Damaged Items - Checked	· · · · · · · · · · · · · · · · · · ·			1	1		1		2	1	1		1	1	12
Property - Special Handling - Missing Items - Carry-On 1															
Property - Special Handling - Missing Item 2									1	1			1	1	4
Screening											1				
Screening - Inconsistency		2				_									
Screening - Lengthy Lines					1	2	1	1	2	1	1				
Screening - Procedures/Process				I					4						
Screening - Retrieving Abandoned/Confiscated Items 1					1	2	1			1	1				
Screening - Security Breach 1		cated Items		1	•		· ·		· ·	'	1				1
TSA Contact Information 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1								1							1
TSA Contact Information - General 1		1													
2019 4 5 6 6 8 4 6 8 4 6 10 73 Civil Rights 1 4 4 6 6 8 4 6 10 73 3 3 3 1 1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 4 4 6 6 8 4 6 6 8 4 6 10 7 3 1 3 3 1 1 1 1 1 1 1 1 1 4															1
Civil Rights - Perceived Religion 1 1 Civil Rights - Racial Profiling or Discrimination 1 1 Civil Rights - Transgender Screening 1 1 1 Customer Service 1 1 1 1 4		4		5	6	6	8	4	6	6	8	4	6	10	73
Civil Rights - Racial Profiling or Discrimination 1 1 Civil Rights - Transgender Screening 1 1 1 Customer Service 1 1 1 1 1 4	<u> </u>				1								1		3
Civil Rights - Transgender Screening 1 1 1 Customer Service 1 1 1 1 1 4														1	1
Customer Service 1 1 1 1 1 4		ation I			1										
Cusionier Service - 150 1 1 1 4															
	Gustoffiel Service - 130	1									- 1	1	1		4

			SA Contac	it Center (ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks				1	1		2		1		1		6
Locks - Missing or Damaged Lock				1	1		2		1		1		6
Mishandling of Passenger Property	1	1	3	1	1	2	4	3	1	1	1	3	22
Mishandling of Passenger Property - Dam	1	1	2	1	1	1	4	2	1	1	1	2	18
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-on	1			1		1				1	4
Patdown					1	1		1		1	1	2	7
Patdown - Flyer					1	1		1		1	1	1	6
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)	1	1			1			1	2				6
Persons w/ Disabilities (PWD) - Diabetes	1	1											2
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheelcha	air or Scoot	er)					1				1
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates				1								1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway						1	1				2
Property - Special Handling	1	1	1	3	4	1		1	3	1	1	3	20
Property - Special Handling - Damaged It	ems - Carry-	-On							1				1
Property - Special Handling - Damaged It	ems - Check	ced		2	1								3
Property - Special Handling - Missing Iter	1							1	1		1		4
Property - Special Handling - Missing Iter	ns - Checke	1	1	1	3	1			1	1		3	12
Screening		2	1	1								1	5
Screening - Procedures/Process		2	1	1								1	5

			. Ort Oonta	ct Ochiter (. cc, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GST										2	5		7
2016											2		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Ba	ggage							1		1
Patdown											1		1
Patdown - Flyer											1		1
2017											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Ba	ggage							1		1
2018										1	1		2
Customer Service										1	1		2
Customer Service - TSO										1	1		2
2019										1	1		2
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsU	nspecified	Luggage						1			1

tegories	10-Oct 1	11-Nov 1	2-Dec 01	-Jan (02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	10-Oct 9	11-NOV 1	2-Dec 01-		02-Feb 3					07-Jui 7			
3016	9	5	2	4	3	5	4	5	8				60
2016				2		2	2	2	3	1		1	13
Customer Service				1					1				2
Customer Service - Others				1									
Customer Service - TSO									1				
Mishandling of Passenger Property						2	1		1			1	
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCarry	/-on Luggage	•		1							
Mishandling of Passenger Property - Dam	aged/Missing	ItemsChec	ked Baggage	Э		1	1		1			1	
Patdown				1				1					
Patdown - Flyer								1					
Patdown - General				1									
Persons w/ Disabilities (PWD)				- 1				4	4				
` '	1 4 (1 - 1 4)							1	1				
Persons w/ Disabilities (PWD) - Metal Imp								1					
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees ai	nd Casts							1				
Screening							1			1			
Screening - Procedures/Process							1			1			
2017	4	1		1			1	1	4	3	1	2	1
Civil Rights				1				1					
Civil Rights - Racial Profiling or Discrimina	ation			1				1					
Customer Service	1011			'				- '	1	1			
Customer Service - TSO									1	1			
Mishandling of Passenger Property	2	1							2	1		1	
Mishandling of Passenger Property - Dam	2	1							2	1		1	
Patdown							1						
Patdown - Flyer							1						
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Diabetes	1												
Screening	1								1	1	1	1	
Screening - Inconsistency											1		
	4									4		4	
Screening - Procedures/Process	1								1	1		1	
2018	3	3	2		2	2	1			1	2	1	1
Civil Rights	1												
Civil Rights - Age	1												
Customer Service	1		1			1					1		
Customer Service - TSO	1		1			1					1		
Locks												1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property		- 1	1		1					1		'	
Mishandling of Passenger Property - Dam	agod/Missi	1	'		1					1			
					- 1					ı			
Mishandling of Passenger Property - Disar	rrayed items	Carry-on	1										
Patdown	1												
Patdown - Flyer	1												
Persons w/ Disabilities (PWD)		1				1							
Persons w/ Disabilities (PWD) - Diabetes						1							
Persons w/ Disabilities (PWD) - Mobility D	isability (N	1											
Screening		1			1		1				1		
Screening - Procedures/Process		1			1						1		
ŭ .		'					4						
Screening - Security Breach							1						
2019	2	1		1	1	1		2	1	2	1		1
Locks	1									1			
Locks - Missing or Damaged Lock	1									1			
Mishandling of Passenger Property		1							1				
Mishandling of Passenger Property - Dam	aged/Missii	1											
Mishandling of Passenger Property - Disar		Carry-on or	Checked						1				
Patdown	1	,											
	1												
Patdown - Flyer	I												
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Diabetes					1								
Property - Special Handling				1				2					
Property - Special Handling - Damaged Ite	ems - Checked	1						1					
Property - Special Handling - Missing Item	s - Checked			1				1					
Screening				•		1				1	1		
Screening - Procedures/Process						1				1			

				ct Center (1									
gories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
'R	3	2	2			5			5	7	3		52
2016				1	2	3		2		3	1	2	14
Civil Rights										1			1
Civil Rights - National Origin										1			1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1	1	3		1		2		2	10
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	necked Ba	1	1	3		1		2		2	10
Screening					1			1					2
Screening - Lengthy Lines					1								1
Screening - Procedures/Process								1					1
2017	1		2	1	1			1	1	3		2	12
Civil Rights					1								1
Civil Rights - National Origin					1								1
Customer Service	1												1
Customer Service - TSO	1												
Mishandling of Passenger Property			2							2			4
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	1							2			;
Mishandling of Passenger Property - Disar	rrayed Items-	-Carry-on	1										
Patdown										1			
Patdown - Flyer as Observer										1			
Property - Special Handling									1			1	2
Property - Special Handling - Damaged Ite	ems - Carry-C)n										1	
Property - Special Handling - Missing Item	s - Checked								1				1
Screening				1				1				1	3
Screening - Procedures/Process				1				1				1	3
2018	2	1		1	1	1	2	1	3			1	13
Customer Service				1									1
Customer Service - TSO				1									
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	1	1				1			3			1	
Mishandling of Passenger Property - Dam	1	1				1			3			1	
Screening					1		2	1					4
Screening - Procedures/Process					1		2	1					
2019		1		3		1		3	1	1	2	1	13
Customer Service						1							1
Customer Service - TSO						1							
Mishandling of Passenger Property				3				3		1		1	3
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCl	necked Ba	2				3		1			(
Mishandling of Passenger Property - Disar												1	2
Property - Special Handling	-	1											
Property - Special Handling - Missing Item	s - Checke	1											1
									1		0		3
Screening									1		2		U

			ISA Conta	ct Center (TCC) Data 1	001 - FUIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
GUC	1				2	1			3	2	2		11
2016					1				1		1		3
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property											1		-
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Checked Bag	ggage							1		-
Patdown					1								1
Patdown - Flyer					1								
2017					1				1	1			:
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Checked Bag	ggage	1								
Patdown										1			
Patdown - Flyer										1			
Screening									1				
Screening - Procedures/Process									1				
2018	1					1							
Property - Special Handling	1												
Property - Special Handling - Missing Iten	1												
Screening						1							
Screening - Procedures/Process						1							
2019									1	1	1		;
Human Capital									1				
Human Capital - Prospective Employment	with TSA								1				
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Checked Bag	ggage						1			
Property - Special Handling											1		
Property - Special Handling - Damaged Ite	ems - Check	red									1		1

egories	10-Oct 11		Contact C		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
UM	1	3	6	7	4	9	5	8		10	8	•	
2016	•	•	•	1	-	1	2	5		3			
Civil Rights				•				1					
Civil Rights - Racial Profiling or Discrimina	tion							1					
	illon						-			4			
Customer Service							2	2		1			
Customer Service - Others								1					
Customer Service - TSO							2	1		1			
Mishandling of Passenger Property				1		1				2	2	1	
Mishandling of Passenger Property - Dama	aged/Missing Ite	emsChec	ked Βaς	1		1				2	2	1	
Patdown											1		
Patdown - Flyer as Observer											1		
Screening								2					
Screening - Lengthy Lines								1					
Screening - Procedures/Process								1					
		•	•			•	•			•			
2017	1	2	2	4		2	2	2	4	2	2		
Customer Service									1				
Customer Service - TSO									1				
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property		1	2	4				1	1		2		
Mishandling of Passenger Property - Dama	aged/Missing Ite	emsC	1					1					
Mishandling of Passenger Property - Dama		1	1	4					1		2		
Property - Special Handling	agod/Miloon			-			2		1	2			
	one Observational								'	1			
Property - Special Handling - Damaged Ite							-						
Property - Special Handling - Missing Item							2		1	1			
Screening	1	1				2			1				
Screening - Lengthy Lines						1							
Screening - Procedures/Process	1	1				1			1				
2018			3	1	2	2		1	4	5	2	1	
Customer Service			2		1						1		
Customer Service - TSO			2		1						1		
Locks									2				
Locks - Missing or Damaged Lock									2				
			4			0				4			
Mishandling of Passenger Property	100.00		1			2			1	1	1		
Mishandling of Passenger Property - Dama			/-on Lugga	ge		1							
Mishandling of Passenger Property - Dama	aged/Missing Ite	emsC	1			1			1	1	1		
Property - Special Handling				1					1	3		1	
Property - Special Handling - Damaged Ite	ms - Checked									1			
Property - Special Handling - Missing Items	s - Carry-On											1	
Property - Special Handling - Missing Items				1					1	2			
Screening					1			1		1			
Screening - Lengthy Lines										1			
					4			-		1			
Screening - Procedures/Process					1			1					
2019		1	1	1	2	4	1		2		1	4	
Civil Rights					1								
Civil Rights - Racial Profiling or Discrimina	tion				1								
Customer Service			1								1	1	
Customer Service - TSO			1								1	1	
Identification (ID) Requirements												1	
Identification (ID) Requirements - Domestic	r.											1	
Mishandling of Passenger Property	_					1			2			2	
Mishandling of Passenger Property - Dama	agod/Missing It	ome Corn	on Luggo	70		- '			1				
						4							
Mishandling of Passenger Property - Dama				ye		1			1			1	
Mishandling of Passenger Property - Disar	rayed ItemsC	arry-on or	Unecked									1	
Property - Special Handling				1	1	2	1						
Property - Special Handling - Damaged Ite						1							
Property - Special Handling - Damaged Ite	ms - Checked			1									
	s - Carry-On				1								
Property - Special Handling - Missing Items													
						1	1						
Property - Special Handling - Missing Item		1				1	1						
		1				1 1 1	1						

			TSA Contac	t Center (CC) Data I	001 - FOI	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HDN	1		2	4	4	5	;		1			1	18
2016						2			1				3
Animals						1							1
Animals - Carry-On						1							1
Screening						1			1				2
Screening - Procedures/Process						1							1
Screening - Retrieving Abandoned/Confis	cated Items								1				1
2017				3	1	1						1	6
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property				2	1								3
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	2	1								3
Patdown						1							1
Patdown - Flyer						1							1
Screening				1									1
Screening - Procedures/Process				1									1
2018	1		1		3	2							7
Customer Service	1				1	1							3
Customer Service - TSO	1				1	1							3
Mishandling of Passenger Property			1		1								2
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	1										1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	gage	1								1
Property - Special Handling					1	1							2
Property - Special Handling - Damaged It	ems - Carry	-On			1								1
Property - Special Handling - Missing Iter	ns - Checke	d				1							1
2019			1	1									2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Baç	1									1
Screening			1										1
Screening - Procedures/Process			1										1

			ISA Conta	ict Center ((TCC) Data	1001 - FOI <i>F</i>	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HGR		1	2	2 1	2				4	4	4		18
2016					2						1		:
Mishandling of Passenger Property					2						1		
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Ba	iggage	2						1		
2017			1						1	1	1		
Mishandling of Passenger Property			1						1	1			
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC) 1						1	1			
Patdown											1		
Patdown - Flyer											1		
2018									2	1	2		
Mishandling of Passenger Property									2		1		
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Ba	iggage					2		1		
Patdown											1		
Patdown - Non-Flyer											1		
Screening										1			
Screening - Procedures/Process										1			
2019		1	1	1					1	2			-
Customer Service										1			
Customer Service - TSO										1			
Locks									1				
Locks - Missing or Damaged Lock									1				
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Respir	atory and Inha	aler Equipm	ent							1			
Screening		1	1	1									
Screening - Procedures/Process		1	1	1									

			TSA Conta	ct Center (TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HIB	1		3	2		1	3	1	1	4	1	3	20
2016							1					1	2
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Ba	ggage								1	1
Screening							1						1
Screening - Procedures/Process							1						1
2017			2	1		1					1	1	e
Customer Service				1									1
Customer Service - TSO				1									
Locks			1										
Locks - Missing or Damaged Lock			1										
Mishandling of Passenger Property			1			1					1	1	4
Mishandling of Passenger Property - Dar	maged/Missi	ng ItemsC	1			1							
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d							1	1	
2018				1						1			:
Customer Service				1						1			
Customer Service - Others										1			
Customer Service - TSO				1									
2019	1		1				2	1	1	3		1	10
Customer Service			1										
Customer Service - TSO			1										
Locks							1			1			
Locks - Missing or Damaged Lock							1			1			
Mishandling of Passenger Property	1						1	1	1				4
Mishandling of Passenger Property - Dar	n 1							1	1				;
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d			1						
Property - Special Handling										2		1	
Property - Special Handling - Damaged I	tems - Chec	ked										1	
Property - Special Handling - Missing Iter	ms - Checke	d								2			2

				ntact Cent										
Categories	10-Oct	11-Nov	12-De			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HLN	2	4		4	1	3	3		5	5	3		_	40
2016						1				3		2		6
Customer Service										1				1
Customer Service - TSO										1				1
Mishandling of Passenger Property						1						2		3
Mishandling of Passenger Property - Dam						1						1		2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Che	cked								1		1
Persons w/ Disabilities (PWD)										1				1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	t Wheelch	air or S	cooter)						1				1
Screening										1				1
Screening - Procedures/Process										1				1
2017	1	1		2	1				2		2	2		11
Civil Rights											1			1
Civil Rights - National Origin											1			1
Customer Service	1													1
Customer Service - TSO	1													1
Locks				1										1
Locks - Missing or Damaged Lock				1										1
Mishandling of Passenger Property		1		1	1				1		1	1		6
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC)	1	1						1	1		4
Mishandling of Passenger Property - Disa	rrayed Item	1							1					2
Patdown									1			1		2
Patdown - Flyer									1					1
Patdown - General												1		1
2018	1	1		1			1		3	1		1		9
Customer Service												1		1
Customer Service - Others												1		1
Locks		1							1					2
Locks - Missing or Damaged Lock		1							1					2
Mishandling of Passenger Property	1						1		1	1				4
Mishandling of Passenger Property - Dam	1						1		1	1				4
Screening				1					1					2
Screening - Lengthy Lines				1										1
Screening - Procedures/Process									1					1
2019		2		1		2	2			1	1	3	2	14
Customer Service		2		-			1					2		5
Customer Service - TSO		2					1					2		5
Mishandling of Passenger Property		_		1		2				1	1	_	1	6
Mishandling of Passenger Property - Dam	l aged/Missin	a ItemsC		1		2					1		1	5
Mishandling of Passenger Property - Disa				cked						1				1
Property - Special Handling	,	22											1	1
Property - Special Handling - Missing Item	ı ıs - Checker	1											1	1
Screening	0	-					1					1		2
Screening - Inconsistency							1					'		1
Screening - Procedures/Process							'					1		1
Corocining - Froccuuros/Frocess												- 1		

O-to-series			TSA Contac		•								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HNL	142	132	154	174	183	184	169	204	188	181	165		2,043
2016				45	55	44	56	48	42	48	34		422
Civil Rights				1	2	1	1		1		1	1	8
Civil Rights - General Complaint and Disc				1	0		4		4		-	4	1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity		ondor			2	4	1		1		1	1	6
	- Not Transg	ender		4	0	1		0					1
Customer Service - Others				4 1	8	5 1	6	9	6 1	6	6	5	55 5
Customer Service - TSO				3	7	4	6	8	5	6	6	5	50
Identification (ID) Requirements				1	- /	4	0	0	5	0	0	5	1
Identification (ID) Requirements - Domest	ic			1									1
Locks				3	4	1	5	4	4	5	5	5	36
Locks - General				<u> </u>	- 4		1	7			J	3	1
Locks - Missing or Damaged Lock				3	4	1	4	4	4	5	5	5	35
Lost and Found						1	1			0			2
Lost and Found - Airport/TSA						1	1						2
Mishandling of Passenger Property				32	35	32	36	29	28	33	18	34	277
Mishandling of Passenger Property - Dam	ı aged/Missin	a ItemsC	Carry-on Lug	2	4	1	4	2	2	2		2	19
Mishandling of Passenger Property - Dam					27	27	30	24	25	30	17		235
Mishandling of Passenger Property - Dam					1	1							2
Mishandling of Passenger Property - Disa	_	_			3	3	2	3	1	1	1	1	21
Patdown	,			1	2	1		1	1		3	1	10
Patdown - Flyer					2	1		1	1		2		8
Patdown - Flyer as Observer				1							1		2
Persons w/ Disabilities (PWD)						1	3		1			1	6
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Men	tal Disability				1						1
Persons w/ Disabilities (PWD) - Medically									1				1
Persons w/ Disabilities (PWD) - Mobility D						1							1
Persons w/ Disabilities (PWD) - Prosthesi				,								1	1
Persons w/ Disabilities (PWD) - Service A							2						2
Screening				3	4	2	4	5	1	4	1	2	26
Screening - Inconsistency					1						1	1	3
Screening - Lengthy Lines					1		2	2		1			6
Screening - Procedures/Process				3	1	2	2	2	1	2		1	14
Screening - Security Breach					1			1		1			3
TSA Contact Information												1	1
TSA Contact Information - General												1	1
2017	38	45	60	47	28	43	35	46	47	35	38	38	500
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Fly	er										1		1
Civil Rights		2	2			1	2		1	2	2		10
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimina	ation	2	2			1	1		1	2			7
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender									2		2
Customer Service	1	2	2 4	6	4	6	2	6	5	8	6	4	54
Customer Service - Others										1			1
Customer Service - TSO	1	2	2 4	6	4	6	2	6	5	7	6	4	53
Locks	5	2	2 4	4	1	5	3	3	5	1	2	2	37
Locks - General									1				1
Locks - Missing or Damaged Lock	5	2	2 4	4	1	5	3	3	4	1	2	2	36
Lost and Found	1	1	2								1	2	7
Lost and Found - Airport/TSA	1	1									1		7
Mishandling of Passenger Property	27	34	42	32	20	26	19	19	23	12	17	14	285
Mishandling of Passenger Property - Dam	1	3	3	4	3	1		2		2	1		20
Mishandling of Passenger Property - Dam	24	29	34	26	15	25	16	12	22	9	14	11	237
Mishandling of Passenger Property - Dam	aged/Missii	1											1
Mishandling of Passenger Property - Disa	2	1	5	2	2		3	5	1	1	2	3	27
Patdown	1	1		2	2	2	2		2	2			19
Patdown - Flyer	1	1		2		2	2		2	1	1	1	15
Patdown - Flyer as Observer					1					1	1		3
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)		1					1	1		1	1		5
Persons w/ Disabilities (PWD) - Breast Ca	ancer							1					1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Mobility D	Disability (N	1											1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts	5							1			1
Persons w/ Disabilities (PWD) - Respirato	ry and Inhal	er Equipm	ent								1		1
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols								1				1
Property - Special Handling							5	10	8	7	4	8	42
Property - Special Handling - Damaged Ite	ems - Check	ed					2	4	3	2			15
Property - Special Handling - Missing Item										2	_	1	3
Property - Special Handling - Missing Item							3	6	5	3	2	5	24
Screening	3	. 2	2 6	2	1	3	1	7	2	2			38
Screening - Inconsistency	Ť		2					1			1		4
Screening - Lengthy Lines	2	1						1	1	1		2	9
Screening - Procedures/Process	1	1		2	1	3	1	5	1	1	1		25
SIDA (Security Identification Display Area)	· ·			1			•		•				1
SIDA (Security Identification Display Area) - General			1									1
2018	58	47	46	40	55	52	42	48	51	58	40	33	570
Civil Rights	1	2		70	3	U.	74	70	1	2			9
Civil Rights - National Origin	1		-		2				1				3
Civil Rights - Racial Profiling or Discrimina		2)						1	2			5
Civil Rights - Screening of Religious Cultu					1				1				1
Customer Service	7	7 Tiloniai ite		10	10	6	7	3	9	11	4	4	84
Suctomor Solvido	- '	/	U	10	10	U	- 1	J	9	- 11	4	4	04

Cactome General - Dross	Catagoria	40.0-4				C) Data Too		04.4	05.14	00 1	07 1:1	00.4	00.0	Total
Contenter Service. TRD	Categories	10-Oct	11-Nov 1	12-Dec 0	1-Jan			04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Licias 6			7	6	10				2		11	1	1	5 79
Lecis - General Lecis - General Lecis - General Lecis - General Lecis - General - Approximate General - Approximate Lecis - General - Approximate Le														47
Locks - Nanespee Change 6 3 2 1 4 3 8 5 5 4 3 4 1 1 1 1 1 1 1 1 1		0	3		- 1	4			3	3	3	4	3	2
Local and Found 1		6	3	2	1	4			3	3	5	Λ	3	45
Lett are fance. Append 19A														4
Manadrading of Passanger Property 15 13 20 00 15 21 11 24 17 19 16 6 2														4
Michaeling of Passegree Process Court Michaeling of Passegree Process Michaeling of Passegree Process Michaeling of Passegree Process Michaeling of Passegree Process 3 1 5 3 1 1 2 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2	•		18	20	20		21	11	24	17	19	16	8	202
Michardung of Passeguer Property - Damped Manus - Lypesched 1 1 1 1 1 1 1 1 1 1														12
Missandring of Peasarger Property - Data Paddown - Spire - Paddown - Spire - Paddown - Spire - Paddown - NoP-Pyre - 2 1 5 3 1 1 1 2 1 2 2 2 2 2 2 1 1 1 2 2 2 2 2	Mishandling of Passenger Property - Dam	10	17	14	16	12	15	11	17	13	17	16	6	164
Petition	Mishandling of Passenger Property - Dam	i aged/Missin	g ItemsUnsp	pecified I	1		1							2
Protection - Figure 2 1 5 3 1 1 2 2 2 2 2 2 2 2	Mishandling of Passenger Property - Disa	4	1	4	2	1	4		3	2	1		2	24
Persone Num-Flyer Persone No Flore (Persone No Flore No Flore (Persone No Flore No Flore (Persone No Flore (Persone No Flore (Persone No Flore No F	Patdown	3	1	5	3	1	1	1	2	1	2		2	22
Persons of Disabilities (PWD) - General	Patdown - Flyer	2	1	5	3	1	1	1	2		2		2	20
Personne of Disabilities (PWD) - Heinbol preparament 1 1														2
Persona of Deablinias (PVD) - New Injunctment 1 1		2	2	2		1		1		2			1	11
Persons of Disabilities (PVD) - Medically 1 1 1 1 1 1 1 1 1													1	1
Persons will blashibles (PVD) - Modelling (PVD) - Volumental Souther 1	. , , , ,		1	1										2
Persons of Disabilities (PVO) Touch Av. 1														1
Presents will biselistics (PVID) - Wheelchest Scoton 1 1 1 1 1 1 2 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			t Wheelch	1				1						2
Property - Special Harmfulling 12														2
Properly - Special Harding - Camaged Here - Carry-Or 1 2 3 3 5 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3				0	0		40	0	4.4		40		7	3
Properly - Special Handling - Damaged II				8	б	15		8		10		Ь	- /	114
Property - Special Handling - Missing laters - Carry-C				2	2	2		2		2		2	2	4
Property - Special Handling - Missing flery 9 6 4 3 8 8 4 5 9 2 2 6					3						4			30 17
Request for Assistance Offer					2									63
Request to Assistance - Other 11		9	ð	4	3	0	0	4	4	5	9			1
Screening - Inconsistency							1							1
Screening - Inconsistency		11	7	3		7		5	5	7	7	10	7	76
Screening - Lengthy Lines				J		- 1	,	3	3	- 1	- 1	10		3
Screening - Procedures/Process 4 5 2 6 6 4 2 5 3 8 3 46				1		1	1	1	3	2	3	1		23
Screening - Rectary Breach														48
Screening - Security Breach 46														1
Colif Rights												1		1
Civil Rights - Constitutional Rights 1 3 1 1 1 1 1 1 1 1		46	40	48	42	45	45	36	62	48	40	53	46	551
Civil Rights - Raicial Politing or Discrimination	Civil Rights		1	3	1	1	1		1	1	1	1	2	13
Civil Rights - Racial Profiling or Discrimination	Civil Rights - Constitutional Rights											1		1
Customer Service - Others	Civil Rights - National Origin		1				1							2
Customer Service - Others	Civil Rights - Racial Profiling or Discrimina	ation			1	1				1	1		1	5
Customer Service - Others Customer Service - Others 6 6 4 2 2 6 6 2 2 4 4 2 5 1 2 2 2 1 2 2 2 1 2 2 2 1 2 2 2 1		- Not Transg	ender	3					1				1	5
Customer Service - TSO		8		8	9	6	6	3	13	10	6	8	6	90
Locks - General									2		2			7
Locks - General Locks - Missing or Damaged Lock 6														83
Losts - Missing or Damaged Lock		6	4		2	6	2	2	4	2	5	1	2	38
Lost and Found														1
Lost and Found - Airport/TSA		6		1		6				2				37
Mishandling of Passenger Property - DamapedMissing Items—C														13
Mishandling of Passenger Property - Damgedd/Missing Items—C	•	4.4		4.5		47				40				13
Mishandling of Passenger Property - Damged/Missing Items—Unspecified Lugsage					10		9		15	10	12	10		4
Mishandling of Passenger Property - Damaged Missing Items—Unspecified Luggage 1 1 1 1 1 1 1 1 1					0		0		11	0	10	12		
Mishandling of Passenger Property - Disable 2 3 4 1 6 2 3 2 3 1 2 2 2 3 4 1 1 1 1 1 1 1 1 1						10	9			0	12	13	- 11	2
Patdown Flyer						6				2		3	1	27
Patdown - Flyer					'		1				1			12
Patdown - Flyer as Observer 1														10
Persons w/ Disabilities (PWD) 2 1 2 2 1 3 1 3 1 2 6 2 2 2 3 3 1 3 3 1 2 6 2 2 3 3 3 3 3 3 3 3						ı	- 1					ı	1	10
Persons w Disabilities (PWD) 2 1 2 2 1 3 1 3 1 3 1 2 6 2 2 6 2 2 6 2 2 6 2 6 2 2 6 2 6 2 2 6 2 6 2 2 6 2 6 2 2 6 2 6 2 2 6 2 6 2 2 6 2 6 2 2 6 2 6 2 2 6 2 6 2 2 6 2 6 2 2 6 2 6 2 2 6 2 6 2 2 6 2 6 2 2 6 2 6 2 2 6 2 6 2 2 6 2 6 2 2 6 2 6 2 6 2 2 6 2								1	1					1
Persons w/ Disabilitites (PWD) - Cancer (general) Not Breast Cancer (general) Not Br	•	2	1	2	2	1	3			.3	1	2	6	24
Persons w/ Disabilitites (PWD) - Cancer (general) Not Breast Cancer			•		_									1
Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disabilities (PWD) - Diabetes 2			Breast Cance										1	1
Persons w/ Disabilities (PWD) - Diabetes 2					1									1
Persons w/ Disabilities (PWD) - General 1				•			2					1		3
Persons w/ Disabilities (PWD) - Mobility 1							1					1		3
Persons w/ Disabilities (PWD) - Mobility 1	Persons w/ Disabilities (PWD) - Medically	Necessary	Medication ar	nd Medical S	Supplies	1				1				2
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1											1		1	2
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 1	Persons w/ Disabilities (PWD) - Mobility D	1		1	1					2				5
Persons w/ Disabilities (PWD) - Wheelchs 1	Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts										1	1
Persons w/ Disabilities (PWD) - Wounded Warrior	. ,		trauma)					1						1
Property - Special Handling 12 10 12 15 8 12 3 14 13 6 11 9 12 Property - Special Handling - Damaged It 1 1 2 1 2 2 5 4 3 2 1 1 3 3 1 1 1 2 2 1 3 3 1 1 1 2 1 3 3 1 1 1 2 2 1 3 1 3 1 3 1 3 <t< td=""><td>Persons w/ Disabilities (PWD) - Wheelcha</td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>2</td><td>3</td></t<>	Persons w/ Disabilities (PWD) - Wheelcha	1											2	3
Property - Special Handling - Damaged It 1 1 2 1 2 2 5 4 3 3 2 1 3 3 1 1 1 2 2 2 2 5 4 3 3 1 1 1 2 2 2 3 10 4 6 7 7 3 5 4 6 6 6 6 3 10 4 6 7 7 7 3 5 4 6 6 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1													1	1
Property - Special Handling - Damaged Ite 2 2 4 3 2 1 1 3 2 2 5 4 3 Property - Special Handling - Missing Item 4 1 3 2 1 5 1 3 3 1 1 2 Property - Special Handling - Missing Item 5 6 3 10 4 6 7 7 3 5 4 6 Request for Assistance 1 <td></td> <td></td> <td></td> <td></td> <td>15</td> <td></td> <td>12</td> <td></td> <td></td> <td></td> <td>6</td> <td>11</td> <td></td> <td>125</td>					15		12				6	11		125
Property - Special Handling - Missing Item 4 1 3 2 1 5 1 3 3 1 1 2 Property - Special Handling - Missing Item 5 6 3 10 4 6 7 7 3 5 4 6 Request for Assistance 1														9
Property - Special Handling - Missing Item 5 6 3 10 4 6 7 7 3 5 4 6 Request for Assistance 1 </td <td></td> <td>4</td> <td>31</td>													4	31
Request for Assistance 1 5 8 8 7 10 5 8 8 7 10 5 8 8 7 10 5 8 8 7 10 5 8 8 7 10 5 8 8 7 10 5 8 8 7 10 5 8 8 7 10 5 8 8 7 10 5 8 8 7 10 5 8 8 7 10 5 8 8 7 10 5 8 8 7 10 5 8 8 7 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1								1						25
Request for Assistance - Other 1 1 1 1 1 1 1 1 1 5 8 Screening Crew Member or Airline Employee 1 -				3	10		6		7		3	5	4	60
Screening 6 6 6 2 4 10 9 10 8 7 10 5 8 Screening - Crew Member or Airline Employee 1 2 2 3 2 3 3 2 3 2 3 2 3 2 3 2 3 2 3 2 5 4 5 4 7 2 5 5 5 4 5 4 7 2 5 5 5 4 5 4 7 2 5 5 5 4 5 4 7 2 5 5 5 4 5 4 7 2 5 5 4 5 4 7 2 5 5 4	•													4
Screening - Crew Member or Airline Employee 1 Screening - Inconsistency 1 1 1 Screening - Lengthy Lines 2 2 2 1 3 5 3 3 2 3 2 Screening - Procedures/Process 3 4 3 1 3 10 5 4 5 4 7 2 5 Screening - Retrieving Abandoned/Confiscated Items 1 1 1 1 1 2 5														4
Screening - Inconsistency 1 1 1 Screening - Lengthy Lines 2 2 2 1 3 5 3 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 2 3 4 7 2 5 Screening - Retrieving Abandoned/Confiscated Items 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 5 4 5 4 7 2 5 5 4 7 2 5 5 4 7 2 5 4 7 2 5 4 7 2 5 4 7 2 5			6	б	2		10	9	10	8	7	10	5	83
Screening - Lengthy Lines 2 2 2 1 3 5 3 3 2 3 2 Screening - Procedures/Process 3 4 3 1 3 10 5 4 5 4 7 2 5 Screening - Retrieving Abandoned/Confiscated Items 1						1								1
Screening - Procedures/Process 3 4 3 1 3 10 5 4 5 4 7 2 5 Screening - Retrieving Abandoned/Confiscated Items 1			^		4									3
Screening - Retrieving Abandoned/Confiscated Items 1							40							26
	<u>~</u>		4	3	Т	3	10		4	5	4	/	2	51
Oncoming - Departity Diseases		cated items		4				1						<u>1</u>
	Goreening - Security Dieach	l		1										1

			TSA Con	tact Center (TCC) Data 1	ool - FOL	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
НОВ		2		2	1	5	3	1	4	4	1	3	20
2016						1	1		1	2		1	6
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property						1				1			2
Mishandling of Passenger Property - Da	amaged/Missi	ng ItemsC	hecked E	Baggage		1				1			2
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Metal I	mplants (joint))								1			
Screening							1		1				2
Screening - Inconsistency							1						
Screening - Procedures/Process									1				
2017					1	2		1				2	•
Mishandling of Passenger Property						2						1	- (
Mishandling of Passenger Property - Da	amaged/Missi	ng ItemsC	hecked E	Baggage		2						1	
Screening					1			1				1	
Screening - Inconsistency												1	
Screening - Procedures/Process					1			1					- 2
2018		1				2	. 1		1		1		
Mishandling of Passenger Property						1			1		1		
Mishandling of Passenger Property - Da	amaged/Missi	ng ItemsC	hecked E	Baggage		1			1		1		
Screening		1				1	1						
Screening - Procedures/Process		1				1	1						
2019		1		2			1		2	2			
Locks							1						
Locks - General							1						
Mishandling of Passenger Property				1						1			2
Mishandling of Passenger Property - Da	amaged/Missi	ng ItemsC		1						1			2
Patdown									1				
Patdown - Flyer									1				
Screening		1		1					1	1			
Screening - Procedures/Process				1					1	1			3
Screening - Security Breach		1											1

Ostonovico	1001			t Center (TC	-								
Categories		I1-Nov	12-Dec			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HOU	99	124	135	144	121	167	127	134	143	159	154		1,627
2016				36	37	61	33	30	38	43	64		382
Civil Rights				1				1			2		6
Civil Rights - Racial Profiling or Discrimina	ation			1				1			2	2	6
Customer Service				1	6	9	2	4	9	3	5	6	45
Customer Service - CSM								1			1		2
Customer Service - Others					2	3	1			2		3	11
Customer Service - TSO				1	4	6	1	3	9	1	4	3	32
Identification (ID) Requirements				1									1
Identification (ID) Requirements - ID Matc	l hing Ticket and	d Boardir	na Pass Iss	1									1
Locks	I I I I I I I I I I I I I I I I I I I	a Doardii	119 1 433 133	1	2	3	1	1	1	1	3	1	14
Locks - Missing or Damaged Lock				1	2	3	1	1	1	1	3	1	14
Lost and Found					1	2	1			1	1		6
Lost and Found - Airport/TSA					1	2	1			1	1		6
Mishandling of Passenger Property				25	19	34	24	16	18	31	44	21	232
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	arry-on Lug	5	3	9	4	4		4	6	9	44
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	hecked Bag	19	13	22	19	9	18	25	35	11	171
Mishandling of Passenger Property - Disa				1	3	3	1	3		2	3	1	17
Patdown	Ľ	- ,			2	1	1	2	2	2	1	4	15
Patdown - Children					2								2
										4			
Patdown - Flyer						1	1	1	2	1	1	3	10
Patdown - Flyer as Observer								1					1
Patdown - General												1	1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)				2	3	3	2	1	3	1	2		17
Persons w/ Disabilities (PWD) - Diabetes				1			1		1	1			4
Persons w/ Disabilities (PWD) - Medical I		hed to th	ne Body						1	'			1
		nica to th	io bouy						1		1		
Persons w/ Disabilities (PWD) - Metal Imp		A/L · · · · ·	-1	\							1		1
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	air or Scoote	er)		1	1	1					3
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates				1								1
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees ar	nd Casts			2								2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	auma)									1		1
Persons w/ Disabilities (PWD) - Visual Im	pairment								1				1
Persons w/ Disabilities (PWD) - Wheelcha		edway		1		1							2
Persons w/ Disabilities (PWD) - Wounded		9,				1							1
	I					- '		0					
Request for Assistance								2			2		4
Request for Assistance - Other								1			2		3
Request for Assistance - Wounded Warrio	or (MSIJSOC)							1					1
Screening				5	4	9	2	3	5	4	4	6	42
Screening - Inconsistency						1		1		1		1	4
Screening - Lengthy Lines				1		1		2	2		1	1	8
Screening - Procedures/Process				4	4	7	1		3	3	3	4	29
Screening - Security Breach							1						1
2017										24			
	25	49	53	45	26	42	36	37	37			22	438
	25	49		45	26	42	36	37	37	34	32	22	438
Advanced Imaging Technology (AIT)		49	1	45	26	42	36	37	37	34	32	22	1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	er		1	45	26	42	36		37	34	32	22	1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights	er 1	1	1 1 1	45	26	42	36	3	37	34	32	22	1 1 6
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	er 1		1 1 1	45	26	42	36		37	34	32	22	1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights	rer 1	1	1 1 1	45	26	42	36	3	37	34	32	22	1 1 6
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina	rer 1	1	1 1 1	45		7	13	3		4	7		1 1 6 5
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service	er 1 1 - Not Transger 7	1 1 nder	1 1 1		3		13	3	2				1 1 6 5 1 72
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others	er 1 1 1 - Not Transger 7 2	1 1 nder 7	1 1 1 1 9	7	3	7	13	3 3	2	4	7	2	1 1 6 5 1 72 12
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO	er 1 1 - Not Transger 7	1 1 nder 7	1 1 1 1 9 1 8		3	7 1 6	13	3 3 4	2	4	7 1 6	2	1 1 6 5 1 72 12 60
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity: Customer Service Customer Service - Others Customer Service - TSO Locks	er 1 1 1 - Not Transger 7 2	1 1 1 nder 7	1 1 1 1 9 1 8	7	3 3 2	7 1 6 2	13	3 3 4 4 2	2 2 2	4 4 1	7 1 6 5	2 2 1	1 1 6 5 1 72 12 60 17
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	er 1 1 1 - Not Transger 7 2 5	1 1 nder 7	1 1 1 1 9 1 8	7	3	7 1 6 2 2	13	3 3 4	2	4 4 1 1	7 1 6 5 5	2 2 1	1 1 6 5 1 72 12 60 17
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	er 1 1 1 - Not Transger 7 2 5	1 1 1 nder 7	1 1 1 1 9 1 8	7	3 3 2	7 1 6 2 2	13	3 3 4 4 2	2 2 2	4 1 1 1	7 1 6 5 5	2 2 1	1 1 6 5 1 72 12 60 17 17
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	er 1 1 1 - Not Transger 7 2 5	1 1 1 nder 7	1 1 1 1 9 1 8	7	3 3 2	7 1 6 2 2	13	3 3 4 4 2	2 2 2	4 4 1 1	7 1 6 5 5	2 2 1	1 1 6 5 1 72 12 60 17
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	er 1 1 1 - Not Transger 7 2 5	1 1 1 nder 7	1 1 1 1 9 1 8	7	3 3 2	7 1 6 2 2	13	3 3 4 4 2	2 2 2	4 1 1 1	7 1 6 5 5	2 2 1 1	1 1 6 5 1 72 12 60 17 17
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimins Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	er 1 1 1 - Not Transger 7 2 5 5 1 1 1 1 14	1 1 1 nder 7 2 2 3 31	1 1 1 1 9 1 8	7 4 3	3 3 2 2	7 1 6 2 2 1 1 1 24	13 3 10	3 3 4 4 2 2	2 2 2 2	4 1 1 1 1 1 13	7 1 6 5 5 1 1	2 1 1 1 13	1 1 6 5 1 72 12 60 17 17 5 5
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	er 1 1 1 - Not Transger 7 2 5 5 1 1 1 1 4 naged/Missii	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 9 1 8 8 1 1 1 32 8	7 4 3	3 3 2 2	7 1 6 2 2 2 1 1 1 24	13 3 10	3 3 4 4 2 2	2 2 2 2	4 1 1 1 1 1 13 2	7 1 6 5 5 1 1 14 2	2 1 1 1 13 13 1	1 1 6 5 1 72 12 60 17 17 5 5 233
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity: Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	er 1 1 1 - Not Transger 7 2 5 5 1 1 1 14 haged/Missil 13	1 1 1 7 7 2 2 3 31 7 23	1 1 1 1 9 1 8 8 1 1 1 32 8 21	7 4 3	3 3 2 2 2	7 1 6 2 2 1 1 1 24 2	13 3 10	3 3 4 4 2 2	2 2 2 2 2 2 22	4 1 1 1 1 1 1 3 2 10	7 1 6 5 5 1 1	2 1 1 1 13 13 1	1 1 6 5 1 72 12 60 17 17 5 5 233 32
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity: Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	er 1 1 1 - Not Transger 7 2 5 5 1 1 1 14 agged/Missil 13 1	1 1 1 7 7 2 2 3 1 1	1 1 1 1 9 1 8 8 1 1 1 32 8 21	7 4 3 31 7 24	3 3 2 2 2 17 3 14	7 1 6 2 2 1 1 24 2 2 21	13 3 10 13 11 2	3 3 4 4 2 2 2	2 2 2 2 2 2 22 20 20 2	4 1 1 1 1 1 1 3 2 10	7 1 6 5 5 1 1 14 2	2 2 1 1 1 13 1 12	1 1 6 5 1 72 12 60 17 17 5 5 233 32 190
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 9 1 8 8 1 1 1 3 2 8 21 3	7 4 3 31 7 24	3 3 2 2 2 17 3 14	7 1 6 2 2 1 1 24 2 2 1 1 1 1	13 3 10	3 3 4 4 2 2 2 9	2 2 2 2 2 2 22 20 2 1	4 1 1 1 1 1 3 2 10 0 1	7 1 6 5 5 1 1 1 1 1 4 2 1 2	2 2 1 1 1 13 1 12	1 1 6 5 1 72 12 60 17 17 5 5 233 32 190 11
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	er 1 1 1 - Not Transger 7 2 5 5 1 1 1 14 agged/Missil 13 1	1 1 1 7 7 2 2 3 1 1	1 1 1 1 9 1 8 8 1 1 1 3 2 8 21 3	7 4 3 31 7 24	3 3 2 2 2 17 3 14	7 1 6 2 2 1 1 24 2 2 21	13 3 10 13 11 2 1	3 3 4 4 2 2 2	2 2 2 2 2 2 22 20 20 2	4 1 1 1 1 1 1 3 2 10	7 1 6 5 5 1 1 1 1 1 4 2 1 2	2 2 1 1 1 13 1 12	1 1 6 5 1 72 12 60 17 17 5 5 233 32 190 11 13
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	er 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 9 1 8 8 1 1 1 32 8 21 3	7 4 3 31 7 24	3 3 2 2 2 17 3 14	7 1 6 2 2 1 1 1 24 2 21 1 1	13 3 10 13 11 2 1	3 3 4 4 2 2 2 9 9	2 2 2 2 2 20 2 1 1	4 1 1 1 1 13 2 10 1 1 2 2	7 1 6 5 5 1 1 14 2	2 1 1 13 1 12	1 1 6 5 1 72 12 60 17 17 5 5 233 32 190 11 13 12
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Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Damaged Ite	er 1 1 1 1 - Not Transger 7 2 5 5 5 1 1 1 1 4 1 4 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 9 1 8 8 2 1 3 3 1 1 and Medic 1	7 4 3 31 7 24 1 1 5	3 3 2 2 2 17 3 14	7 1 6 2 2 1 1 1 24 2 21 1 1 1 1	13 3 10 13 11 2 1 1	3 3 4 4 2 2 9 9 2 2 4 1 1 1 1	2 2 2 2 20 2 1 1 2	4 1 1 1 1 1 3 2 10 1 2 2 3	7 1 6 5 5 1 1 14 2 12	2 2 1 1 1 1 2 1 1 1	1 1 6 5 1 72 12 60 17 17 17 5 5 233 32 190 11 2 1 2 4 1 4 5 1 5 1 2 2 31 5 5
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Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Mobility C Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	er 1 1 - Not Transger 7 2 5 5 1 1 14 aged/Missi 13 1 1 1 1 1 Anacer Medical Device V Necessary Med	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 9 1 8 8 2 1 3 3 1 1 and Medic 1	7 4 3 31 7 24 1 1 5	3 3 2 2 2 17 3 14	7 1 6 2 2 1 1 1 24 2 21 1 1 1 1	13 3 10 13 11 2 1 1 1	3 3 4 4 2 2 9 9 2 2 4 1 1 1	2 2 2 2 2 20 2 1 1 2	4 1 1 1 1 1 1 3 2 10 1 1 2 2 3 3	7 1 6 5 5 1 1 1 14 2 12	2 2 1 1 1 13 1 12 1 1 1 1	1 1 6 5 1 72 12 60 17 17 17 5 5 233 32 190 11 12 1 26 1 2 4 1 4 5 1 5 1 2 3 1 2 3 1 3 1 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Nedically Persons w/ Disabilities (PWD) - Postomy/C Persons w/ Disabilities (PWD) - Postomy/C Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	er 1 1 - Not Transger 7 2 5 5 1 1 14 aged/Missi 13 1 1 1 1 1 Anacer Medical Device V Necessary Med	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 9 1 8 8 2 1 3 3 1 1 and Medic 1	7 4 3 31 7 24 1 1 5	3 3 2 2 2 17 3 14	7 1 6 2 2 1 1 1 24 2 21 1 1 1 1	13 3 10 13 11 2 1 1	3 3 4 4 2 2 9 9 2 2 4 1 1 1 1	2 2 2 2 2 20 2 1 1 2	4 1 1 1 1 1 3 2 10 1 1 2 2 3	7 1 6 5 5 1 1 14 2 12	2 2 1 1 1 1 2 1 1 1	1 1 6 5 1 72 12 60 17 17 17 5 5 233 32 190 11 1 26 1 2 4 1 5 1 5 1 5 1 2 31 5 7
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Mobility C Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	er 1 1 - Not Transger 7 2 5 5 1 1 14 aged/Missi 13 1 1 1 1 1 Anacer Medical Device V Necessary Med	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 9 1 8 8 21 3 3 1	7 4 3 31 7 24 1 1 5	3 3 2 2 2 17 3 14	7 1 6 2 2 1 1 1 24 2 21 1 1 1 1	13 3 10 13 11 2 1 1 1	3 3 4 4 2 2 9 9 2 2 4 1 1 1	2 2 2 2 2 20 2 1 1 2	4 1 1 1 1 1 1 3 2 10 1 1 2 2 3 3	7 1 6 5 5 1 1 1 14 2 12	2 2 1 1 1 13 1 12 1 1 1 1 1	1 1 6 5 1 72 12 60 17 17 17 5 5 233 32 190 11 12 1 26 1 2 4 1 4 5 1 5 1 2 3 1 2 3 1 3 1 2 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item	er 1 1 1 1 - Not Transger 2 5 5 5 1 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 9 1 8 8 21 3 3 1 1 and Medic 1 1	7 4 3 31 7 24 1 1 5 1	3 3 2 2 2 17 3 14 1 1	7 1 6 2 2 1 1 1 24 2 21 1 1 1 1 1	13 3 10 13 11 2 1 1 1 1	3 3 4 4 2 2 2 9 9 2 2 2 4 1 1 1 1	2 2 2 2 2 20 2 1 1 2 1 5 1 2 1	4 1 1 1 1 1 3 2 10 1 1 2 2 2 3	7 1 6 5 5 1 1 1 4 2 12 1 1	2 2 1 1 1 13 1 12 1 1 1 1 1	1 1 6 5 1 7 2 3 3 1 6 3 4 1 6 6 5 1 1 5 7 3 3 1 6 3 4 1 6 5 5 1 1 6 5 7 3 3 1 6 6 3 3 4
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	er 1 1 1 - Not Transger 7 2 5 5 1 1 1 1 4 aged/Missin 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 9 1 8 8 21 3 3 1 1 an and Medic 1 1	7 4 3 31 7 24 1 1 5 1	3 3 2 2 2 17 3 14 1 1	7 1 6 2 2 1 1 1 24 2 21 1 1 1 1 1	13 3 10 13 11 2 1 1 1 1 1	3 3 4 4 2 2 2 9 9 2 2 2 4 1 1 1 1	2 2 2 2 2 20 2 1 1 1 2 1 5 1 2 1 3	4 1 1 1 1 1 1 3 2 10 1 1 2 2 3 3	7 1 6 5 5 1 1 1 4 2 12 1 1	2 2 1 1 1 13 1 12 1 1 1 1 1	1 1 6 5 1 7 2 12 60 17 17 17 5 5 5 233 32 190 11 1 3 12 1 2 6 1 1 5 1 5 1 1 2 2 31 1 5 7 7 3 16 34 2
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Notemal M Persons w/ Disabilities (PWD) - Notemal M Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Inconsistency	er 1 1 1 1 - Not Transger 2 5 5 5 1 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 9 1 8 8 21 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 4 3 31 7 24 1 1 1 2 1	3 3 2 2 17 3 14 1 1 1	7 1 6 2 2 1 1 1 24 2 21 1 1 1 1 1 1	13 3 10 11 2 1 1 1 1 1 1	3 3 4 4 2 2 9 9 9 2 2 4 1 1 1 1 1 2 2 6 3	2 2 2 2 20 2 1 1 2 1 5 1 2 1 3	4 1 1 1 1 1 3 2 10 1 1 2 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 1 6 5 5 1 1 14 2 12 1 1 1 1 1 2	2 2 1 1 1 13 1 12 1 1 1 1 1	1 1 6 5 1 7 2 12 60 17 17 17 5 5 233 32 190 11 13 12 1 2 6 1 1 2 6 1 1 5 1 1 5 1 2 2 1 1 5 1 1 5 1 2 2 1 1 1 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Oseneral Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	er 1 1 1 1 - Not Transger 7 2 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 9 1 8 8 21 3 3 1 1 an and Medic 1 1	7 4 3 31 7 24 1 1 5 1	3 3 2 2 2 17 3 14 1 1	7 1 6 2 2 1 1 1 24 2 21 1 1 1 1 1	13 3 10 13 11 2 1 1 1 1 1	3 3 4 4 2 2 2 9 9 2 2 2 4 1 1 1 1	2 2 2 2 2 20 2 1 1 1 2 1 5 1 2 1 3	4 1 1 1 1 1 1 3 2 10 1 1 2 2 3 3	7 1 6 5 5 1 1 14 2 12 1 1 1 1 2 1 1 1 1 1 1 1 1 1	2 1 1 13 1 12 1 1 1 1 1 2	1 1 6 5 1 7 2 12 60 17 17 17 5 5 233 32 190 11 13 12 1 2 4 1 1 5 1 1 5 1 2 31 1 5 7 7 3 16 34 2 9 21
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	er 1 1 1 1 - Not Transger 7 2 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 9 1 8 8 21 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 4 3 31 7 24 1 1 1 2 1	3 3 2 2 17 3 14 1 1 1	7 1 6 2 2 1 1 1 24 2 21 1 1 1 1 1 1	13 3 10 11 2 1 1 1 1 1 1	3 3 4 4 2 2 9 9 2 2 4 1 1 1 1 1 1 2 2 2	2 2 2 2 20 2 1 1 2 1 5 1 2 1 3	4 1 1 1 1 1 3 2 10 1 1 2 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 1 6 5 5 1 1 14 2 12 1 1 1 1 1 2	2 1 1 13 1 12 1 1 1 1 1 2	1 1 6 5 1 72 12 60 17 17 5 5 233 32 190 11 1 2 6 1 2 4 1 4 5 5 1 1 5 1 2 31 1 5 7 7 3 16 34 2 9 21 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Oseneral Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	er 1 1 1 1 - Not Transger 7 2 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 9 1 8 8 21 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 4 3 31 7 24 1 1 1 2 1	3 3 2 2 17 3 14 1 1 1	7 1 6 2 2 1 1 1 24 2 21 1 1 1 1 1 1	13 3 10 11 2 1 1 1 1 1 1	3 3 4 4 2 2 9 9 2 2 4 1 1 1 1 1 2 2 6 3	2 2 2 2 20 2 1 1 2 1 5 1 2 1 3	4 1 1 1 1 1 3 2 10 1 1 2 2 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 1 6 5 5 1 1 14 2 12 1 1 1 1 2 1 1 1 1 1 1 1 1 1	2 1 1 13 1 12 1 1 1 1 1 2	1 1 6 5 1 7 2 12 60 17 17 17 5 5 233 32 190 11 1 2 1 2 1 1 2 1 1 5 1 1 5 1 1 2 31 1 5 5 7 7 3 3 16 34 2 9 9 21

Catagorias	40.0-4			ct Center (T			04 4	OF Mari	00 1	07 1	00 4	00 0	Total
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2018	42	42		33	32	36	29	36	33	48	38	21	439
Advanced Imaging Technology (AIT)		1											1
Advanced Imaging Technology (AIT) - Fly	er 1	2			1			1	1	1	2		12
Civil Rights Civil Rights - Racial Profiling or Discrimina					- 1			1	1	1	1		7
Civil Rights - Sex/Gender/Gender Identity		1						'	'	'	1		4
Civil Rights - Transgender Screening	Truno;	- '			1						'		1
Customer Service	9	10	7	8	8	3	6	6	6	6	5	3	77
Customer Service - Others	3	1	2				1			1			10
Customer Service - TSO	6	9			8	3	5	6	6	5	5	3	67
Locks	1	1	1	1	1	2	2	1		2	2		14
Locks - General				1		1							2
Locks - Missing or Damaged Lock	1	1	1		1	1	2	1		2	2		12
Lost and Found			1								1	1	3
Lost and Found - Airport/TSA			1								1	1	3
Mishandling of Passenger Property	12	11			11	17	6	14	12	10	12	8	136
Mishandling of Passenger Property - Dam		1	2		1	2	_		2				12
Mishandling of Passenger Property - Dam		8			5	14	5	12	6	8	8	5	99
Mishandling of Passenger Property - Dam				Luggage		4	4	0	1	0	1	2	2
Mishandling of Passenger Property - Disa		2			5	1	1	2	3	2	3		23
Patdown Patdown - Flyer	2 2	5 5					2	2		1		3	18 16
Patdown - Flyer as Observer	2	5	ı							1		3	10
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	3	3	1	3		2		2	2	5	2	2	25
Persons w/ Disabilities (PWD) - Cognitive								1					1
Persons w/ Disabilities (PWD) - Diabetes			iai Dioabiity							2			2
Persons w/ Disabilities (PWD) - General						1					2	1	4
Persons w/ Disabilities (PWD) - Internal N	ı ⁄ledical Devic	es				1			1				2
Persons w/ Disabilities (PWD) - Medically				2								1	4
Persons w/ Disabilities (PWD) - Mobility D		2	1						1	2			7
Persons w/ Disabilities (PWD) - Service A	1			1									2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1						1		1			3
Property - Special Handling	6	3	15	7	6	10	7	9	7	18	8	1	97
Property - Special Handling - Damaged Ite	ems - Carry	1	2				2	2	3	3	1		14
Property - Special Handling - Damaged Ite			2		1	2	2		1	5	2		17
Property - Special Handling - Missing Iten		1			2	1		1		1	2		16
Property - Special Handling - Missing Iten		1			3	7	3	6	3	9	3		50
Screening	8	6	5	6	5	2	6		5	3	6	3	55
Screening - Crew Member or Airline Empl	1				1								1
Screening - Inconsistency	1		1										2
Screening - Lengthy Lines	1	1							1		1		4
Screening - Procedures/Process	3	4		5	4	2	6		2	3	5	3	41
Screening - Retrieving Abandoned/Confis		1		4					0				3
Screening - Security Breach	1			1				1	2				4
SIDA (Security Identification Display Area) SIDA (Security Identification Display Area	Coporal							1					1
2019	32	33	33	30	26	28	29	31	35	34	20	37	368
Advanced Imaging Technology (AIT)	02							•		-	1	٠,	1
Advanced Imaging Technology (AIT) - Fly	l er										1		1
Civil Rights	1	2	1	1	2		1	1				3	12
Civil Rights - Age	1												1
Civil Rights - National Origin		1										1	2
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimina	ation	1	1	1	1		1					1	6
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender			1			1					2
Customer Service	7	3	5	4	3	7	6	5	4	5	4	6	59
Customer Service - Others										1			1
Customer Service - TSO	7	3	5	4	3	7	6	5	4	4	4	6	58
Human Capital										1			1
Human Capital - Prospective Employmen	t with TSA									1			1
Locks		3			1			1		1	1	3	12
Locks - Missing or Damaged Lock		3	1	1	1			1		1	1	3	12
Lost and Found							1						1
Lost and Found - Airport/TSA	40	40	40	40	•	0	1	0	40	4.4		0	1
Mishandling of Passenger Property	13	12	10		9	6 1	7	8	12	11	4		110
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		10	8	7	3	5	5	3	1 8	10	4	2	13
Mishandling of Passenger Property - Dam					1	5	5	3	8	10	4	4	77
Mishandling of Passenger Property - Disa		2			1		1	3	3	1		2	19
Patdown	1		4		3	2	4	4	2	'	1	1	23
Patdown - Flyer	1		3		3	2	3	4	2		1	1	21
Patdown - Flyer as Observer			1	1	3		1	7			'	1	2
Persons w/ Disabilities (PWD)		1		3		3	1	1	8	3	2	4	28
Persons w/ Disabilities (PWD) - Autism S	pectrum			<u> </u>		<u> </u>			1			1	2
Persons w/ Disabilities (PWD) - Cancer (c		Breast Ca	ncer						1			•	1
Persons w/ Disabilities (PWD) - Cognitive				1			1		*				1
Persons w/ Disabilities (PWD) - Diabetes						1			1				2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Hearing I	mpairment								2				2
Persons w/ Disabilities (PWD) - Medically	Necessary N	Medication	1 1	1					1		1		4
Persons w/ Disabilities (PWD) - Metal Imp	. ,								1				1
Persons w/ Disabilities (PWD) - Mobility I		Wheelch	1			2				1		1	5
Persons w/ Disabilities (PWD) - Ostomy/0								1		2			3
Persons w/ Disabilities (PWD) - Respirato	ory and Inhale	er Equipm	ent						1			2	3

			SA Conta	ct Center (CC) Data	001 - FUIA							
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Service A	Animals			1									-
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway		1							1		- 2
Property - Special Handling	6	8	6	8	6	10	6	8	8	9	6	10	9
Property - Special Handling - Damaged It	ems - Carry	1		1	2		1	2		4	2	2	1
Property - Special Handling - Damaged It	3	4		3	1	3	1	1	2	2	1		2
Property - Special Handling - Missing Iter	1	3	2	1		1	3	3		1		1	1
Property - Special Handling - Missing Iter	2		4	3	3	6	1	2	6	2	3	7	3
Request for Assistance	1												
Request for Assistance - Other	1												
Screening	3	4	4	2	2		3	3	1	4	1	2	2
Screening - Inconsistency	1									1			
Screening - Lengthy Lines		1											
Screening - Procedures/Process	1	3	3	1	2		3	3	1	3	1		2
Screening - Retrieving Abandoned/Confis	1											1	
Screening - Security Breach			1	1								1	

Catagorias	40.0-4	44 N				C) Data Too		04.4	05.14	00 1	07 1.1	00.4	00.0	T-4-1
Categories	10-Oct	11-No	v 12-D 22				3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HPN	17		22	19	16	11	30	15	20	18	20	17		226
2016					4	2	13	5	4	5 1	5	7	11	56
Civil Rights Civil Rights - Racial Profiling or Discrimin	otion							2		1				3
Customer Service	alion				2	1	4	1	1	1	2	3	2	17
Customer Service - Others					2	ı	2	1	I	1		1	1	7
Customer Service - Others Customer Service - TSO						4		1	4	4	0			
						1	2		1	1	2	2	1	10
Identification (ID) Requirements							1							1
Identification (ID) Requirements - Domest	ic						1							1
Locks							1	1					2	4
Locks - Missing or Damaged Lock							1	1					2	4
Mishandling of Passenger Property					2	1	4	1	3	1	1	1	4	18
Mishandling of Passenger Property - Dan)	1	1			1				3
Mishandling of Passenger Property - Dan					1		3	1	3		1	1	4	14
Mishandling of Passenger Property - Disa	rrayed Items	Carry-	on or Che	ecke	1									1
Patdown													1	1
Patdown - Flyer													1	1
Screening							3			2	2	3	2	12
Screening - Crew Member or Airline Emp	loyee						2							2
Screening - Inconsistency	ľ										1			1
Screening - Lengthy Lines							1					2		3
Screening - Procedures/Process										2	1	1	2	6
2017	5		7	10	6	5	7	3	4	5	5			64
Civil Rights	3		1	1	•	<u> </u>	1	,	-	J	,	,		3
	otion			1			- 1							1
Civil Rights - Racial Profiling or Discrimin		ondo-	1	4			4							
Civil Rights - Sex/Gender/Gender Identity		ender	0	1			1							2
Customer Service	1		2	2	1	1		2	2	2	1			14
Customer Service - CSM	1													1
Customer Service - Others			1											1
Customer Service - TSO			1	2	1	1		2	2	2	1			12
Locks				1			1							2
Locks - Missing or Damaged Lock				1			1							2
Mishandling of Passenger Property	3		2	3	5	4	4				2	1		24
Mishandling of Passenger Property - Dan	naged/Missin	g Items-	Carry-or	n Luggage		1								1
Mishandling of Passenger Property - Dan	2		2	3	5	3	3				2	1		21
Mishandling of Passenger Property - Disa							1							2
Patdown				1			1	1				1		4
Patdown - Flyer				1			1	1				1		4
Persons w/ Disabilities (PWD)										2	2			6
Persons w/ Disabilities (PWD) - General										1				1
Persons w/ Disabilities (PWD) - Hearing I	mnoirmont									- '		1		1
											0	ı		
Persons w/ Disabilities (PWD) - Internal M				4 11 10							2			2
Persons w/ Disabilities (PWD) - Medically					ipplies					1				1
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	t Wheel	Ichair or S	Scooter)								1		1
Property - Special Handling									1	1		1		3
Property - Special Handling - Missing Iter												1		1
Property - Special Handling - Missing Iter	ns - Checked								1	1				2
Request for Assistance												1		1
Request for Assistance - Other												1		1
Screening	1		2	2					1			1		7
Screening - Crew Member or Airline Emp	lovee		1						1					2
Screening - Inconsistency	1		•	1					•					1
Screening - Procedures/Process	1		1	1								1		4
2018	4		7	3	3	1	6	6	3	1	5		7	48
Civil Rights	-		'	3	,		•	0	3	1	3		2	
										1	3			6
Civil Rights - Perceived Religion	-41												1	1
Civil Rights - Racial Profiling or Discrimin										1			1	2
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender									1			1
Civil Rights - Transgender Screening											2			2
Customer Service	1		2			1	2	2			1	1		10
Customer Service - Others			2				1							3
Customer Service - TSO	1					1	1	2			1	1		7
Mishandling of Passenger Property	1		2	1	2		1	1	1				2	11
Mishandling of Passenger Property - Dan	naged/Missii		1											1
Mishandling of Passenger Property - Dan	1		1	1	2		1		1				2	9
Mishandling of Passenger Property - Disa		Carrv-						1						1
Patdown	,			1			1		1				1	4
Patdown - Flyer				1			1		1				1	4
Persons w/ Disabilities (PWD)				1	1		1		1				1	2
Persons w/ Disabilities (PWD) - Visual Im	nairment			1										1
Persons w/ Disabilities (PWD) - Visual III Persons w/ Disabilities (PWD) - Wheelch		Seguror	,	1	1									<u> </u>
Property - Special Handling	2	ocgway	2		1			3			1	1	1	10
			2								- 1			
Property - Special Handling - Damaged It		ea	4					1				1	1	3
Property - Special Handling - Missing Iter			1											1
Property - Special Handling - Missing Iter	2		1					2			1			6
Screening			1				2		1				1	5
Screening - Crew Member or Airline Emp	loyee		1						1					2
Screening - Inconsistency							1							1
Screening - Procedures/Process							1						1	2
2019	8		8	6	3	3	4	1	9	7	5	1	3	58
Customer Service	3		4	2	1	1	2		3	2			1	19
Customer Service - Others	1			1										2
Customer Service - TSO	2		4	1	1	1	2		3	2			1	17
Locks									<u> </u>	1	1		1	2
Locks - Missing or Damaged Lock										1	1			2
LOGINO - IMIGGING OF Damaged LOCK	I									- 1	- 1			

			SA Contac	x center (rcc) Data	1001 - FUIA	٠.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Mishandling of Passenger Property	4	3	2					3	1	2			1:
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	gage				1					
Mishandling of Passenger Property - Dam	4	2	2					2	1	2			1
Mishandling of Passenger Property - Disa	rrayed Item	1											
Patdown		1		1				2		1		1	
Patdown - Flyer		1		1				2				1	
Patdown - Non-Flyer										1			
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)	1										
Property - Special Handling	1			1	1	1		1				1	
Property - Special Handling - Damaged Ite	ems - Check	ed			1							1	
Property - Special Handling - Missing Item	1			1		1		1					
Screening					1	1	1		3	1	1		
Screening - Lengthy Lines					1	1							
Screening - Procedures/Process							1		1	1	1		
Screening - Retrieving Abandoned/Confis	cated Items								1				
Screening - Security Breach									1				

gories	10-Oct 11		Contact Cen		•	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RL	5	9	8	3	12	10	13	10	11	8 8	11	9-Зер	10141
2016	э	9	ō	3	12	4	4	10	3	1	2	2	1
Civil Rights					1	4	1	1	3	1			
	Not Transgend	lor					1						
Civil Rights - Sex/Gender/Gender Identity- Customer Service	Not Transgend	iei					· ·			4			
Customer Service Customer Service - TSO										1			
										1			
Lost and Found								1					
Lost and Found - Airport/TSA								1					
Mishandling of Passenger Property					1	3	3		2		2	2	
Mishandling of Passenger Property - Dama									1				
Mishandling of Passenger Property - Dama	aged/Missing It	emsCheck	ked Baggage		1	3	3		1		2	2	
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Medically	Necessary Med	dication and	Medical Sup	plies		1							
Screening									1				
Screening - Procedures/Process									1				
2017		2	4	1	7	1		2	3	3	1	2	
Civil Rights		1											
Civil Rights - Racial Profiling or Discrimina	ation	1											
Customer Service											1		
Customer Service - TSO											1		
Mishandling of Passenger Property		1	4	1	7	1		2	2	2	'	2	
Mishandling of Passenger Property - Dama	aged/Missing It	ome_Carry			1								
Mishandling of Passenger Property - Dama			4	1	6	1		2	2	1		2	
			4	- 1	0	- 1							
Mishandling of Passenger Property - Disar	rayed item	1							4	1			
Property - Special Handling	01 1 1								1	1			
Property - Special Handling - Missing Item									1	1	_		
2018	3	3	2		3	5	4	3	2	1	5	2	
Civil Rights							1			1			
Civil Rights - Racial Profiling or Discrimina	ation						1			1			
Customer Service	1	2									2	1	
Customer Service - Others											1		
Customer Service - TSO	1	2									1	1	
Mishandling of Passenger Property	1				1	2		1				1	
Mishandling of Passenger Property - Dam	1				1	1		1				1	
Mishandling of Passenger Property - Disar	rayed ItemsC	arry-on or C	Checked			1							
Patdown	,	1				1		1			1		
Patdown - Flyer		1				1		1			1		
Persons w/ Disabilities (PWD)						1					1		
Persons w/ Disabilities (PWD) - Service Ar	nimale					1					'		
Persons w/ Disabilities (PWD) - Touch Ave		ıma)				- '					1		
Property - Special Handling	ersion (pairi/trat	illa)	0		4		0		0		1		
	1		2		1		2		2		1		
Property - Special Handling - Damaged It													
Property - Special Handling - Damaged Ite									1				
Property - Special Handling - Missing Item	s - Checked		2		1		2		1		1		
Screening					1	1	1	1					
Screening - Lengthy Lines					1								
Screening - Procedures/Process						1	1	1					
2019	2	4	2	2	1		5	4	3	3	3	3	
Customer Service	1	1	1						1	1			
Customer Service - Others	1		1										
Customer Service - TSO		1							1	1			
		1		1	1		1			1	1		
			on Luggage							1			
Mishandling of Passenger Property	aged/Missing It	emsCarry-			1		1				1		
Mishandling of Passenger Property Mishandling of Passenger Property - Dama			on Luggage	1									
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama	aged/Missii	emsCarry- 1	on Luggage	1	ı		- '		1		'	1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Patdown	aged/Missii 1		on Luggage	1	'		1		1		'	1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Patdown Patdown - Flyer	aged/Missii		on Luggage	1	ı		ı		1			1	
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	aged/Missii 1		Ull Luggage	1	1						1		
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	aged/Missii 1	1	30 0		1						1		
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling	aged/Missii 1 1		1	1	'		4	3			1		
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite	aged/Missii 1 1	1	30 0								1		
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	aged/Missii 1 1 1 ems - Carry-On	1	30 0		'		4	3			1		
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	aged/Missii 1 1 1 ems - Carry-Onems - Checked is - Carry-C	1	30 0		ı		4				1		
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	aged/Missii 1 1 1 ems - Carry-Onems - Checked is - Carry-C	1	30 0		ı		4				1		
Mishandling of Passenger Property Mishandling of Passenger Property - Dama Mishandling of Passenger Property - Dama Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	aged/Missii 1 1 1 ems - Carry-Onems - Checked is - Carry-C	1	1	1	ı		4 1	2		1	1 1 1		

jories	10-Oct 11			-Jan 02) Data Tool 2-Feb 03		-Apr ^	5-May 0	Salum (07- 111	08_A~	09-500	Total
v	10-Oct 11	-Nov 12 9	2-Dec 01- 11	-Jan 02 8	2-Feb 03 13	-Mar 04 22	l-Apr 0 15	5-May 00 20	6-Jun (19	07-Jul 12	08-Aug 14	09-Sep 8	Total
2016	-	•	••	Ū	3	8	6	4	3	4	4	3	•
Civil Rights						2				1			
Civil Rights - Racial Profiling or Discrimin	ation					1				1			
Civil Rights - Sex/Gender/Gender Identity	- Not Transgend	er				1							
Customer Service					2		1	1	1		1		
Customer Service - Others					1								
Customer Service - TSO					1		1	1	1		1		
Locks								1				1	
Locks - Missing or Damaged Lock								1				1	
Mishandling of Passenger Property	1/8.41					4	2	1	1	2	2	2	
Mishandling of Passenger Property - Dan								1					
Mishandling of Passenger Property - Dam				•		3	2		1	2	2	2	
Mishandling of Passenger Property - Disa	arrayed itemsCa	arry-on or C	лескеа		4	11	4	4	4				
Patdown					11	1	1	1	1				
Patdown - Flyer Patdown - General					1	1	1	1					
Patdown - Non-Flyer								1	1				
Persons w/ Disabilities (PWD)							1		- 1				
Persons w/ Disabilities (PWD) - Mobility I	 Disability (Not W	heelchair o	r Scooter)				1						
Screening	Isability (NOT W	neerchair o	i ocoolei)			1	1			1	1		
Screening - Inconsistency						'				1	1		
Screening - Inconsistency Screening - Lengthy Lines							1				<u>'</u>		
Screening - Procedures/Process						1	'						
2017	2	3	4	4	3	6	6	4	8	1	1	2	
Civil Rights	_		-	1	•			•	•	•	•	_	
Civil Rights - Racial Profiling or Discrimin	ation			1									
Customer Service		1	2	1			2	2	1		1		
Customer Service - Others				1				1			1		
Customer Service - TSO		1	2				2	1	1				
Locks	1			1				1					
Locks - Missing or Damaged Lock	1			1				1					
Mishandling of Passenger Property	1	1	2		1	2			2	1		1	
Mishandling of Passenger Property - Dan	naged/Missing Ite	emsCarry	on Luggage			1							
Mishandling of Passenger Property - Dam		1	2		1				2			1	
Mishandling of Passenger Property - Disa	arrayed ItemsCa	arry-on or C	Checked			1				1			
Patdown		1		1	1	2							
Patdown - Flyer		1		1	1	2							
Persons w/ Disabilities (PWD)					1	1	1		1				
Persons w/ Disabilities (PWD) - Medically			Medical Su	pplies					1				
Persons w/ Disabilities (PWD) - Mobility I													
			r Scooter)			1							
Persons w/ Disabilities (PWD) - Touch Av	version (pain/trau	ıma)	r Scooter)			1	1						
Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch	version (pain/trau	ıma)	r Scooter)		1	1	1						
Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items	version (pain/trau air/ Scooter/ Seg	ıma)	r Scooter)		1	1	1		1				
Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M	version (pain/trau air/ Scooter/ Seg	ıma)	r Scooter)		1	1			1 1				
Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling	version (pain/trau air/ Scooter/ Seg atches	ıma)	r Scooter)		1	1	1	1	1 1 2			1	
Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged It	version (pain/trau air/ Scooter/ Seg latches leems - Carry-On	ıma)	r Scooter)		1	1	1		1 1 2 1				
Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter	version (pain/trau air/ Scooter/ Seg latches leems - Carry-On	ıma)	r Scooter)		1		1	1	1 1 2 1			1	
Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening	version (pain/trau air/ Scooter/ Seg latches leems - Carry-On	ıma)	r Scooter)		1	1	1		1 1 2 1				
Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency	version (pain/trau air/ Scooter/ Seg latches leems - Carry-On	ıma)	r Scooter)		1		1 1 2		1 1 2 1				
Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process	version (pain/trau air/ Scooter/ Seg latches leems - Carry-On ms - Checked	ima) way			·	1	1 1 2 2	1	1 1 2 1 1 1	2	5	1	
Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process	version (pain/trau air/ Scooter/ Seg latches leems - Carry-On	ama) lway	r Scooter)	2	3	1 1 7	1 1 2	1	1 1 2 1 1 1 1	2	5		
Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged Items - Screening Screening - Inconsistency Screening - Procedures/Process 2018 Customer Service	version (pain/trau air/ Scooter/ Seg latches leems - Carry-On ms - Checked	ama) lway 2 2			·	1 7 1	1 1 2 2 2 2	1	1 1 2 1 1 1	2	5	1	
Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process 2018 Customer Service Customer Service - Others	version (pain/trau air/ Scooter/ Seg latches leems - Carry-On ms - Checked	2 2 1			·	1 1 7	1 1 2 2	1 8 2	1 1 2 1 1 1 1	2	5	1	
Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged Items - Damaged Items - Property - Special Handling - Missing Items - Screening Screening - Inconsistency Screening - Procedures/Process 2018 Customer Service Customer Service - Others Customer Service - TSO	version (pain/trau air/ Scooter/ Seg latches leems - Carry-On ms - Checked	ama) lway 2 2			·	1 7 1	1 1 2 2 2 2	1	1 1 2 1 1 1 1		5	1	
Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Procedures/Process 2018 Customer Service Customer Service - Others Customer Service - TSO Locks	version (pain/trau air/ Scooter/ Seg latches leems - Carry-On ms - Checked	2 2 1			·	1 7 1	1 1 2 2 2 2	1 8 2	1 1 2 1 1 1 1	1	5	1	
Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged Items - Secretary - Special Handling - Missing Items - Screening Screening - Inconsistency Screening - Procedures/Process 2018 Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	version (pain/trau air/ Scooter/ Seg latches leems - Carry-On ms - Checked	2 2 1			3	1 7 1	1 1 2 2 2 2	8 2 2	1 1 2 1 1 1 1			1	
Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged Items - Secretary - Special Handling - Missing Items - Screening Screening - Inconsistency Screening - Procedures/Process 2018 Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	version (pain/trau air/ Scooter/ Seg latches tems - Carry-On ms - Checked 1	ma) way 2 2 1 1	4	2	·	1 7 1	1 1 2 2 2 2 1	1 8 2	1 1 2 1 1 1 1 1	1	5	1	
Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged Items - Screening Screening - Inconsistency Screening - Procedures/Process 2018 Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	version (pain/trau air/ Scooter/ Seg latches letems - Carry-On ms - Checked	way 2 2 1 1 cens-Carry	4	2	3	1 7 1	1 1 2 2 2 2 1	8 2 2	1 1 2 1 1 1 1 1	1		1	
Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged Items - Value - Screening Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Property - Special Handling - Missing Items - Procedures - Process Proceeding - Procedures/Process 2018 Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	version (pain/trau air/ Scooter/ Seg latches lems - Carry-On ms - Checked 1 agged/Missing Ite magged/Missing Ite	way 2 2 1 1 1 emsCarryyemsC	4 1 -on Lug 1	2	3	1 7 1	1 1 2 2 2 1 1 1	8 2 2	1 1 2 1 1 1 1 4 1	1	3	1	
Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged Items - Screening Screening - Inconsistency Screening - Procedures/Process 2018 Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan	version (pain/trau air/ Scooter/ Seg latches lems - Carry-On ms - Checked 1 agged/Missing Ite magged/Missing Ite	way 2 2 1 1 1 emsCarryyemsC	4 1 -on Lug 1	2	3	1 7 1	1 1 2 2 2 1 1 1	1 8 2 2	1 1 2 1 1 1 1 4 1	1	3	1	
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Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged Items - Very - Special Handling - Missing Items - Screening Screening - Inconsistency Screening - Procedures/Process 2018 Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dard Patdown Patdown - Flyer	version (pain/trau air/ Scooter/ Seg alatches ems - Carry-On ms - Checked 1 anaged/Missing Ite anaged/Missing Ite arrayed ItemsCa	emsCarry-on or (1 -on Lug 1 Checked	2	3	1 7 1 1 1	1 1 2 2 2 1 1 1	1 8 2 2	1 1 2 1 1 1 1 1 1	1 1	3	1	
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Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items - Lighters/M Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process 2018 Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Flyer Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights - Hair Patdowns Customer Service - TSO Locks Locks - Missing or Damaged Iter Screening - Procedures/Process 2019 Civil Rights - Hair Patdowns Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Pass	version (pain/trau air/ Scooter/ Seg latches latches letems - Carry-On ms - Checked 1 1 is/Amputees and letems - Checked 1 1 1 1 1 1 naged/Missin ItemsCa	2 2 2 1 1 1 Casts 4	1on Lug 1 Checked 1 1 2 2 3 3	2 1 1 2	3 3 3	1 1 7 1 1 1 1 3 3 3 3 3 3 3 1 1 1 1 1 1	1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 3 1 2	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1	1 1 1 4	1 1 1	
Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items - Lighters/M Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening - Inconsistency Screening - Procedures/Process 2018 Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process 2019 Civil Rights - Hair Patdowns Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Special Handling - Missing Iter Screening - Screening - Inconsistency Screening - Procedures/Process 2019 Civil Rights - Hair Patdowns Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam	version (pain/trau air/ Scooter/ Seg latches latches letems - Carry-On ms - Checked 1 1 is/Amputees and letems - Checked 1 1 1 1 1 1 naged/Missin ItemsCa	2 2 2 1 1 1 Casts 4	1on Lug 1 Checked 1 1 2 2 3 3	1 1 1 2	3 3 3	1 1 7 1 1 1 1 3 3 3 3 3 3 3 1 1 1 1 1 1	1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 3 1 2	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1	1 1 1 4	1 1 1	
Persons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items - Lighters/M Property - Special Handling - Damaged Items - Property - Special Handling - Damaged Items - Screening - Inconsistency - Screening - Inconsistency - Screening - Procedures/Process 2018 Customer Service - Others - Customer Service - TSO Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damaged Items - Damaged Items - Damaged Lock Mishandling of Passenger Property - Damaged Lock Mishandling of Passenger Property - Damaged Lock Patdown - Flyer Persons w/ Disabilities (PWD) - Prosthes Property - Special Handling - Damaged Items - Screening - Inconsistency Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights - Hair Patdowns Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damaged Items - Procedures/Process 2019 Civil Rights - Hair Patdowns Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damaged Items - Damaged Items - Property - Special Items - Property - Special Items - Procedures/Process 2019 Civil Rights - Hair Patdowns Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damaged Items - Property	version (pain/trau air/ Scooter/ Seg latches latches letems - Carry-On ms - Checked 1 1 is/Amputees and letems - Checked 1 1 1 1 1 1 naged/Missin ItemsCa	2 2 2 1 1 1 Casts 4	1on Lug 1 Checked 1 1 2 2 3 3	2 1 1 2	3 3 3	1 1 7 1 1 1 1 3 3 3 3 3 3 3 1 1 1 1 1 1	1 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 3 1 2	1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1	1 1 1 4	1 1 1	

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)				1	1							1	3
Persons w/ Disabilities (PWD) - Diabetes	3			1									1
Persons w/ Disabilities (PWD) - Mobility	Disability (N	ot Wheelch	air or Scoo	ter)	1								1
Persons w/ Disabilities (PWD) - Visual In	npairment											1	1
Property - Special Handling		1						1	1	1	1		5
Property - Special Handling - Damaged I	tems - Chec	ked						1		1	1		3
Property - Special Handling - Missing Iter	ns - Checke	1							1				2
Screening		1				1		1	1	2		1	7
Screening - Procedures/Process		1				1		1	1	2		1	7

						Tool - FOIA	١						
tegories			2-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HTS	3	7	1	2	4		2	2	4		3 1	3	3
2016					3		1			:	2		(
Customer Service					1								
Customer Service - TSO					1								
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Dam	aged/Missing I	temsChec	ked Bagg	jage	1								
Screening							1			2	2		
Screening - Lengthy Lines							1			2	2		
2017	1	2	1				1	1	2	2	2	1	1
Customer Service			1										
Customer Service - TSO			1										
Identification (ID) Requirements									1				
Identification (ID) Requirements - Minors D	Domestic								1				
Locks		1											
Locks - General		1											
Mishandling of Passenger Property	1	1						1			1		
Mishandling of Passenger Property - Dam	aged/Missii	1						1			1		
Mishandling of Passenger Property - Dam	1												
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication an	d Medical	Supplies							1		
Property - Special Handling				- ' '			1		1				
Property - Special Handling - Missing Item	s - Checked						1		1				
Screening												1	
Screening - Inconsistency												1	
2018		4		2				1	1				
Mishandling of Passenger Property		1											
Mishandling of Passenger Property - Dam	aged/Missii	1											
Patdown	3								1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Breast Ca	ıncer	1											
Property - Special Handling				1									
Property - Special Handling - Missing Item	ıs - Carry-On			1									
Screening		2		1				1					
Screening - Inconsistency		1											
Screening - Procedures/Process		1		1				1					
2019	2	1			1				1		4 1	2	1
Civil Rights		-			1								_
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	der			1								
Customer Service		1									2		
Customer Service - Others		1									 1		
Customer Service - TSO											1		
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	aged/Missing I	temsChec	ked Bago	lage							1		
Property - Special Handling	1	-01160	Dagg	,~9~							1	2	
Property - Special Handling - Damaged Ite	1										1		
Property - Special Handling - Missing Item												2	
Screening	io - Oriconeu								1		1		
Screening - Lengthy Lines									1				
Screening - Procedures/Process											1		
Corecining - 1 100cdures/1 100css													

Categories	10-Oct	11-Nov	12-De	tact Center (c 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HVN	10-001	11-1404	12-De	1	02-160	US-IVIAI 1	04-дрі			07-Jul	vo-Aug 2	03-3ep	10tai 15
2016	•							-			1		3
Lost and Found										1		'	1
Lost and Found - Airport/TSA										1			1
Persons w/ Disabilities (PWD)										'		1	1
Persons w/ Disabilities (PWD) - Prosthes	is/Δmnutees	and Casts										1	1
Prohibited & Permitted Items	JIS/Ampatees	and Oasis									1	'	1
Prohibited & Permitted Items - Medicatio	n/Prescription	/Medically	Necess	ary Items							1		1
2017	TI/T TOSCHIPTION	riviculcally	1400033	1				1	1		1		1
Customer Service				•				1					1
Customer Service - TSO								1					1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property				1							1		1
Mishandling of Passenger Property - Dar	l maged/Missin	n ItemsC	hecked F	Rannane							1		1
Patdown	naged/ivii33iii	g itellise	TICORCU L	Daggage					1		'		1
Patdown - Flyer									1				1
2018		1					1		'				2
Customer Service							1						1
Customer Service - TSO							1						1
Property - Special Handling		1					- 1						1
Property - Special Handling - Missing Ite	ms Chacka	1											1
2019	1					1	1	3					6
Customer Service	•					1	•	2					3
Customer Service - TSO						1		2					3
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dis	 arraved Items	Carry-on	or Chec	ked				1					1
Property - Special Handling	arrayed items	Carry-Ori	OI OIICO	Rou			1						1
Property - Special Handling - Damaged I	tems - Check	ed					1						1
Screening	1												1
Screening - Procedures/Process	1												1
Ociceting - 1 Tocedules/Flocess	1												

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HVR												1	1
2017												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - General												1	1

			TSA Contac										
Categories		1-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HXD	4	3	2	4	3		4	8	6	3	3		52
2016				1		3	4	1	3	1		3	16
Customer Service												1	1
Customer Service - TSO												1	1
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property				1		3	3	1	2	1		2	13
Mishandling of Passenger Property - Dama	ged/Missing I	ItemsC	arry-on Lug	1									
Mishandling of Passenger Property - Dama	ged/Missing I	ItemsC	hecked Bag	gage		3	3	1	2	1		1	11
Mishandling of Passenger Property - Disarr	ayed Items0	Carry-or	or Checked									1	
Screening									1				1
Screening - Procedures/Process									1				1
2017			2	2		2		1					
Mishandling of Passenger Property			2	1		2		1					(
Mishandling of Passenger Property - Dama	ged/Missing I	ItemsC	arry-on Lugo	gage		1							
Mishandling of Passenger Property - Dama	ged/Missing I	ItemsC	2	1		1		1					į
Screening				1									
Screening - Procedures/Process				1									
2018	1	2		1		3		3	1	1			1:
Customer Service						1							
Customer Service - TSO						1							
Locks								2					
Locks - Missing or Damaged Lock								2					
Mishandling of Passenger Property				1		1							
Mishandling of Passenger Property - Dama	aed/Missina I	ItemsC	arrv-on Lug	1									
Mishandling of Passenger Property - Disarr						1							
Patdown	,	,						1		1			
Patdown - Flyer								1		1			
Persons w/ Disabilities (PWD)		1							1				
Persons w/ Disabilities (PWD) - Wheelchai	r/ Scooter/	1							1				
Property - Special Handling	1												
Property - Special Handling - Missing Item	1												
Screening		1				1							
Screening - Procedures/Process						1							
Screening - Retrieving Abandoned/Confisc	ated Items	1											
2019	3	1			3	1		3	2	1	3		1
Customer Service	1				1	•		•	1	•	•		
Customer Service - TSO	1				1				1				
Lost and Found					'						1		
Lost and Found - Airport/TSA											1		
Mishandling of Passenger Property	1									1	'		
Mishandling of Passenger Property - Dam	1									1			
Patdown	1	1											
Patdown - Flyer	1	1											
Persons w/ Disabilities (PWD)		'						1					
Persons w/ Disabilities (PWD) - Medically I	Jecessary Me	edication	and Medica	I Sunnlies				1					
Property - Special Handling	vocessary ivic	calcation	and wedle	попрыса	1						1		
Property - Special Handling - Missing Items	- Carry-On				1						1		
Property - Special Handling - Missing Items Property - Special Handling - Missing Items					1						1		
Screening	- Checked				1	1		2	1		1		
					1	1			ļ		1		
Screening - Inconsistency					1			1					
Screening - Lengthy Lines					1	4		1	4		4		- 2
Screening - Procedures/Process						1			1		1		3

			13A Conta	ci Center (rcc) Data	1001 - FUIF	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HYA							1		2	5	2	1	11
2016										1		1	2
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	Checked Ba	ggage						1		1	2
2017									1	3			4
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property										2			2
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	Checked Ba	ggage						2			2
Property - Special Handling										1			1
Property - Special Handling - Missing I	tems - Checke	d								1			1
2018							1		1		1		3
Customer Service											1		1
Customer Service - TSO											1		1
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Screening							1						1
Screening - Procedures/Process							1						1
2019										1	1		2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	Checked Ba	ggage							1		1
Property - Special Handling										1			1
Property - Special Handling - Missing I	ems - Checke	d								1			1

					,		-						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HYS			2		2					1			5
2016										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	laged/Missii	ng ItemsC	hecked Bag	gage						1			1
2017					1								1
Customer Service					1								1
Customer Service - TSO					1								1
2018			1		1								2
Mishandling of Passenger Property			1		1								2
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	1		1								2
2019			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	1										1

Chargotres	togorios	40.0-4			ct Center (To			04 8	OF Marr	00 1	07 1	00 4	00 0	Total
Cold Signate Commandated Signate	-		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Color Rights		198	168	184										2,598 607
Colifigue - Continued region										63	อย			12
Coli Fights - Intervalence					1	1	ı					- 1		2
Cost Regins - Nature Crigne		-												1
Coli Figula - Reckard printing or Description								1						2
Chil Rights - Sex-General Center Henrich (1) and Transgenore 1		lation			1	1	1					1		5
Custome Services - College			ender		'		'	1						1
Customer Service 4		Trot Tranoge	JII GOI											1
Customer Service - CRSM Customer Service - 1509 4 1 1 1 2 3 2 2 1 1 Customer Service - 1509 4 1 1 1 2 3 2 2 1 1 Customer Service - 1509 4 0 1 1 2 5 0 3 8 8 1 1 Locks - Misting of Description of the Common					4	4	11		q	8	5	5 11	7	62
Customer Service - 100es Customer Service - 100es Customer Service - 100es Leds. Customer Service - 100es 1 0 8 5 7 8 4 8 8 1 12 Lotes - Growal Lotes							- ''			0				2
Cuclamore Services - 1760						1	1	1		2	2			12
Looks - General Damaged Lock					4									48
Locks - Ceremail Locks - Minsing or Damaged Lock Lock - Minsing or Damaged Lock Lock - Minsing or Damaged Lock Lock - Minsing or Parameter Property Minstanding of Parameter Property Min														70
Locks - Message Damaged lock Lock and Parad Algorithms Message Property Message P		-				0	3	- 1	0	4	C	, 0		2
Lost and Found Michandeling of Passenge Properly Dumagnéhillosing lienes—Carry on Lip 2 3 3 3 3 4 1 5 7 4 7 Michandeling of Passenge Properly Dumagnéhillosing lienes—Carry on Lip 2 3 4 4 2 3 3 3 4 1 5 7 4 7 Michandeling of Passenge Properly Dumagnéhillosing lienes—Carry on Lip 3 4 4 2 3 3 3 4 1 5 7 4 7 Michandeling of Passenge Properly Dumagnéhillosing lienes—Carry on Checke 8 4 2 3 3 5 4 2 3 1 3 4 4 2 3 3 3 4 4 4 2 3 3 3 4 4 4 2 3 3 3 4 4 4 2 3 3 3 4 4 4 2 4 3 4 4 3 4 3						0		7	0	4	0	0		
Lost and Foundard-Approximation 1					9	0	5	- 1	0	4				68
Melanarding of Pessenger Property - Damage-Children's property 1														
Michaeding of Plasenger Piccopt - DamagedMiner Centro Lay 3 4 4 2 3 3 3 2 5 1 1 Minerading of Plasenger Piccopt - DamagedMiner planer—Centro Lay 2 3 1 2 2 8 3 3 2 5 1 1 Minerading of Plasenger Piccopt - DamagedMiner planer—Centro Lay 2 3 5 5 6 3 3 1 4 A Minerading of Plasenger Piccopt - DamagedMiner Centro Lay 2 3 5 5 6 3 3 1 4 A Minerading of Plasenger Piccopt - DamagedMiner Centro Lay 2 3 5 5 6 3 3 4 A Minerading of Plasenger Piccopt - DamagedMiner Centro Lay 2 3 5 5 6 3 3 4 A Minerading of Plasenger Piccopt - DamagedMiner Centro Lay 2 3 5 2 5 5 5 6 3 3 4 A Minerading of Plasenger Piccopt - DamagedMiner Centro Lay 2 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5						22	20	24	2.4	20			47	
Micharduling of Pisseenger Property - Danages Micharing Illams—Deceided Lagger 2 1		and of the sine		·										386
Michandrillo of Passenger Property - Denarged-Ministry Interne-Carry on or Cheeke \$ 2 3 3 5 6 3 3 4 4 Pattern														27
Mahandring of Passenger Property - Disarrieyed Izena-Carryon of Checken								29	26	30	36		42	32
Pattorn														4
Pattoon - Figer as Classerer		irrayed Items-	Carry-or	or Checker					5		3			34
Persons of Disabilities (PWID) - Assistore Technology														16
Persons w Clasabilities (PWD) - Assisteve chnology					3	1	2	3		2		1		15
Persons w Disabilities (PWD) - Absolutes 1 1 1 1 1 1 1 1 1														1
Persons w Disabilities (PWD) - Indexes 1 1 1 1 1 1 1 1 1	. ,				1	2	1		3	1		1	2	11
Persons w/ Disabilities (PWD) - Hearing imparement 1	Persons w/ Disabilities (PWD) - Assistive	Technology							1					1
Persons w/ Disabilities (PWD) - Internal Medical Poices	Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Internal Medical Process	Persons w/ Disabilities (PWD) - General									1			1	2
Persons w Disabilities (PWD) - Internal Medical Devices	` '	mpairment				1								
Persons w Disabilities (PWD) - Postabns/Amputes and Casls	Persons w/ Disabilities (PWD) - Internal N	Medical Devic	es						1					
Persons w Disabilities (PWD) - Postbank/Amputes and Casts	Persons w/ Disabilities (PWD) - Mobility [Disability (Not	Wheelch	air or Scoot	er)							1		
Persons w Disabilities (PWD) - Photechairs Scored Ragons 1					,	1								
Persons w Disabilities (PWD) - Wheelchard Scooter Segway			and Casts		1									
Prohibited & Permitted titems							1						1	2
Request for Assistance - Other		1	og.raj								1			-
Request for Assistance Request for Assistance - Other Screening - Honorhistency Screening - Inconsistency Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process A 1 1 1 4 5 3 2 2 4 4 5 5 5 5 2 4 5 5 5 2 4 5 5 5 5 2 4 5 5 5 5		l ole/Razore/Sh	arn Ohier	rte										
Request for Assistance - Other		13/1(42013/011	iaip Objec	7.0										
Screening - Inconsistency	·													
Screening - Lengthy Lines		-			7	2	- 1		11	0				
Screening - Lengthy Lines					- /	3		5		9		. 3	0	47
Screening - Retriving Abandoned/Confiscated Items						-				0				2
Screening - Retrieving Abandones/Confiscated Items														
Screening - Security Breach 64 58 58 64 39 39 44 59 60 87 60 59	<u> </u>						1	4	5		2	. 2	4	26
Machaneed Imaging Technology (AIT)		cated Items			2	1								5
Advanced Imaging Technology (AIT) 6 Advanced Imaging Technology (AIT) 6 Civil Rights - Constitutional Rights 1 1 1 2 1 1 1 2 2 2 Civil Rights - Constitutional Rights 1 1 1 1 2 1 1 1 2 2 2 Civil Rights - Hair Petdowns 1 1 1 1 2 1 1 1 2 2 2 Civil Rights - National Origin 1 1 1 1 1 1 1 2 Civil Rights - National Origin 1 1 1 1 1 1 1 2 Civil Rights - Rockell Profiling or Discrimin 1 1 1 1 1 1 2 Civil Rights - Service Wellagion 1 1 1 1 1 1 1 1 2 Civil Rights - Service Order Identity - Not Transgender 1 1 Customer Service - Others 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1														1
Advanced Imaging Technology (AIT) - Ge 1			58	58	64	39	39	44	59	60	87	60	59	691
Civil Rights - Constitutional Rights 1														1
Civil Rights - Constitutional Rights														1
Civil Rights - Hair Patdowns		1				1	1	2	1	1	1	. 2	2	12
Civil Rights - National Origin Civil Rights - Perceived Religion 1								1						
Civil Rights - Perceived Religion 1									1					
Civil Rights - Racial Profiling or Discrimin 1												1		1
Civil Rights - Sex/Gender/Gender Identity - Not Transgender Customer Service - Others 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Civil Rights - Perceived Religion							1						1
Customer Service	Civil Rights - Racial Profiling or Discrimin	1					1			1	1	1	2	7
Customer Service - Others	Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender											1
Customer Service - TSO	Customer Service	9	6	5	5	2	4	3	4	3	13	5	8	67
Customer Service - TSO		3					1							7
Locks - General			6	4	5	2	3	3	4	2			8	60
Locks - General														99
Locks - Missing or Damaged Lock 9 12 7 8 9 7 4 9 6 8 5 8			_											
Lost and Found — Airport/TSA — 2 — — — — — — — — — — — — — — — — —			12	7	8	9	7			6				92
Lost and Found - Airport/TSA														(
Mishandling of Passenger Property														
Mishandling of Passenger Property - Dam 23 27 27 42 15 20 15 18 18 29 20 14 Mishandling of Passenger Property - Dam 23 27 27 42 15 20 15 18 18 29 20 14 Mishandling of Passenger Property - Damaged/Missing ItemsUnspecified Lugsger Mishandling of Passenger Property - Disal 8 1 2 2 4 3 3 4 5 4 5 4 3 1 7 Patdown 3 2 2 1 1 1 1 1 5 1 1 3 3 1 7 Patdown - Flyer 3 2 2 1 1 1 1 1 1 3 3 1 7 Patdown - Non-Flyer 3 2 2 1 1 1 1 1 1 3 3 1 1 1 3 3 1 1 1 1	•	36	20		46	20	23	10	26	23	3.4			330
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		1	SA Contac	t Center (1	CC) Data	Tool - FOIA	ı						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock	5	11	5	4	1	2	4	5	5	4	9	4	59
Lost and Found	1		2			1		1	1	6	1	7	20
Lost and Found - Airport/TSA	1		2			1		1	1	6	1	7	20
Mishandling of Passenger Property	19	13	19	16	6	15	17	18	19	17	17	15	191
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	arry-on Lug	gage			2	1	1			2	6
Mishandling of Passenger Property - Dam	13	11	15	13	6	12	12	14	13	14	12	10	145
Mishandling of Passenger Property - Disa	6	2	4	3		3	3	3	5	3	5	3	40
Patdown	6	3	2			1	2	1	3		1	3	22
Patdown - Flyer	6	3	2			1	2	1	2		1	3	21
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	2	2	3	1	1	4	4	1	4	4		1	27
Persons w/ Disabilities (PWD) - Autism Sp	pectrum							1					1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Car	ncer			2							2
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1											1
Persons w/ Disabilities (PWD) - Diabetes	1				1	2	1		2				7
Persons w/ Disabilities (PWD) - General	1		1										2
Persons w/ Disabilities (PWD) - Medical D	Devices - Att	tached to th	e Body							1			1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	1			1					1	3
Persons w/ Disabilities (PWD) - Mobility D	Disability (N	1					1			1			3
Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates									1			1
Persons w/ Disabilities (PWD) - Service A	nimals								1				1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)							1				1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway	2				1			1			4
Property - Special Handling	16	14	11	10	4	6	12	11	13	8	11	9	125
Property - Special Handling - Damaged Ite	1	2	2		1				1	1	1	1	10
Property - Special Handling - Damaged Ite	6		2	4		2	2	3	2	2	5	3	31
Property - Special Handling - Missing Item	2	6	2	1		3	2	1		2	2	3	24
Property - Special Handling - Missing Item	7	6	5	5	3	1	8	7	10	3	3	2	60
Request for Assistance	1												1
Request for Assistance - Other	1												1
Screening	8	9	5	6	5	4	4	9	5	3	8	10	76
Screening - Inconsistency	1			1	2								4
Screening - Lengthy Lines	2	4	1				1	2	2		2	1	15
Screening - Procedures/Process	5	4	4	3	3	2	2	7	3	3	6	8	50
Screening - Retrieving Abandoned/Confise	cated Items	1		2		1							4
Screening - Security Breach						1	1					1	3

					TCC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAG	3	1				2	2	2		4	4	5	23
2016											1	1	2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	hecked Ba	iggage							1		1
Patdown												1	1
Patdown - Flyer as Observer												1	1
2017	1	1								2	3	2	9
Customer Service										1	1		2
Customer Service - Others										1			1
Customer Service - TSO											1		1
Mishandling of Passenger Property	1	1									1	1	4
Mishandling of Passenger Property - Dan	1	1									1	1	4
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway										1	1
Property - Special Handling											1		1
Property - Special Handling - Damaged It	ems - Check	ed									1		1
Screening										1			1
Screening - Inconsistency										1			1
2018	1					1	2	2		2		2	10
Customer Service								1		1			2
Customer Service - TSO								1		1			2
Mishandling of Passenger Property	1						1	1		1		1	5
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	arry-on Lu	ggage			1	1					2
Mishandling of Passenger Property - Dan	1											1	2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checke	ed						1			1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling												1	1
Property - Special Handling - Missing Iter	ns - Checked											1	1
Screening							1						1
Screening - Retrieving Abandoned/Confis	cated Items						1						1
2019	1					1							2
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	hecked Ba	iggage		1							1
Property - Special Handling	1												1
Property - Special Handling - Missing Iter	1 1												-1

O-to-mode -			TSA Contac		•								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IAH	292	280	318	415	355	392	336	360	340	375	363	307	4,133
2016				98	95	112	77	102	86	93	108	104	875
Advanced Imaging Technology (AIT)				1									<u> </u>
Advanced Imaging Technology (AIT) - Fly Civil Rights	ei			2	1	5	1	4	2	5	3	3	26
Civil Rights - Constitutional Rights					1	5	1	4		1	3	3	1
Civil Rights - General Complaint and Disc	l rimination			1	1					'			2
Civil Rights - National Origin	IIIIIIIIIIII					2							2
Civil Rights - Racial Profiling or Discrimina	ıation			1		3	1	4	1	3	1	1	15
Civil Rights - Screening of Religious or Cu		ents										1	1
Civil Rights - Sex/Gender/Gender Identity										1	2	1	4
Civil Rights - Transgender Screening	Ĭ								1				1
Customer Service				18	23	24	17	23	15	13	23	14	170
Customer Service - CSM											1		1
Customer Service - Others				4	10	11	6	5	3	1	4	1	45
Customer Service - TSO				14	13	13	11	18	12	12	18	13	124
Identification (ID) Requirements				1							1		2
Identification (ID) Requirements - Domest				1									1
Identification (ID) Requirements - ID Matc	hing Ticket a I	and Boardi	ng Pass Issi							7	1		1
Locks				7	6	8	5	3	5	7	13	5	59
Locks - General				6	5	8	5	3	4	6	12	5	54 54
Locks - Missing or Damaged Lock Lost and Found				3	5	2	1	3	4	0	12	2	8
Lost and Found - Airport/TSA				3		2	1					2	8
Mishandling of Passenger Property				49	51	58	38	47	48	54	57	53	455
Mishandling of Passenger Property - Dam	l Jaged/Missin	a Items Pi	rivate Screen			00	1	71	70	04	01	00	1
Mishandling of Passenger Property - Dam	-	-			4	7	4	2	7	8	8	7	54
Mishandling of Passenger Property - Dam					44	45	32	42	38	45	49	42	377
Mishandling of Passenger Property - Dam	-	-						1				1	2
Mishandling of Passenger Property - Disa					3	6	1	2	3	1		3	21
Patdown	,			2	1	2	2	4	2	3	3		25
Patdown - Children						1							1
Patdown - Flyer				1	1	1	2	4	2	1	3	6	21
Patdown - Flyer as Observer										1			1
Patdown - General				1						1			2
Persons w/ Disabilities (PWD)				2	1		3	1	3	3	5	3	21
Persons w/ Disabilities (PWD) - Autism S									1				1
Persons w/ Disabilities (PWD) - Breast Ca											1		1
Persons w/ Disabilities (PWD) - Cognitive		ental /Men	tal Disability		1		1			2	1		5
Persons w/ Disabilities (PWD) - Diabetes				1				1					2
Persons w/ Disabilities (PWD) - General							1						1
Persons w/ Disabilities (PWD) - Hearing I									1				1
Persons w/ Disabilities (PWD) - Internal N			a and Madia	4			1			4		4	1
Persons w/ Disabilities (PWD) - Medically									1	1		1 2	3
Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A		ot wheelch	iaii oi Scool	er)					ı		1		3
Persons w/ Disabilities (PWD) - Wheelch		Seaway									2		2
Screening	all/ Scoolel/	Segway		13	12	13	10	20	11	8	3		108
Screening - Crew Member or Airline Empl	ovee			10	12	10	10	20	- 11	0	0	10	1
Screening - Inconsistency	0,00			1		1			2	1		1	6
Screening - Lengthy Lines				8	3	7	6	8	3	3		3	41
Screening - Procedures/Process				4	7	4	3	10	4	4	3		51
Screening - Retrieving Abandoned/Confis	cated Items				1			1				1	3
Screening - 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
Advanced Imaging Technology (AIT) - Fly	er		1				1						2
Civil Rights	5	1	4	2	5	1	1	1	1	5	2	1	29
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin						1				2			3
Civil Rights - Racial Profiling or Discrimina			2		5		1	1	1	2	2	1	20
Civil Rights - Screening of Religious Cultu			1										2
Civil Rights - Sex/Gender/Gender Identity		ender		1									1
Civil Rights - Sexual Orientation - Not Tra	nsgender I		1										1
Civil Rights - Transgender Screening		1				10		0.4		0.5	10		1
Customer Service	32	23		23	15	18	15	24	26	25	16	9	255
Customer Service - CSM Customer Service - Others	2	2	1	1		1	1	3	5	1	2	1	20
Customer Service - Others Customer Service - TSO	30	21			15	1 17	14	21	21	24	14		233
Identification (ID) Requirements	30	21	21	21	15	17	14	21	21	1	14	8	233
Identification (ID) Requirements - Domest	I									1			1
Locks	3	3	3	4	4	2	6	1		5	1	3	35
Locks - Missing or Damaged Lock	3	3		4	4	2	6	1		5	1	3	35
Lost and Found	2	2		2	2		1	3	1	4	1	2	22
Lost and Found - Airport/TSA	2	2		2	2		1	3	1	4	1	2	22
Mishandling of Passenger Property	52	47		76	56	59	22	28	25	31	31	16	505
Mishandling of Passenger Property - Dam	3	6		10	6	8	3	1	1	1	4		51
Mishandling of Passenger Property - Dam	46	37		65	45	47	15	22	18	23	24	14	403
Mishandling of Passenger Property - Dam	1	1					1	1		1	1		7
Mishandling of Passenger Property - Disa		3		1	5	4	3	4	6	6	2	1	44
Patdown	7	8		9	2	9	9	3	1	8		4	69
Patdown - Flyer	5	8		8	2	9	8	3		7		4	62
Patdown - Flyer as Observer	2		1				1		1				5
Patdown - Non-Flyer				1						1			2
Persons w/ Disabilities (PWD)	1	2		6	1	4	3	4	7	2	2	2	34

Cotomonico	10.0.1	44.51	TSA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Autism S						1	1						2
Persons w/ Disabilities (PWD) - Breast C						1							1
Persons w/ Disabilities (PWD) - Cancer (,		ancer					1	1				2
Persons w/ Disabilities (PWD) - Cognitive			1										1
Persons w/ Disabilities (PWD) - Diabetes								1				1	2
Persons w/ Disabilities (PWD) - Internal M		ces							1				1
Persons w/ Disabilities (PWD) - Medically				2		1			1		1		6
Persons w/ Disabilities (PWD) - Metal Im				2							1		3
Persons w/ Disabilities (PWD) - Mobility I		ot Wheeld	chair or Scoot	1	1		2			1			5
Persons w/ Disabilities (PWD) - Service A			1					2	1			1	5
Persons w/ Disabilities (PWD) - Touch Av				1						1			2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway				1			3				4
Prohibited & Permitted Items				1				1					2
Prohibited & Permitted Items - General				1				1					2
Property - Special Handling							19	14	16	19	14	17	99
Property - Special Handling - Damaged It	ems - Carry-	-On					1	1	4	1		1	8
Property - Special Handling - Damaged It	ems - Check	ced					8	2	3	4	3	3	23
Property - Special Handling - Missing Iter	ns - Carry-O	n					4	3	1		1	3	12
Property - Special Handling - Missing Iter	ns - Checked	d					6	8	8	14	10	10	56
Request for Assistance										1			1
Request for Assistance - Other										1			1
Screening	9	1	1 21	15	8	8	5	5	7	7	8	4	108
Screening - Crew Member or Airline Emp				1	1		1						3
Screening - Inconsistency	1			2									3
Screening - Inconsistency Screening - Lengthy Lines	· '		2 1	1	3		1	4	1	1			14
Screening - Lengthy Lines Screening - Procedures/Process	8		8 18	11	4	8		1	5	4	8	4	82
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis			2	- 11	4	0	3	- 1	3	2	0	4	4
	Cated Items		1						1				2
Screening - Security Breach			I .						1				
TSA Contact Information Conord				1									1
TSA Contact Information - General		-		1	410			•					1 070
2018	96	9	2 101	96	110	106	84	84	77	82	80	64	1,072
Advanced Imaging Technology (AIT)	L				1								1
Advanced Imaging Technology (AIT) - Fly			_		1								1
Civil Rights	2		2	2	3	6	1	4	1	2	2	3	28
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights												1	1
Civil Rights - Hair Patdowns						1							1
Civil Rights - National Origin	1				1								2
Civil Rights - Racial Profiling or Discrimin	1		2	2	1	5	1	3		1	1	1	18
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	gender			1				1		1	1	4
Civil Rights - Transgender Screening								1					1
Customer Service	22	1	9 26	25	32	26	26	23	22	21	19	18	279
Customer Service - Others	4		1 4	1	8	5	1	4		1		2	31
Customer Service - TSO	18	1	8 22	24	24	21	25	19	22	20	19	16	248
Identification (ID) Requirements				1									1
Identification (ID) Requirements - Domest	ic			1									1
Locks	3		4 5	6	3	3	5	1	1	8	5	4	48
Locks - General	1					1							2
Locks - 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
	1		3 3	3	2	1		1	1	1			16
Lost and Found - Airport/TSA	01					25	20	1	20		25	00	
Mishandling of Passenger Property	21	3	0 31	30	27	25	22	28	20	17	25	23	299
Mishandling of Passenger Property - Dan													1
Mishandling of Passenger Property - Dan			4 3	1	2	1		1	1	1	1	1	16
Mishandling of Passenger Property - Dan			5 22	25	22	19		22	17	13	19	16	237
Mishandling of Passenger Property - Dan		ng Items			1		1			1			4
Mishandling of Passenger Property - Disa			1 6	3	2	5		5	2	2	5		41
Patdown	5		3 2		1	3		5	2	3	4	2	30
Patdown - Flyer	5		3 2		1	3		4	1	3	3	2	27
Patdown - Flyer as Observer								1	1		1		3
Persons w/ Disabilities (PWD)	5		3 5	2	2	5	3	2	3	3	2		35
Persons w/ Disabilities (PWD) - Cognitive	/Developm		1										1
Persons w/ Disabilities (PWD) - Diabetes			1				1			1	1		4
Persons w/ Disabilities (PWD) - General	2		2	1			1		1		1		. 8
Persons w/ Disabilities (PWD) - Hearing I										1			1
Persons w/ Disabilities (PWD) - Medically				1	1				1				4
Persons w/ Disabilities (PWD) - Medically			2	ı	1	3		1	ı	1			8
Persons w/ Disabilities (PWD) - Nobility I			_		1	3		- 1		ı			0
Persons w/ Disabilities (PWD) - Ostomy/C		and Car	te										1
, ,						4		1					
Persons w/ Disabilities (PWD) - Respirate		eı ⊑quipr	nont			1			1				2
Persons w/ Disabilities (PWD) - Service A		0											1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/		2			1	1						4
Prohibited & Permitted Items	L		1										1
Prohibited & Permitted Items - Alcohol an			1										1
Property - Special Handling	24	2		19	27	19		11	18	20	18	11	222
Property - Special Handling - Damaged It			1 3	2	2	5		1	2	1			26
Property - Special Handling - Damaged It			6 6	6	5	2		3	4	5	6		51
Property - Special Handling - Missing Iter	4		6 5	3	8	3	4	2	2	3	4	4	48
Property - Special Handling - Missing Iter			7 5	8	12	9	8	5	10	11	8	6	97
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	13		7 10	8	12	17		9	9	7	5	3	111
Screening - Crew Member or Airline Emp			10		- 12	.,,		1	1	,			2
Screening - Inconsistency	2		2 1		1			1	'	1	1		8
Screening - Inconsistency Screening - Lengthy Lines	1		2 2	1	4	4	2	2	1	2			22
Co. Coming Longury Lines	<u>'</u>			ı	7	4			ı				

TSA Contact Center (TCC) Data Tool - FOIA Categories 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep Total Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1.023 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious or Cultural Garments Civil Rights - Sex/Gender/Gender Identity- Not Transo Civil Rights - Sexual Orientation - Not Transgender Civil Rights - Transgender Screening **Customer Service** Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Damaged/Missing Items--U Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spectrum Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer Persons w/ Disabilities (PWD) - Cognitive /Developmental /Mental Disability Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/Garments/Dressings/Ma Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal Medical Dev Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies Persons w/ Disabilities (PWD) - Mobility [Persons w/ Disabilities (PWD) - Ostomy/(Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) Persons w/ Disabilities (PWD) - Visual Impairment Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway Persons w/ Disabilities (PWD) - Wounded Warrior Prohibited & Permitted Items Prohibited & Permitted Items - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Item

Request for Assistance

Screening

Request for Assistance - Other

Screening - Inconsistency

Screening - Lengthy Lines

Screening - Security Breach

Screening - Procedures/Process

Request for Assistance - Wounded Warrior (MSIJSOC)

Screening - Crew Member or Airline Employee

Screening - Retrieving Abandoned/Confis

Categories ICT 2016 Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	10-Oct 28	11-Nov 2	12-D	ec 01 14	18 4	02-Feb 0 13 3	3-Mar 16 7	04-Apr 22 9	05-May 22 3	06-Jun 18 3	07-Jul 21 4			Total 230
2016 Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock	28		:3	14										
Civil Rights Civil Rights - National Origin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock					-	J	,	9	J	J				36
Civil Rights - National Origin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock							1				-		'	1
Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock							1							1
Customer Service - TSO Locks Locks - Missing or Damaged Lock					1			1				1		3
Locks Locks - Missing or Damaged Lock					1			1				1		3
							1	1						2
							1	1						2
iviisilatidiliig of Lasseriger Lioperty					3	1	5	3	2	2	3	1	1	21
Mishandling of Passenger Property - Dai	maged/Missing	Items	-Carry-on	Luggage			1				1			2
Mishandling of Passenger Property - Dai	maged/Missing	ltems	-Checked	Baç	2	1	4	1	2	2	1	1	1	15
Mishandling of Passenger Property - Dis	arrayed Items	Carry-c	on or Che	cke	1			2			1			4
Patdown						2								2
Patdown - Flyer						2								2
Persons w/ Disabilities (PWD)								1						1
Persons w/ Disabilities (PWD) - Medical	y Necessary M	/ledication	on and M	edical Sup	plies			1						1
Screening								3	1	1	1			6
Screening - Children										1				1
Screening - Inconsistency											1			1
Screening - Lengthy Lines								2						2
Screening - Procedures/Process								1						1
Screening - Security Breach			_						1					1
2017	7		8	2	6	3	6	5	5	5	6			68
Advanced Imaging Technology (AIT)												1	1	2
Advanced Imaging Technology (AIT) - FI												1	1	2
Civil Rights	1											1		2
Civil Rights - Racial Profiling or Discrimin														1
Civil Rights - Sexual Orientation - Not Tr	ansgender I		4	4						0		1		1
Customer Service - Others			1	1		1				1		1		6
Customer Service - Others Customer Service - TSO	-		1	I		1				1		1		2
Locks	2		1			ı				I	1	1		4
Locks - 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
Mishandling of Passenger Property - Dai					- 3	1	1		'		1			3
Mishandling of Passenger Property - Dai			3	1	3	1	3	2	1	2	1		2	24
Mishandling of Passenger Property - Dis			0			'	1		'					2
Patdown			1		3		1		3		1		2	11
Patdown - Flyer			1		3		1		3		1		2	11
Property - Special Handling								1	1	1	1			4
Property - Special Handling - Damaged	tems - Carry-0	On								1				1
Property - Special Handling - Damaged									1					1
Property - Special Handling - Missing Ite								1			1			2
Screening			2					2			1	4	1	10
Screening - Children											1			1
Screening - Procedures/Process			1					2				4	1	8
Screening - Security Breach			1											1
2018	16		7	6	6	3	1	6	8	5	5	2	6	71
Civil Rights										1				1
Civil Rights - Racial Profiling or Discriming	nation									1				1
Customer Service	2		1	4	2	1			1	1	1		1	14
Customer Service - TSO	2		1	4	2	1			1	1	1		1	14
Locks	2			1				1						4
Locks - Missing or Damaged Lock	2			1				1						4
Mishandling of Passenger Property	1		1	1	1			1	2	2		1		12
Mishandling of Passenger Property - Date	, ,	g Items	-Carry-on	Luggage									1	1
Mishandling of Passenger Property - Dai			1	1	1			1	1	2		1	1	10
Mishandling of Passenger Property - Dis	, ,			cked					1					1
Patdown	2		3			1	1				1			9
Patdown - Flyer	2		3			1	1				1			9
Persons w/ Disabilities (PWD)	1				1						1			3
Persons w/ Disabilities (PWD) - Diabete		100			1									1
Persons w/ Disabilities (PWD) - Mobility		Wheeld	chair or S	cooter)							1			
Persons w/ Disabilities (PWD) - Ostomy														1
Property - Special Handling	3		1		1			1	1		1		1	9
Property - Special Handling - Damaged			4		4				4		1		1	4
Property - Special Handling - Missing Ite			1		1			1	1	4				5
Screening Inconsistency	5		1		1	1		3	4	1	1		2	19
Screening - Inconsistency	1 1				1	1		2	1		1		1	8
Screening - Lengthy Lines Screening - Procedures/Process	3		1						3	1			1	9
Screening - Procedures/Process Screening - Security Breach	3		1					1	3	1				1
2019	5		8	6	2	4	2	2	6	5	6	3	6	55
Civil Rights	1		1	•		*		1	1	3				4
Civil Rights - Constitutional Rights	<u>'</u>		*					1						1
Civil Rights - Perceived Religion	1													1
Civil Rights - Racial Profiling or Discrimi			1						1					2
Customer Service	1		1	1	1				,					4
Customer Service - CSM	†			1	•									1
Customer Service - Others			1											
Customer Service - TSO	1				1									2
Locks	1			1				1		1	1	1		6
Locks - Missing or Damaged Lock	1			1				1		1	1			6
Mishandling of Passenger Property	· '		1	2		2			1	1	2		3	12
Mishandling of Passenger Property - Dai	maged/Missi		1	_										1

			ISA COMICA	a center (rcc) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	aged/Missii	ng ItemsC	2		2			1		2		2	9
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checked	d					1			1	- 2
Patdown		2				2		3	1	1	1	2	12
Patdown - Flyer		2				2		3	1		1	2	11
Patdown - Flyer as Observer										1			
Persons w/ Disabilities (PWD)					1								
Persons w/ Disabilities (PWD) - Mobility D	isability (N	ot Wheelcha	air or Scoot	er)	1								
Property - Special Handling	1	1	1		1				1	1	1	1	
Property - Special Handling - Damaged Ite	ems - Carry	1											
Property - Special Handling - Damaged Ite	ems - Checl	ked	1								1	1	
Property - Special Handling - Missing Item	1				1				1	1			4
Screening	1	2	1	1				1	1	1			
Screening - Inconsistency		1											
Screening - Lengthy Lines			1										
Screening - Procedures/Process	1			1				1	1	1			
Screening - Retrieving Abandoned/Confis	cated Items	1											

				ct Center (TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IDA	1	3		2	. 1	-			1	9			39
2016						2				2	1	3	11
Customer Service							1			1			2
Customer Service - TSO							1			1			2
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property						2					1	1	4
Mishandling of Passenger Property - Da	amaged/Missing	g ItemsC	Checked Ba	ggage		2						1	3
Mishandling of Passenger Property - Di	isarrayed Items-	Carry-or	or Checke	d							1		1
Patdown							1						1
Patdown - Flyer							1						1
Screening							1			1		1	3
Screening - Procedures/Process							1			1		1	3
2017		2				1		1		1		1	6
Customer Service								1					1
Customer Service - TSO								1					1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property		1				1				1		1	4
Mishandling of Passenger Property - Da	amaged/Missii	1				1				1		1	4
2018	1	1				4	1	1	1	2	2	1	14
Customer Service						1				1			2
Customer Service - TSO						1				1			2
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property						2	1		1		1	1	6
Mishandling of Passenger Property - Da	amaged/Missing	ı ItemsC	Checked Ba	ggage		2	1		1			1	5
Mishandling of Passenger Property - Di											1		1
Patdown	1	1											1
Patdown - Flyer		1											1
Property - Special Handling						1		1					
Property - Special Handling - Damaged	I Items - Carry-0	On				1							1
Property - Special Handling - Damaged								1					1
Screening	1									1			2
Screening - Procedures/Process	1									1			2
2019	· ·			2	. 1			1		4			8
Civil Rights								•					1
Civil Rights - Racial Profiling or Discrim	nination			1									1
Locks					1								
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property								1		2			3
Mishandling of Passenger Property - Da	l amaged/Missing	ı Items(Checked Ba	adade				1		2			3
Property - Special Handling		,	mooned Ba	99494						2			2
Property - Special Handling - Damaged	I Items - Carry-0	On								1			1
Property - Special Handling - Damaged										1			1
Screening	Oncoke	- 4		1									1
Screening - Classified Materials				1									1
Ourceiling - Classilled Materials	1			1									1

							Tool - FOIA							
Categories	10-Oct	11-Nov	12-	Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IFP	3		2	2	4	9	6	3		1	1	-	2	4:
2016					1	2		2	2	1	1		1	10
Customer Service									1					
Customer Service - TSO									1					
Locks					1				1					
Locks - Missing or Damaged Lock					1				1					
Mishandling of Passenger Property						1		1			1		1	4
Mishandling of Passenger Property - Dam	aged/Missing	Items	Checke	ed Bagg	jage	1		1			1		1	4
Patdown										1				
Patdown - Flyer										1				
Persons w/ Disabilities (PWD)						1								
Persons w/ Disabilities (PWD) - Mobility D	isability (Not	Wheeld	hair or	Scoote	r)	1								
Screening								1						
Screening - Procedures/Process								1						
2017					2	2	1	1	2			1		,
Customer Service					1									
Customer Service - TSO					1									
Mishandling of Passenger Property					1	1						1		
Mishandling of Passenger Property - Dam	aged/Missing	Items	Checke	ed Baç	1	1						1		
Patdown						1								
Patdown - Flyer as Observer						1								
Persons w/ Disabilities (PWD)									1					
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)							1					
Property - Special Handling	· ·							1	1					
Property - Special Handling - Missing Item	s - Carry-On							1	1					
Screening	,						1							
Screening - Procedures/Process							1							
2018	1			2		3	4					1		1
Customer Service												1		
Customer Service - TSO												1		
Locks				1										
Locks - Missing or Damaged Lock				1										
Mishandling of Passenger Property						1	3							
Mishandling of Passenger Property - Dam	aged/Missing	Items	Checke	ed Bago	age	1	3							
Patdown	0			1	, 0	1								
Patdown - Flyer				1		1								
Persons w/ Disabilities (PWD)						1								
Persons w/ Disabilities (PWD) - Internal M	ledical Device	es				1								
Property - Special Handling	1													
Property - Special Handling - Missing Item	1													
Screening							1							
Screening - Procedures/Process							1							
2019	2		2		1	2	1		1			2	1	1:
Customer Service			_		•	_	1		•			_	•	
-							1							
Customer Service - TSO														
Customer Service - TSO Locks									1					
Locks									1					
Locks Locks - Missing or Damaged Lock			1			1							1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	aned/Missii		•			1							1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	aged/Missiı		1		1	1						1	1	
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD)			•		1							1		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Hearing Ir	mpairment		•		1	1						1		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Visual Im	mpairment pairment		•			1								
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelcha	mpairment pairment air/ Scooter/ S	Segway	1		1	1						1		
Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) - Hearing Ir Persons w/ Disabilities (PWD) - Visual Im	mpairment pairment air/ Scooter/ S	Segway	•			1								

ategories	10-Oct	11-Nov	SA Contact C 12-Dec 0	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ILM	7	9	11	3	12	10	04-Apr	16	16	07-Jul			10121
2016	•	•	••	1	1	2		4	10	1			15
Locks				•	•					1			3
Locks - Missing or Damaged Lock										1			3
Mishandling of Passenger Property					1	2		2				2	7
Mishandling of Passenger Property - Dam	aged/Missing	a ItemsCh	necked Badda	ae	1	2		2				1	(
Mishandling of Passenger Property - Disar												1	
Patdown				1				1					
Patdown - Flyer				1				1					
Screening								1			1	1	
Screening - Inconsistency								1					
Screening - Lengthy Lines											1		
Screening - Procedures/Process												1	
2017	5	3	2	2	2	5	1	3	4	3	1	2	3:
Customer Service	2							1	1	1			
Customer Service - TSO	2							1	1	1			
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property	2	3	1	1	1	5		1	2			2	1
Mishandling of Passenger Property - Dam	1		•	1	'			'					
Mishandling of Passenger Property - Dam	1	1	1		1	4		1	2			1	1
Mishandling of Passenger Property - Disar		2				1		!				1	'
Patdown	rayou nom		1							1			
Patdown - Flyer			1							1			
Persons w/ Disabilities (PWD)			'						1				
Persons w/ Disabilities (PWD) - Touch Ave	ersion (nain/	trauma)							1				
Property - Special Handling	croiori (pairi)	u auma)						1			1		
Property - Special Handling - Damaged Ite	me - Checke	ad						1			'		
Property - Special Handling - Missing Item								1			1		
Screening	1 1	ı		1			1			1			
Screening - Inconsistency	ı			1			1						
Screening - Procedures/Process	1			- 1			1			1			
2018	ı	2	6		5	2		6	6	2		2	38
Customer Service			1		1		1	2			2		30
Customer Service - Others			ı		- 1		1	1	2				
Customer Service - Others Customer Service - TSO			1		1		1	1	2		2		
		1	ı		1			4	1	4			
Mishandling of Passenger Property Mishandling of Passenger Property - Dama	agad/Missin		erny on Luggo	70	- 1			1	- 1	1	1		1
			arry-ori Luggaç	ye									
Mishandling of Passenger Property - Dam	aged/iviissii	1			1	4		3	1	1		1	
Patdown						1	1				2		
Patdown - Flyer						1	1				2	1	
Property - Special Handling	0 0		2		2				1				
Property - Special Handling - Missing Item					2								
Property - Special Handling - Missing Item	s - Checked		2						1				
Screening		1	3		1	1			2	1			
Screening - Inconsistency		1			1								
Screening - Lengthy Lines									1	1			
Screening - Procedures/Process			3			1			1				
2019	2	4	3		4	1	6	3	6	3	6	3	4
Civil Rights	1_				1								
Civil Rights - Racial Profiling or Discrimina	1				1								
Customer Service	1		1			1		1					
Customer Service - TSO	1		1			1	1	1					
Locks							2						
Locks - Missing or Damaged Lock							2						
Mishandling of Passenger Property		1	1					1			3	1	
Mishandling of Passenger Property - Dama			arry-on Lugga	ge							1		
Mishandling of Passenger Property - Dama		g ItemsC	1								2	1	
Mishandling of Passenger Property - Disar	rayed Item	1						1					
Patdown		1									1		
Patdown - Flyer		1									1		
Property - Special Handling					1		2		1	1	1	1	
Property - Special Handling - Damaged Ite	ems - Checke	ed			1		2		1			1	
Property - Special Handling - Missing Item	s - Checked									1	1		
Screening		2	1		2		1	1	5	2	. 1	1	1
Screening - Inconsistency											1		
Screening - Lengthy Lines		2	1				1		3				1
Screening - Procedures/Process					2			1	2	2)	1	

TSA Contact Center	(TCC) Data Tool - FOIA
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2ata mania a	10.0.1			ct Center (
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IMT	1	3		1	1		1	1	2	2	2	2	1
2016				1	1		1						
Customer Service				1	1								
Customer Service - TSO				1	1								
Screening							1						
Screening - Procedures/Process							1						
2017		1						1		1	1	2	
Customer Service											1		
Customer Service - TSO											1		
Locks		1											
Locks - Missing or Damaged Lock		1											
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - Dam	laged/Missing	ItemsC	hecked Ba	ggage								1	
Patdown								1				1	
Patdown - Flyer								1				1	
Property - Special Handling										1			
Property - Special Handling - Damaged Ite	ems - Checke	ed								1			
2018		1							2		1		
Mishandling of Passenger Property		1							1				
Mishandling of Passenger Property - Dam	aged/Missii	1											
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked Ba	ggage					1				
Property - Special Handling									1				
Property - Special Handling - Missing Item	ns - Checked								1				
Screening											1		
Screening - Procedures/Process											1		
2019	1	1								1			
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dam	i naged/Missind	ItemsC	hecked Ba	ggage						1			
Property - Special Handling	1	1											
Property - Special Handling - Missing Item	1												
Property - Special Handling - Missing Item	ns - Checke	1											

Catagorias	40.0-4		A Contact C		•		4 4	05.14	00 1	07 11	00.4	20.0	T - 4 - 1
Categories IND	10-Oct 11 62	1-Nov 1 46	2-Dec 0 65	1-Jan 0 60	2-Feb 0	3-Mar 0 65	4-Apr 70	05-May 74	06-Jun 91	07-Jul 76	08-Aug 85	09-Sep 66	Total 808
2016	62	46	65	16	48 10	20	26	20	22	15	21	16	166
Civil Rights				10		20	20	2	1	2	1	- 10	6
Civil Rights - Constitutional Rights										1			1
Civil Rights - Racial Profiling or Discrimin	ation							2	1	1			4
Civil Rights - Sex/Gender/Gender Identity	- Not Transgend	der									1		1
Customer Service				4	1	3	8	5	3	4	5	5	38
Customer Service - Others				3		1	1	2		1	1	1	10
Customer Service - TSO				1	1	2	7	3	3	3	4	4	28
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domest	.ic							1					1
Locks				3	1	2		1	1	1			9
Locks - Missing or Damaged Lock				3	1	2	4	1	1	1			9
Lost and Found Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property				7	6	13	9	7	10	6	12	8	78
Mishandling of Passenger Property - Dam	l naged/Missing It	emsCarr	v-on Luggad		0	1	1	- 1	10	0	1		3
Mishandling of Passenger Property - Dam				6	5	9	7	6	7	6	11	8	65
Mishandling of Passenger Property - Dam									1				
Mishandling of Passenger Property - Disa				1	1	3	1	1	2				(
Patdown						1	4	1	4		1		11
Patdown - Flyer						1	3	1	4		1		10
Patdown - Flyer as Observer							1						
Persons w/ Disabilities (PWD)				1	2		1				1	2	
Persons w/ Disabilities (PWD) - Breast Ca	ancer				1								
Persons w/ Disabilities (PWD) - Cognitive		ا Mental آ	Disability								1		
Persons w/ Disabilities (PWD) - Hearing I					1								
Persons w/ Disabilities (PWD) - Internal N				1			1						
Persons w/ Disabilities (PWD) - Medically		dication an	nd Medical S	Supplies								1	
Persons w/ Disabilities (PWD) - Ostomy/0	Jstomates											1	
Request for Assistance	L (MCLICCO)						1						
Request for Assistance - Wounded Warrie	I (INIONOC)			4		4	1	2	2				1
Screening Screening - Inconsistency				1		1	2	3 1	3	2	1	1	14
Screening - Inconsistency Screening - Lengthy Lines				1		1	1	1		2		1	6
Screening - Procedures/Process				1		1	1	2	1		1		5
Screening - Retrieving Abandoned/Confis	cated Items						'		1				1
Screening - Security Breach									1				1
2017	27	16	23	18	17	21	14	17	27	25	25	22	252
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - No	n-Flyer			1									4
Civil Rights	1		2	1		1		1					6
Civil Rights - Hair Patdowns								1					1
Civil Rights - National Origin			1										
Civil Rights - Racial Profiling or Discrimin			1	1		1							4
Customer Service	6	2	2	2		5	3	4	5	4		3	36
Customer Service - Others	2	1	0	0				4		4		1	4
Customer Service - TSO	4	1	2	2		5	3	4	5	4		2	32
Identification (ID) Requirements	Domostio									1			1
Identification (ID) Requirements - Minors Locks	3	1	1	1	1	2		3	3	1	3	1	19
Locks - General				ı	1			J	2				
Locks - Missing or Damaged Lock									_				
Lost and Found	1 3	1	1	1	1	2		3	1		3	1	
2001 0110 1 00110	3	1	1	1	1	2		3	1		3	1	17
Lost and Found - Airport/TSA	3	1	1	1	1	2		3	1		3	1	17 17 1
Lost and Found - Airport/TSA Mishandling of Passenger Property			1 1				5			8			17 1
Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	12	7	1	13	1 12	9	5	3	9	8	11	1 8	108
Mishandling of Passenger Property	12		1 1			9	5			8	11		108
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	12 1 10	7 2	1 1 11	13	12	9		3	9		11	8	108
Mishandling of Passenger Property Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Disa	12 1 1 10 1	7 2 5	1 1 11	13	12	9		3	9		11	8	108
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	12 1 1 10 1	7 2 5	1 1 11	13 9 1	12	9		3	9		11 1 9	8	100 100 90 2
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	12 1 10 10 1 1 1	7 2 5	1 1 11 11 Checker	13 9 1	12	9 1 8	5	3 2	9 6 3 2 1	8	11 1 9	8 7 1	108 108 92 20
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	12 1 1 10 1 1 1 1 1 1 1 1 1 1 3	7 2 5 Carry-on or 1 1	1 1 1 1 1 Checker 2 2	13 9 1	12	9 1 8	2 2	3 2 1 1	9 6 3 2 1 1	8	11 1 9 1 2 2	8 7 1 3	108 108 92 2 92
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	12 1 1 1 10 1 1 arrayed ItemsC	7 2 5 Carry-on or	1 1 11 11 Checked 2	13 9 1	12	9 1 8	5	3 2 1 1	9 6 3 2 1	8	11 1 9 1 2 2	8 7 1 3	108 108 92 20 21
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	12 1 1 1 10 1 1 arrayed ItemsC	7 2 5 Carry-on or 1 1	1 1 1 1 1 1 Checker 2 2 2	13 9 1	12 12 2	9 1 8	2 2	3 2 1 1	9 6 3 2 1 1	8	11 1 9 1 2 2	8 7 1 3	1000
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	12 1 1 1 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	7 2 5 Carry-on or 1 1	1 1 1 1 1 Checker 2 2 2 1 1	13 9 1	12	9 1 8	2 2	3 2 1 1 1	9 6 3 2 1 1	8	11 1 9 1 2 2	8 7 1 3	108 108 99 20 20 118
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	12 1 1 10 1 1 1 1 1 1 1 1 1 1 3 3 3	7 2 5 Carry-on or 1 1	1 1 1 1 1 1 Checker 2 2 2	13 9 1	12 12 2 1	9 1 8	2 2	3 2 1 1	9 6 3 2 1 1	8	11 1 9 1 2 2	8 7 1 3	108 108 99 20 20 118
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesi	12 1 1 10 1 1 1 1 1 1 1 1 1 3 3 3	7 2 5 Carry-on or 1 1	1 1 1 1 1 Checker 2 2 2 1 1	13 9 1	12 12 2	9 1 8	2 2 1	3 2 1 1 1	9 6 3 2 1 1	8	11 1 9 1 2 2	8 7 1 3	1001
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A	12 1 1 10 1 1 11 11 11 11 11 11 11 11 11 11 11 11	7 2 5 5 Carry-on or 1 1 1 1 d Casts	1 1 1 1 1 Checker 2 2 2 1 1	13 9 1	12 12 2 1	9 1 8	2 2	3 2 1 1 1	9 6 3 2 1 1 1 1	8	11 1 9 1 2 2	8 7 1 3	1001
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch	12 1 1 10 1 1 11 11 11 11 11 11 11 11 11 11 11 11	7 2 5 5 Carry-on or 1 1 1 1 d Casts	1 1 1 1 1 Checker 2 2 2 1 1	13 9 1	12 12 2 1	9 1 8	2 2 1	3 2 1 1 1	9 6 3 2 1 1	8	11 1 9 1 2 2	8 7 1 3	100 100 100 100 100 100 100 100 100 100
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch	12 1 1 10 1 1 1arrayed ItemsC 3 3 3	7 2 5 5 Carry-on or 1 1 1 1 d Casts	1 1 1 1 1 Checker 2 2 2 1 1	13 9 1	12 12 2 1	9 1 8	1	3 2 1 1 1	9 6 3 2 1 1 1 1	8	11 1 9 1 2 2	8 7 1 3	17 108 19 2 2 2 1 1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items	12 1 1 10 1 1 1arrayed ItemsC 3 3 3	7 2 5 5 Carry-on or 1 1 1 1 d Casts	1 1 1 1 1 Checker 2 2 2 1 1	13 9 1	12 12 2 1	9 1 8	2 2 1	3 2 1 1 1 1	9 6 3 2 1 1 1 1	2 2	11 1 9 1 2 2	8 7 1 3 3	108 108 99 1 1 1 1 1 1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Ar Property - Special Handling	12 1 1 10 1 1 11 11 11 11 11 11 11 11 11 11 11 11	7 2 5 5 Carry-on or 1 1 1 1 d Casts	1 1 1 1 1 Checker 2 2 2 1 1	13 9 1	12 12 2 1	9 1 8	5 2 2 1 1	3 2 1 1 1	9 6 3 2 1 1 1 1	8	11 1 9 1 2 2	8 7 1 3	100
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items	12 10 10 1 1 11 11 11 11 11 11 11 11 11 11 11 11	7 2 5 5 Carry-on or 1 1 1 1 d Casts	1 1 1 1 1 Checker 2 2 2 1 1	13 9 1	12 12 2 1	9 1 8	5 2 2 1 1	3 2 1 1 1 1	9 6 3 2 1 1 1 1 1 1 1 3	2 2	11 1 9 1 2 2 1 1	8 7 1 3 3	100
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Ar Property - Special Handling Property - Special Handling - Damaged It	12 10 10 11 11 11 11 11 11 11 11 11 11 11	7 2 5 5 Carry-on or 1 1 1 1 d Casts	1 1 1 1 1 Checker 2 2 2 1 1	13 9 1	12 12 2 1	9 1 8	5 2 2 1 1	3 2 1 1 1 1 1	9 6 3 2 1 1 1 1 1 1 1 1 1	2 2	11 1 9 1 2 2 1 1	8 7 1 3 3	100
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	12 10 10 11 11 11 11 11 11 11 11 11 11 11	7 2 5 5 Carry-on or 1 1 1 1 d Casts	1 1 1 1 1 Checker 2 2 2 1 1	13 9 1	12 12 2 1	9 1 8	1 1 1 1 1 1	3 2 1 1 1 1 1	9 6 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 2	11 1 9 1 2 2 1 1	8 7 1 3 3 3	1101
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	12 10 10 11 11 11 11 11 11 11 11 11 11 11	7 2 5 5 Carry-on or 1 1 1 1 d Casts	1 1 11 11 Checker 2 2 2	13 9 1	12 12 2 1 1	9 1 8	1 1 1 1 1 1 1	3 2 1 1 1 1 1 3 1 1 1	9 6 3 2 1 1 1 1 1 1 1 1 1 1	3	11 1 9 1 2 2 2 1 1 1	8 7 1 3 3 3	177 108 108 22 20 119 23 34 44 45 46 46 47 47 47 47 47 47 47 47 47 47 47 47 47
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item	12 10 10 11 11 11 11 11 11 11 11 11 11 11	7 2 5 5 Carry-on or 1 1 1 d Casts	1 1 11 11 Checker 2 2 2	13 9 1	12 12 2 1 1	9 1 8	1 1 1 1 1 1 1	3 2 1 1 1 1 1 3 1 1 1	9 6 3 2 1 1 1 1 1 1 1 1 1 1	3	11 1 9 1 2 2 2 1 1 1	8 7 1 3 3 3	177 11 108 5 5 92 2 6 15 11 2 3 11 11 11 11 16 5 3 3 4 2
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	12 10 10 11 11 11 11 11 11 11 11 11 11 11	7 2 5 5 Carry-on or 1 1 1 d Casts	1 1 11 11 Checker 2 2 2	13 9 1	12 12 2 1 1	9 1 8	5 2 2 1 1 1 1 1 1 1	3 2 1 1 1 1 1 3 1 1 1	9 6 3 2 1 1 1 1 1 1 1 1 1 1	3 3 7	11 1 9 1 2 2 2 1 1 1	8 7 1 3 3 3	17
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Firearm/Ar Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Security Breach	12 1 1 10 1 1 11 11 11 11 11 11 11 11 11 11 11 11	7 2 5 5 Carry-on or 1 1 1 d Casts ggway 4 2 2 2	1 1 1 1 1 1 1 Checker 2 2 2 2 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2	13 9 1 3	12 12 2 1	9 1 8 2 2 2	1 1 1 1 1 1 1	3 2 1 1 1 1 1 3 1 1 1 1	9 6 3 2 1 1 1 1 1 1 1 1 4 4 2 2 2	3 3 7	11 1 9 1 2 2 1 1 1	2 2 5	177 11 108
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Security Breach	12 10 11 10 11 11 11 11 11 11 11 11 11 11	7 2 5 5 Carry-on or 1 1 1 1 d Casts	1 1 1 1 1 1 1 Checker 2 2 2 1 1 1 1	13 9 1	12 12 2 1	9 1 8 2 2 2 2	5 2 2 1 1 1 1 1 1 1	3 2 1 1 1 1 1 3 1 1 1 1	9 6 3 2 1 1 1 1 1 1 1 1 1 4 4 2 2 2 2 2 5	3 3 7	11 1 9 1 2 2 1 1 1	2 2 5 4 1	177 11 108 55 922 5 5 11 11 11 12 11 11 11 11 11 11 11 11 11
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2018 Civil Rights	12 10 11 10 11 11 11 11 11 11 11 11 11 11	7 2 5 5 Carry-on or 1 1 1 d Casts ggway 4 2 2 2	1 1 1 1 1 1 1 Checker 2 2 2 2 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2	13 9 1 3	12 12 12 2 1 1	9 1 8 2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 2 1 1 1 1 1 3 1 1 1 1	9 6 3 2 1 1 1 1 1 1 4	3 3 7 1 6	11 1 1 9 1 2 2 1 1 1	2 2 5 1 13 13	177 11 108 5 5 922 6 19 11 11 11 11 11 11 11 11 11 11 11 12 22 2
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Security Breach	12 10 11 10 11 11 11 11 11 11 11 11 11 11	7 2 5 5 Carry-on or 1 1 1 d Casts ggway 4 2 2 2	1 1 1 1 1 1 1 Checker 2 2 2 2 1 1 1 2 2 2 2 2 2 2 2 2 2 2 2	13 9 1 3	12 12 12 2 1 1	9 1 8 2 2 2 2	5 2 2 1 1 1 1 1 1 1	3 2 1 1 1 1 1 3 1 1 1 1	9 6 3 2 1 1 1 1 1 1 1 1 1 4 4 2 2 2 2 2 5	3 3 7 1 6	11 1 1 9 1 2 2 1 1 1	2 2 5 4 1	177 11 108 55 922 5 5 11 11 11 12 11 11 11 11 11 11 11 11 11

Categories						1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	2	2	2	2	1	1	1	4	6	1	4	2	28
Customer Service - Others		1				1		1					3
Customer Service - TSO	2	1		2	1		1	3	6	1	4	2	25
Identification (ID) Requirements	1												1
` ' '													
Identification (ID) Requirements - Domest	1												1
Locks				2		2	2		3	2	1		12
Locks - 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
Mishandling of Passenger Property - Dam	1				1					1			3
Mishandling of Passenger Property - Dam	6	2		3			6	0	4	4		4	
							О	8		4		4	53
Mishandling of Passenger Property - Disa	2	1		1		1			1		1		8
Patdown	2		2		1	1		2	1	1			10
Patdown - Flyer	2		2		1	1		1	1	1			9
Patdown - Flyer as Observer								1					1
Persons w/ Disabilities (PWD)	1	1	4						1	1	1		9
` '		- 1							<u>'</u>	1			
Persons w/ Disabilities (PWD) - Autism Sp			2										2
Persons w/ Disabilities (PWD) - Breast Ca	ıncer		1										1
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	Breast Ca	ncer							1			1
Persons w/ Disabilities (PWD) - Cognitive									1				1
Persons w/ Disabilities (PWD) - Diabetes	, 2 0 1 0 1 0 p 1 1 1 1	1											1
		- 1											1
Persons w/ Disabilities (PWD) - Mobility [1		2
Persons w/ Disabilities (PWD) - Service A	nimals		1										1
Property - Special Handling	4	5	7	4	1	2	2		5	2	2	4	38
Property - Special Handling - Damaged Ite		1							1				2
Property - Special Handling - Damaged Ite	2	3							1		1	1	11
		3	3	_					- 1				
Property - Special Handling - Missing Item	1			2			1						4
Property - Special Handling - Missing Item	1	1	4	2	1	2	1		3	2	1	3	21
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	3	4	2	4	3	2	5	4	2	3	5	2	39
	3	4		4	3		5	4		3			
Screening - Inconsistency									1				1
Screening - Lengthy Lines	1				2		1	1					5
Screening - Procedures/Process	2	2	2	4	1	2	4	2	1	2	4	2	28
Screening - Retrieving Abandoned/Confisc	cated Items	1								1			3
Screening - Security Breach	oatou itomo	1						1		- '			2
· · · · · · · · · · · · · · · · · · ·													
2019	12	15		10	12	11	12	19	17	21			182
Civil Rights	1		1				1	1		2		2	8
Civil Rights - Hair Patdowns										1			1
Civil Rights - Racial Profiling or Discrimina	1							1		1		1	4
Civil Rights - Screening of Religious or Cu	Itural Garm	ents					1						1
Civil Rights - Sex/Gender/Gender Identity-			1										1
	Titot Transg	Cridoi											
Civil Rights - Transgender Screening												4	4
												1	
Customer Service		2		2	1		2	4		7	1		
		2		2	1		2	4		7	1		
Customer Service								4					21 1
Customer Service Customer Service - Others Customer Service - TSO		1		2	1		2	4		7	1	1	21 1 20
Customer Service Customer Service - Others Customer Service - TSO Locks		1			1			4		7 2	1 3	1	21 1 20 10
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock		1	1	2	1 4 4		2	4 1 1		7 2 2	1 3 3	1	21 1 20 10
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	7	1 1	1	2	1 4 4			4	7	7 2	1 3 3	1	21 1 20 10
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock		1 1	1	2	1 4 4		2	4 1 1	7	7 2 2	1 3 3	1	21 1 20 10 10 54
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	aged/Missin	1 1 3 g ItemsC	1 6 Carry-on Lug	2 3 gage	1 4 4	5 1	3	4 1 1		7 2 2 4	1 3 3 3	1 1 3	21 1 20 10 10 54
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	aged/Missin 7	1 1	1 6 Carry-on Lug	2	1 4 4	5 1	2	4 1 1 6	5	7 2 2	1 3 3 3	1 1 3	21 1 20 10 10 54 1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	aged/Missin 7	1 1 3 g ItemsC	1 6 Carry-on Lug	2 3 gage	1 4 4	5 1 1 3	3 2 1	4 1 1 6	5 2	7 2 2 2 4	1 3 3 3 3	1 1 3	21 1 20 10 10 54 1 40
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar	aged/Missin 7	1 1 3 g ItemsC	1 6 Carry-on Lug	2 3 gage	1 4 4	5 1 1 3 3	2 3 2 1 1	4 1 1 6 4 2 3	5 2 1	7 2 2 4 3 1	1 3 3 3 3	1 1 3	21 1 20 10 10 54 1 40 13
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer	aged/Missin 7	1 1 3 g ItemsC	1 6 Carry-on Lug	2 3 gage	1 4 4	5 1 1 3	3 2 1	4 1 1 6 4 2 3 2	5 2	7 2 2 2 4	1 3 3 3 3	1 1 3	21 1 20 10 10 54 1 40 13
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar	aged/Missin 7	1 1 3 g ItemsC	1 6 Carry-on Lug	2 3 gage	1 4 4	5 1 1 3 3	2 3 2 1 1	4 1 1 6 4 2 3	5 2 1	7 2 2 4 3 1	1 3 3 3 3	1 1 3	21 1 20 10 10 54 1 40 13
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer	aged/Missin 7	1 1 3 g ItemsC	1 6 Carry-on Lugg 6	2 3 gage	1 4 4	5 1 1 3 3	2 3 2 1 1	4 1 1 6 4 2 3 2	5 2 1	7 2 2 4 3 1 2 2	1 3 3 3 3	1 3 3	21 1 20 10 10 54 1 40 13 10 9
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	aged/Missin 7 rrayed Item	1 1 3 g ItemsC 2 1	1 6 Carry-on Lugg 6	2 3 gage 2	1 4 4	5 1 1 3 3	3 2 1 1	4 1 1 6 4 2 3 2	5 2 1	7 2 2 4 3 1	1 3 3 3 3 3	1 3 3	21 1 20 10 10 54 1 40 13 10 9
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca	aged/Missin 7 rrayed Item	1 1 3 g ItemsC 2 1	1 6 Carry-on Lugg 6	2 3 gage 2	1 4 4	5 1 1 3 3	3 2 1 1	4 1 1 6 4 2 3 2	5 2 1	7 2 2 4 3 1 2 2	1 3 3 3 3 3 3 3	3	21 1 20 10 10 54 1 40 13 100 9 1 1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca	aged/Missin 7 rrayed Item	1 1 3 g ItemsC 2 1	1 6 Carry-on Lugg 6	2 3 3 gage 2 1	1 4 4	5 1 1 3 3	3 2 1 1	4 1 1 6 4 2 3 2	5 2 1	7 2 2 4 3 1 2 2	1 3 3 3 3	3	21 1 20 10 10 10 10 10 13 10 10 9 9 1 1 10 10 10 10 10 10 10 10 10 10 10 10
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M	aged/Missin 7 rrayed Item	1 1 3 3 g ItemsC 2 1 1 1 1 1 1 cees	1 6 Carry-on Lugg 6	2 3 3 gage 2 1 1	1 4 4	5 1 1 3 3	3 2 1 1	4 1 1 6 4 2 3 2	5 2 1	7 2 2 2 4 4 3 3 1 2 2 2 2 2	1 3 3 3 3 3	3	21 1 20 10 10 54 1 1 40 13 10 9 1 1 10 10 2 10 10 10 10 10 10 10 10 10 10 10 10 10
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically	aged/Missin 7 rrayed Item ancer ledical Devi-	1 1 3 3 g ItemsC 2 1 1 1 1 1 1 ces	1 6 carry-on Lugg 6	3 gage 2 1 1 1 al Supplies	1 4 4	5 1 1 3 3	3 2 1 1	4 1 1 6 4 2 3 2	5 2 1	7 2 2 4 3 1 2 2	1 3 3 3 3 3	3	21 1 20 10 10 54 1 1 40 13 10 9 1 1 10 10 2 10 10 10 10 10 10 10 10 10 10 10 10 10
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M	aged/Missin 7 rrayed Item ancer ledical Devi-	1 1 3 3 g ItemsC 2 1 1 1 1 1 1 ces	1 6 carry-on Lugg 6	3 gage 2 1 1 1 al Supplies	1 4 4	5 1 1 3 3	3 2 1 1	4 1 1 6 4 2 3 2	5 2 1	7 2 2 2 4 4 3 3 1 2 2 2 2 2	1 3 3 3 3 3	3 2 1	21 1 20 10 10 54 11 40 13 10 9 9 1 10 10 10 10 10 10 10 10 10 10 10 10 1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically	aged/Missin 7 rrayed Item ancer ledical Devi Necessary bisability (No	1 1 3 3 g ItemsC 2 1 1 1 1 1 1 ces	1 6 carry-on Lugg 6	3 gage 2 1 1 1 al Supplies	1 4 4	5 1 1 3 3	3 2 1 1	4 1 1 6 4 2 3 2	5 2 1	7 2 2 2 4 4 3 3 1 2 2 2 2 2	1 3 3 3 3 3	3 2 1	21 1 20 10 10 54 1 1 3 10 9 1 1 10 1 10 2 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Service A	aged/Missin 7 rrayed Item ancer ledical Devi Necessary bisability (Nonimals	1 1 3 3 g ItemsC 2 1 1 1 1 ces	1 6 carry-on Lugg 6	3 gage 2 1 1 1 al Supplies	1 4 4	5 1 1 3 3	3 2 1 1 1	4 1 1 6 4 2 3 2	5 2 1	7 2 2 2 4 4 3 3 1 1 2 2 2 2 2 1	1 3 3 3 3 3	3 2 1	21 1 20 10 10 54 1 1 40 13 10 10 11 10 11 12 2 11 11 11 11
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Modically Persons w/ Disabilities (PWD) - Modicilly Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A	aged/Missin 7 rrayed Item ancer ledical Devi Necessary bisability (No	1 1 3 3 g ItemsC 2 1 1 1 1 1 ces Medicatior tr Wheelch (trauma)	1 6 carry-on Lugg 6	3 gage 2 1 1 1 al Supplies	1 4 4	5 1 1 3 3	3 2 1 1	4 1 1 6 4 2 3 2	5 2 1 1	7 2 2 2 4 4 3 3 1 1 2 2 2 2 2 1	1 3 3 3 3 3	3 2 1	21 1 20 10 10 54 1 40 13 10 9 1 1 10 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha	aged/Missin 7 rrayed Item ancer ledical Devi Necessary Disability (Nonimals ersion (pain	3 3 g ItemsC 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 carry-on Lugg 6 1	3 gage 2 1 1 1 al Supplies er)	1 4 4 4 3 3 1	5 1 1 3 3 3 3	2 3 2 1 1 1 1	4 1 1 6 4 2 3 2 1	5 2 1 1 1 1	7 2 2 2 4 4 3 3 1 2 2 2 2 2 1 1 1 1 1	1 3 3 3 3 3	3 2 1	21 1 20 10 10 10 10 10 13 13 10 9 9 11 11 11 12 11 11 11 11 11 12 11 11 11
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av- Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling	aged/Missin 7 rrayed Item ancer ledical Devi Necessary pisability (No nimals ersion (pain air/ Scooter/	3 3 g ItemsC 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 carry-on Lugg 6 1	3 gage 2 1 1 1 al Supplies	1 4 4 4 3 3 1	5 1 1 3 3 3 3	3 2 1 1 1	4 1 1 6 4 2 3 2	5 2 1 1	7 2 2 2 4 4 3 3 1 1 2 2 2 2 2 1	1 3 3 3 3 3 2	3 2 1	21 1 20 10 10 10 10 10 13 13 10 9 9 11 11 11 12 11 11 11 11 11 12 11 11 11
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha	aged/Missin 7 rrayed Item ancer ledical Devi Necessary pisability (No nimals ersion (pain air/ Scooter/	3 3 g ItemsC 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 carry-on Lugg 6 1	3 gage 2 1 1 1 al Supplies er)	1 4 4 4 3 3 1	5 1 1 3 3 3 3	2 3 2 1 1 1 1	4 1 1 6 4 2 3 2 1	5 2 1 1 1 1	7 2 2 2 4 4 3 3 1 2 2 2 2 2 1 1 1 1 1	1 3 3 3 3 3	3 2 1	21 1 20 10 10 10 54 1 40 13 10 9 1 1 10 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Aw Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling	aged/Missin 7 rrayed Item ancer ledical Devi- Necessary pisability (No nimals ersion (pain air/ Scooter/ 2 ems - Carry-	3 3 g ItemsC 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 Carry-on Lugg 6 1 1 n and Medica air or Scoote 1 8	3 gage 2 1 1 1 al Supplies er)	1 4 4 4 4 4 1 1 1	5 1 1 3 3 3 3	2 3 2 1 1 1 1 1	4 1 1 6 4 2 3 2 1	5 2 1 1 1	7 2 2 2 4 4 3 3 1 2 2 2 2 2 1 1 1 1 1	1 3 3 3 3 3 2	1 1 3 2 1	20 10 10 54 1 1 3 10 9 1 1 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite	aged/Missin 7 rrayed Item Incer Idedical Devicesary Disability (Notationals Devices (Painals Devices (Painals) Devices (3 3 g ItemsC 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 Carry-on Lugg 6 1 1 n and Medica air or Scoote 1 8	2 3 gage 2 1 1 1 sal Supplies	1 4 4 4 4 4 1 1 1	5 1 1 3 3 3 3 3 3 3	2 3 2 1 1 1 1 1	4 1 1 6 4 2 3 2 1	5 2 1 1 1 1 1 6 1	7 2 2 2 4 4 3 3 1 2 2 2 2 2 1 1 1 1 1	1 3 3 3 3 3	1 1 3 2 1	21 1 20 10 10 54 11 40 13 10 9 9 1 1 10 11 1 1 1 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	aged/Missin 7 rrayed Item Incer Idedical Devicessary Disability (Nonimals Derion (pain Derion (p	3 3 g ItemsC 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 Garry-on Lugg 6 1 1 an and Medica air or Scoote 1 8 3 1	3 gage 2 1 1 1 al Supplies err) 4	1 4 4 4 4 4 3 3 1 1	5 1 1 3 3 3 3 3 3 1 1 1 1 1 1	2 3 2 1 1 1 1 1	4 1 1 6 4 2 3 2 1	5 2 1 1 1 1 6 1 1	7 2 2 2 4 4 3 3 1 1 2 2 2 2 2 1 1 1 1	1 3 3 3 3 3 2 1	1 1 3 2 1 7 7	21 1 20 10 10 54 1 40 13 10 9 1 1 1 1 1 2 2 1 1 1 1 1 1 2 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	aged/Missin 7 rrayed Item ancer ledical Devi Necessary bisability (Nonimals ersion (pain air/ Scooter/ 2 ems - Carry- ems - Checl 1 1	3 3 g ItemsC 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 Garry-on Lugg 6 1 1 1 8 8 3 1 4	2 3 gage 2 1 1 1 sal Supplies	1 4 4 4 4 3 3 1 1	5 1 1 3 3 3 3 1	2 3 2 1 1 1 1 1	4 1 1 6 4 2 3 2 1	5 2 1 1 1 1 6 1 1 1 3	7 2 2 2 4 4 3 3 1 1 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1	1 3 3 3 3 3 2 1 5	1 1 3 2 1	21 1 20 10 10 54 1 40 13 10 9 1 1 1 1 1 2 1 1 1 1 2 1 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	aged/Missin 7 rrayed Item Incer Idedical Devicessary Disability (Nonimals Derion (pain Derion (p	3 3 g ItemsC 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 Garry-on Lugg 6 1 1 1 8 8 3 1 4	3 gage 2 1 1 1 al Supplies err) 4	1 4 4 4 4 4 3 3 1 1	5 1 1 3 3 3 3	2 3 2 1 1 1 1 1	4 1 1 6 4 2 3 2 1	5 2 1 1 1 1 6 1 1	7 2 2 2 4 4 3 3 1 1 2 2 2 2 2 1 1 1 1	1 3 3 3 3 3 2 1 5	1 1 3 2 1	21 1 20 10 10 54 1 40 13 10 9 1 1 1 1 1 2 2 1 1 1 1 1 1 2 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Modically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	aged/Missin 7 rrayed Item ancer ledical Devi Necessary bisability (Nonimals ersion (pain air/ Scooter/ 2 ems - Carry- ems - Checl 1 1	3 3 g ItemsC 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 Garry-on Lugg 6 1 1 1 8 8 3 1 4	3 gage 2 1 1 1 al Supplies err) 4	1 4 4 4 4 3 3 1 1	5 1 1 3 3 3 3 1	2 3 2 1 1 1 1 1	4 1 1 6 4 2 3 2 1	5 2 1 1 1 1 6 1 1 1 3	7 2 2 2 4 4 3 3 1 1 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1	1 3 3 3 3 3 2 1 5	1 1 3 2 1 7 7 3 3 1 2	21 1 20 10 10 10 54 4 1 40 13 10 9 1 1 1 1 1 1 2 1 1 1 1 2 1 1 1 1 1 1 1
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening	aged/Missin 7 rrayed Item ancer ledical Devi Necessary bisability (Nonimals ersion (pain air/ Scooter/ 2 ems - Carry- ems - Checl 1 1	3 3 g ItemsC 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 6 carry-on Lugg 6 1 1 and Medicalair or Scoote 1 8 3 1 4 1	3 gage 2 1 1 1 al Supplies err) 4	1 4 4 4 4 3 3 1 1	5 1 1 3 3 3 3 3 1	2 3 2 1 1 1 1 1	4 1 1 6 4 2 3 2 1	5 2 1 1 1 1 6 1 1 1 3	7 2 2 2 4 4 3 3 1 1 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1	1 3 3 3 3 3 3 2 1 1 4 5 2	7 3 3 1 7 3 3 1 2	21 1 20 10 10 54 1 40 13 10 9 1 1 1 1 1 2 1 1 1 1 2 1 1 1 1 1 1 1 1

						CC) Data 1								
ategories	10-Oct	11-Nov	12-De		-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
INL	1	3		3	1	1			1		l .	6 8	5	33
2016					1							2	1	4
Mishandling of Passenger Property					1							2	1	4
Mishandling of Passenger Property - Dan	aged/Missir	ng ItemsC	hecked E	Зас	1							2	1	4
2017				1						:	2	1 2	1	7
Locks												1		1
Locks - Missing or Damaged Lock												1		1
Mishandling of Passenger Property				1									1	3
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC		1										2
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Chec	ked									1	1
Property - Special Handling												2		3
Property - Special Handling - Missing Iter	ns - Checke	d										2		3
2018		3				1				:	2	5 2	2	15
Customer Service		1												1
Customer Service - Others		1												1
Locks		1												1
Locks - Missing or Damaged Lock		1												1
Mishandling of Passenger Property						1						3 2	1	8
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked E	Baggage	9	1						2 2	1	7
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Chec	ked								1		1
Prohibited & Permitted Items												1		1
Prohibited & Permitted Items - Sporting G	oods											1		1
Property - Special Handling		1										1	1	
Property - Special Handling - Damaged It	ems - Checl	1										1		2
Property - Special Handling - Missing Iter	ns - Checke	d											1	2
2019	1			2					1			2	1	7
Locks												1		1
Locks - Missing or Damaged Lock												1		1
Mishandling of Passenger Property	1			2								1	1	5
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on L	uggage									1	1
Mishandling of Passenger Property - Dan	1			1								1		3
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on		1										1
Property - Special Handling									1					1
Property - Special Handling - Damaged It	ems - Check	ed							1					1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IPL					1				1			1	3
2017												1	1
Screening												1	1
Screening - Procedures/Process												1	1
2018									1				1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	ggage					1				1
2019					1								1
Property - Special Handling					1								1
Property - Special Handling - Missing Iten	ns - Checke	d			1								1

			I SA CUIILA	ct Center (1	CC) Data	001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IPT	1		2	2	2	1	1			1	1	1	12
2016					1								1
Screening					1								1
Screening - Procedures/Process					1								1
2017					1		1			1			3
Mishandling of Passenger Property							1			1			2
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	Checked Bag	ggage			1						1
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checke	d						1			1
Screening					1								1
Screening - Procedures/Process					1								1
2018	1		2									1	4
Mishandling of Passenger Property			2										2
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	2										2
Patdown	1												1
Patdown - Flyer	1												1
Property - Special Handling												1	1
Property - Special Handling - Missing Ite	ms - Carry-C	n										1	1
2019				2		1					1		4
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	Checked Bag	1									1
Property - Special Handling						1							1
Property - Special Handling - Missing Ite	ms - Checke	d				1							1
Screening				1									1
Screening - Procedures/Process				1									1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IRK		1	1					1		1	1		5
2017										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Ite	ms - Checke	d								1			1
2019		1	1					1			1		4
Civil Rights											1		1
Civil Rights - Age											1		1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Dis	arrayed Item	1											1
Persons w/ Disabilities (PWD)			1										1
Persons w/ Disabilities (PWD) - Breast C	Cancer		1										1
Screening								1					1
Screening - Procedures/Process								1					1

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Categories ISP	10-Oct 10	11-Nov	/ 12-D∈ I5		n 20	02-Feb 03	3-Mar 17	04-Apr 14	05-May 20	06-Jun 9	07-Jul 21	08-Aug 17	09-Sep 8	Total 182
2016	10		15	14	6	6	5	4	20	5	4	2	3	37
Customer Service					1	1		-		· ·	2			4
Customer Service - Others					1						1			2
Customer Service - TSO						1					1			2
Locks					1				1		1			3
Locks - Missing or Damaged Lock					1				1		1			3
Mishandling of Passenger Property					1	3	4	3	1	4	1	2	3	22
Mishandling of Passenger Property - Dam					4	1	0	0	4	4	4	0	0	1
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam				-	1	2	3 1	3	1	4	1	2	3	20
Patdown	laged/Missing	nems-	-onspeciii	eu Luggage	,		- 1	1						1
Patdown - Flyer								1						1
Persons w/ Disabilities (PWD)					3	1		'		1				5
Persons w/ Disabilities (PWD) - Mobility D	ı Disability (Not	Wheel	chair or So	coot	1									1
Persons w/ Disabilities (PWD) - Ostomy/C					2									2
Persons w/ Disabilities (PWD) - Service A	nimals									1				1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway				1								1
Screening						1	1							2
Screening - Procedures/Process	_		_			1	11							2
2017	2		5	5	4	3	5	4	6	2	6	4	1	47
Customer Service			2		1	1	1			1				6
Customer Service - Others Customer Service - TSO			2		1	1	1			1				<u> </u>
Locks			2		- 1	ı	- '		1			1		2
Locks - Missing or Damaged Lock									1			1		2
Mishandling of Passenger Property			2	4	3	2	2	2	4	1	1	3		24
Mishandling of Passenger Property - Dam	l laged/Missind			1	1									2
Mishandling of Passenger Property - Dam		,	2	3	2	2		2	3	1	1	1		17
Mishandling of Passenger Property - Disa		-Carry-	on or Che	cked			2		1			2		5
Patdown				1			1				1			3
Patdown - Flyer				1			1				1			3
Persons w/ Disabilities (PWD)	1										2			3
Persons w/ Disabilities (PWD) - Diapers/C														1
Persons w/ Disabilities (PWD) - Service A											1			1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t ı										1			1
Prohibited & Permitted Items	-4-6		1											1
Prohibited & Permitted Items - Lighters/Ma Property - Special Handling	atches I		1					2	1		1		1	1 5
Property - Special Handling - Missing Item	l ne - Carny-On							1	1		- 1		1	2
Property - Special Handling - Missing Item								1			1		1	3
Screening	1						1				1			3
Screening - Crew Member or Airline Empl							1							1
Screening - Lengthy Lines											1			1
Screening - 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
Customer Service - Others							1	1						2
Customer Service - TSO	2		4	1	1	3			2		1			10
Locks Locks - Missing or Damaged Lock	1		1											2
Mishandling of Passenger Property	2		1	2	1				3		3			12
Mishandling of Passenger Property - Dam	_	Items-			'				1		3			1
Mishandling of Passenger Property - Dam		TIOTTO	1	2	1				1		3			10
Mishandling of Passenger Property - Disa		-Carry-	on or Che						1					1
Patdown				1					1					2
Patdown - Flyer									1					1
Patdown - Non-Flyer				1										1
Persons w/ Disabilities (PWD)											1		1	2
Persons w/ Disabilities (PWD) - Metal Imp													1	1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)									1			1
Property - Special Handling	1			1	1		2		2	1	1	1		10
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item				1			1				1	1		4
Property - Special Handling - Missing Item Property - Special Handling - Missing Item					1		1		2	1		1		1 5
Screening	is - Checked		1		1	1	- 1			1		2		5
Screening - Procedures/Process			1		1	1						2		5
2019	2		7	4	6	4	4	5	4	1	5		3	53
Civil Rights				1	-	•	-		-	•			J	1
Civil Rights - Racial Profiling or Discrimina	ation			1										1
Customer Service	1				1			1	1			3		7
Customer Service - Others												2		2
Customer Service - TSO	1				1			1	1			1		5
Locks			1				1				1			3
Locks - General			1				1							2
Locks - Missing or Damaged Lock											1			1
Lost and Found						1							1	2
Lost and Found - Airport/TSA			0			1						_	1	2
Mishandling of Passenger Property	naged/Mile-i		3			2	1	3	2		1	1	1	15
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam			3 -Unenecifi	ed Luggaga		2	1	2	2		1	1		12
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa					-			1				1	1	1
Patdown	nayeu nems-	-carry-	on or one	1	1		1	1			1		1	4
Patdown - Flyer				1	1		1				1			4
Persons w/ Disabilities (PWD)			1	1	-		- '				ı			2
	I		*	•										

			I SA CUIILA	or center (oc) Data	1001-1016							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates	1											1
Persons w/ Disabilities (PWD) - Service A	Animals		1										1
Property - Special Handling	1		1	3	1			1	1	2	2	1	13
Property - Special Handling - Damaged It	ems - Carry	-On								1			1
Property - Special Handling - Damaged It	ems - Checl	ked		1					1		1	1	4
Property - Special Handling - Missing Iten	1		1	2	1			1		1	1		8
Screening		2		1		1	1				1		6
Screening - Children							1						1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1		1		1					1		4

		TSA Conta	ct Center (T		Tool - FOIA							
ategories	10-Oct 11-N	lov 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITH	1		2		1	1	3	1	3	3	2	1
2016						1		1				
Mishandling of Passenger Property						1		1				
Mishandling of Passenger Property - Dar	naged/Missing Iten	nsChecked Ba	iggage			1		1				
2017			1				1				1	
Customer Service			1									
Customer Service - TSO			1									
Locks							1					
Locks - Missing or Damaged Lock							1					
Property - Special Handling											1	
Property - Special Handling - Missing Iter	ns - Checked										1	
2018			1		1		1		1	3		
Customer Service			1									
Customer Service - TSO			1									
Mishandling of Passenger Property									1			
Mishandling of Passenger Property - Disa	arrayed ItemsCar	ry-on or Checke	ed						1			
Patdown					1							
Patdown - Flyer					1							
Persons w/ Disabilities (PWD)										1		
Persons w/ Disabilities (PWD) - Mobility	Disability (Not Whe	elchair or Scoo	oter)							1		
Screening							1			2		
Screening - Inconsistency										1		
Screening - Lengthy Lines							1					
Screening - Procedures/Process										1		
2019	1						1		2		1	
Customer Service							1				1	
Customer Service - TSO							1				1	- :
Mishandling of Passenger Property									1			
Mishandling of Passenger Property - Dan	naged/Missing Iten	nsChecked Ba	iggage						1			
Patdown									1			
Patdown - Flyer									1			
Screening	1											
Screening - Inconsistency	1											

Categories	10-Oct		2-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar		05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITO	10-001	11-NOV 1	2-Dec 14	01-Jan 16	02-Feb 8	03-Mar 13	04-Apr 6	05-Way 17	06-Jun 4	07-Jul	08-Aug 16	ия- Sep	10tai
2016	14	10	14	2	4	13	2		4	4	3	4	26
Customer Service				1	-	1		1		-	1		4
Customer Service - Others											1		1
Customer Service - TSO				1		1		1					3
Locks						1		1					2
Locks - Missing or Damaged Lock						1		1					2
Mishandling of Passenger Property				1	1	3	1	3		4	2		15
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsChe	cked Bag	1	1	3	1	3		3	1		13
Mishandling of Passenger Property - Disa										1	1		2
Patdown							1						1
Patdown - Flyer							1						1
Screening					3			1					4
Screening - Children					1								1
Screening - Procedures/Process					2								2
Screening - Retrieving Abandoned/Confis	cated 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
Customer Service - Others	1	1											2
Customer Service - TSO	1		1	1	1		1			2	1		8
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	4	3	4	2						1	3		17
Mishandling of Passenger Property - Dam	3	3	3	1						1	3		14
Mishandling of Passenger Property - Disa	1		1	1									3
Patdown			1						1	1		1	4
Patdown - Flyer			1						1	1		1	4
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Food/Beve	rages									1			1
Property - Special Handling								2		1			3
Property - Special Handling - Missing Iten	ns - Checked							2		1			3
Screening											1		1
Screening - Crew Member or Airline Emp	oyee										1		1
2018	4	5	3	7	1	4		5	2	3	3	2	39
Civil Rights	1	1										1	3
Civil Rights - Constitutional Rights	1												1
Civil Rights - Racial Profiling or Discrimin	ation											1	1
Civil Rights - Transgender Screening		1											1
Customer Service		1	1	1		1		3	2	1			10
Customer Service - Others									1	1			2
Customer Service - TSO		1	1	1		1		3	1				8
Mishandling of Passenger Property		1	1	2	1	1				2			8
Mishandling of Passenger Property - Dam		g ItemsC	1							1			2
Mishandling of Passenger Property - Dam	aged/Missii	1		2	1	1				1			6
Patdown						1					1	1	3
Patdown - Flyer						1					1	1	3
Persons w/ Disabilities (PWD)	1												1
Persons w/ Disabilities (PWD) - Mobility [1												1
Property - Special Handling	1		1	1				2			1		6
Property - Special Handling - Damaged It		ed						2			1		3
Property - Special Handling - Missing Iten			1	1									3
Screening	1	2		3		1					1		8
Screening - Procedures/Process	1	2		2		1							6
Screening - Retrieving Abandoned/Confis				1							1		2
2019	4	1	5	4	1	4	3	4	1	1	5	1	34
Customer Service	2			1		1	1						5
Customer Service - Others							1						1
Customer Service - TSO	2			1		1							4
Locks			1	1		2							4
Locks - Missing or Damaged Lock			1	1		2							4
Mishandling of Passenger Property	1		2	1	1		2		1	1	1		10
													1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	1										0
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	aged/Missin		1		1		2		1	1	1		8
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	aged/Missin	Carry-on or	1 Checked	1	1		2		1	1			1
Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Disa Patdown	aged/Missin	Carry-on or 1	1 Checked	1	1	1	2	2	1	1	1		1 7
Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	aged/Missin	Carry-on or	1 Checked	1	1		2	2 2	1	1	1		1 7 7
Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Darr Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	aged/Missing 1 rrayed Items	Carry-on or 1 1	Checker 2 2		1	1	2	2	1	1	1 1 1		1 7 7 2
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I	aged/Missing 1 rrayed Items	Carry-on or 1 1	Checker 2 2		1	1	2	2 2 1 1	1	1	1 1 1		1 7 7 2 2
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling	aged/Missing 1 rrayed Items Disability (No	Carry-on or 1 1	Checker 2 2		1	1	2	2 2	1	1	1 1 1	1	1 7 7 2 2 2
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It	aged/Missing 1 rrayed Items Disability (No 1 ems - Checke	Carry-on or 1 1 t Wheelchair	Checker 2 2		1	1	2	2 2 1 1 1	1	1	1 1 1	1	1 7 7 2 2 5 1
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	aged/Missing 1 rrayed Items Disability (No 1 ems - Checkens - Carry-Or	Carry-on or 1 1 t Wheelchair	Checker 2 2		1	1	2	2 2 1 1	1	1	1 1 1 1 2		1 7 7 2 2 5 1
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	aged/Missing 1 rrayed Items Disability (No 1 ems - Checkens - Carry-Or	Carry-on or 1 1 t Wheelchair	Checker 2 2	r)	1	1	2	2 2 1 1 1	1	1	1 1 1		1 7 7 2 2 5 1 1
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	aged/Missing 1 rrayed Items Disability (No 1 ems - Checkens - Carry-Or	Carry-on or 1 1 t Wheelchair	Checker 2 2		1	1	2	2 2 1 1 1	1	1	1 1 1 1 2		1 7 7 2 2 5 1

			. Or Oonta	ot	.cc, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IWD	1							1		1	1	1	5
2016								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	ggage				1					1
2017	1											1	2
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
2018											1		1
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimina	ation										1		1
2019										1			1
Screening										1			1
Screening - Procedures/Process										1			1

Categories	10-Oct	11-Nov			01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	10-Oct		12-1	Jec (02-Feb 4	U3-IVIAF 5							
JAC 2016	3			1	4	2	5		1	1	6	9		54
2016 Civil Rights					1	1		1		7		1	3	12
Civil Rights - Constitutional Rights						- 1						1		1
Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin	otion					1						ı		1
Customer Service	alion					- 1							1	1
Customer Service - TSO													1	1
Locks					4								I	
					1									1
Locks - Missing or Damaged Lock Patdown					ı								1	1
Patdown - Flyer								4		4		2	1	1
Screening						1		1		1		3	1	7
Screening - Crew Member or Airline Emp	l oyee											1		1
Screening - Inconsistency						1						1	4	2
Screening - Procedures/Process								1		1			1	3
Screening - Security Breach												1		1
2017	2			1	1	1	2				3	1		16
Customer Service								1			1		1	3
Customer Service - Others													1	1
Customer Service - TSO								1			1			2
Mishandling of Passenger Property	1				1		2							4
Mishandling of Passenger Property - Dam	1						1							2
Mishandling of Passenger Property - Dam	aged/Missi	ng Items	-Checke	d Baç	1		1							2
Patdown				1				1	1		2			5
Patdown - Flyer				1				1	1		2			5
Persons w/ Disabilities (PWD)						1								1
Persons w/ Disabilities (PWD) - Service A	nimals					1								1
Property - Special Handling												1		1
Property - Special Handling - Missing Iten	ı ıs - Checke	d										1		1
Screening	1												1	2
Screening - Inconsistency	1												1	2
2018	1					1	2			2		2		9
Customer Service	•					•				1		1	•	2
Customer Service - Others										'		1		1
Customer Service - TSO										1				1
Locks	1									1				1
Locks - Missing or Damaged Lock	1													1
Mishandling of Passenger Property	'						2							2
Mishandling of Passenger Property - Dam	agod/Missi	na Itoma I	Drivoto S	Poroonin	a Contrac	tor	1							
Mishandling of Passenger Property - Dam						toi	1							1
	layeu/iviissi	ng items	CHECKE	и ваууа	ige	1	1							- 1
Patdown														
Patdown - Flyer						1								1
Persons w/ Disabilities (PWD)	N I . 1114 (A I	. 4. 14/1 1	to a to a cont	0									1	1
Persons w/ Disabilities (PWD) - Mobility [Jisability (N	ot Wheeld	chair or	Scooter)									1	1
Screening										1		1		2
Screening - Procedures/Process										1		1		2
2019			1		2		1			4	3	2	4	17
Advanced Imaging Technology (AIT)							1							1
Advanced Imaging Technology (AIT) - Fly	er as Obse	rver					1							1
Civil Rights										1				1
Civil Rights - Racial Profiling or Discrimin	ation									1				1
Customer Service										1	1			2
Customer Service - TSO										1	1			2
Mishandling of Passenger Property					1									1
Mishandling of Passenger Property - Dam	aged/Missi	ng Items	-Checke	d Baç	1									1
Notice of Violation/Civil Penalties			1											1
Notice of Violation/Civil Penalties - Gener	al		1											1
Patdown										1	1		1	3
Patdown - Flyer										1	1		1	3
Persons w/ Disabilities (PWD)												1		1
Persons w/ Disabilities (PWD) - Touch Av	ı ersion (pair	n/trauma)										1		1
Property - Special Handling	. (1-2411												2	2
Property - Special Handling - Missing Iten	ı 1s - Checke	d											2	2
Screening	0110010	_			1					1	1	1	1	5
Screening - Inconsistency					- 1					1	1	1	ı	2
Screening - Procedures/Process					1					1			1	2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	Cated Itama				- 1							1		
Screening - Retrieving Abandoned/Confis	cated items											- 1		1

ories	10 Oct 11) Data Tool		1 1 2 2	E Mov. O	: lum C	7 1	00 4	00 Con	Total
Unies	10-Oct 11	I-Nov 12 18	2-Dec 01 14	-Jan 02 19	2-Feb 03 13	-Mar 0- 21	1-Apr 0 17	05-May 06 23	3-Jun (23	7-Jul 16	08-Aug 10	09-Sep 20	Total 2
2016	14	10	14	8	1	8	7	11	5	8	2	8	
Civil Rights					•		1	• •	1	2			
Civil Rights - Racial Profiling or Discrimin	ation								1	2			
Civil Rights - Sexual Orientation - Not Tra	nsgender						1						
Customer Service				2		2	1	2	1			1	
Customer Service - TSO				2		2	1	2	1			1	
Locks							1					1	
Locks - Missing or Damaged Lock							1					1	
Mishandling of Passenger Property				4		3	2	4	1	1	2	5	
Mishandling of Passenger Property - Dam												1	
Mishandling of Passenger Property - Dam				3		3	2	4		1	2	4	
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or C	Checker	1					1				
Patdown								1		2			
Patdown - Flyer								1		2			
Screening				2	1	3	2	4	2	3		1	
Screening - Crew Member or Airline Emp	loyee			1									
Screening - Inconsistency							1						
Screening - Lengthy Lines				1	4	3		1		1		1	
Screening - Procedures/Process	_				1		1	3	2	2			
2017	7	10	9	4	2	4	3	2	6	3	3	4	
Civil Rights		1	1										
Civil Rights - Constitutional Rights	lle mal Campa	4	1										
Civil Rights - Screening of Religious or Cu		1	1	4		4	4	2	2	4		4	
Customer Service - TSO	2	1 1	1 1	1		1 1	1	2	2	1		1	
Customer Service - TSO	2	1	1	1		1	1	2	2	1		1	
Identification (ID) Requirements	l.	1											
Identification (ID) Requirements - Domest Locks	10	1	1										
		1											
Locks - Missing or Damaged Lock	2		1	2			4		2	4			
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	3	3	3	3	1	2	1		3	1	3		
		0	2	2			4		2	4	1		
Mishandling of Passenger Property - Dam		2	3	3	1	1	1		3	1	1		
Mishandling of Passenger Property - Dam		1	Chaokad								1		
Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD)	irrayed itemsC	arry-orr or C	лескец			1			1				
. ,									1				
Persons w/ Disabilities (PWD) - General Property - Special Handling							1		ı	1		3	
Property - Special Handling - Damaged It	ome Chacked						- 1			1		1	
Property - Special Handling - Missing Iten							1			- 1		2	
Screening	2	3	3		1	1	- '						
Screening - Lengthy Lines	1	3	3		1	- 1							
Screening - Lengthy Lines Screening - Military	'				1								
Screening - Military Screening - Procedures/Process	1	3	3		1	1							
2018	3	3	3	3	9	7	5	3	8	3	2	5	
Civil Rights				1		•		•					
		der		1									
	- Not Transgend				1	4	2		2	2		2	
Civil Rights - Sex/Gender/Gender Identity	- Not Transgend 1			1									
Civil Rights - Sex/Gender/Gender Identity Customer Service				1	'					1			
Civil Rights - Sex/Gender/Gender Identity				1	1	4	2		2	1		2	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO	1	1	1			4	2	1	2		1	2	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others	1 1 1	1	1	1		4		1			1		
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 1 naged/Missing It	1		1		4		1			1		
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1 1 1 naged/Missing It	1 emsC 1	1	1		4	1		3			3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 1 1 naged/Missing It	1 emsC 1	1	1		1	1		2			3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	1 1 1 1 naged/Missing It	1 emsC 1	1	1	1		1		2			3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 1 1 naged/Missing It 1 urrayed ItemsC	1 emsC 1	1	1	1	1	1		2 1 1			3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons wi Disabilities (PWD)	1 1 1 naged/Missing It 1 rrayed ItemsC 1	1 emsC 1 sarry-on or C	1	1	2 1	1	1		2 1 1			3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	1 1 1 naged/Missing It 1 rrayed ItemsC 1	1 emsC 1 sarry-on or C	1	1	2 1	1	1		2 1 1			3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g	1 1 1 aged/Missing It 1 urrayed ItemsC 1 1 1 general) Not Bre	1 emsC 1 sarry-on or C	1	1	2 1	1	1		2 1 1		1	3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g	1 1 1 aged/Missing It 1 urrayed ItemsC 1 1 1 general) Not Bre	1 emsC 1 sarry-on or C	1 Checked	1	2 1	1	1	1	2 1 1 1	1	1	3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g	1 1 1 1 naged/Missing It 1 1 nrrayed ItemsC 1 1 1 general) Not Bree ems - Carry	1 emsC 1 carry-on or C	1 Checked	1	2 1	1	1	1	2 1 1 1	1	1	3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling - Damaged It	1 1 1 1 1 naged/Missing It 1 Irrayed ItemsC 1 1 1 general) Not Bre ems - Carry	1 emsC 1 carry-on or C	1 Checked	1	2 1	1	1	1	3 2 1 1 1 1	1	1	3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	1 1 1 1 1 naged/Missing It 1 Irrayed ItemsC 1 1 1 general) Not Bre ems - Carry	1 emsC 1 carry-on or C	1 Checked	1	2 1	1	1	2	3 2 1 1 1 1	1	1	3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	1 1 1 1 1 naged/Missing It 1 Irrayed ItemsC 1 1 1 general) Not Bre ems - Carry	1 emsC 1 darry-on or C east Cancer 1 1	1 Checked	1	2 1 1	1 1	1 1 1 1	2	3 2 1 1 1 1	1	1	3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	1 1 1 1 1 naged/Missing It 1 Irrayed ItemsC 1 1 1 general) Not Bre ems - Carry	1 emsC 1 darry-on or C east Cancer 1 1	1 Checked 1 1 1	1	2 1 1	1 1	1 1 1 1	2	3 2 1 1 1 1	1	1	3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency	1 1 1 1 1 naged/Missing It 1 Irrayed ItemsC 1 1 1 general) Not Bre ems - Carry	1 emsC 1 darry-on or C east Cancer 1 1	1 Checked 1 1 1	1	2 1 1	1 1 2	1 1 1 1	2	3 2 1 1 1 1	1	1	3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1 1 1 1 1 naged/Missing It 1 Irrayed ItemsC 1 1 1 general) Not Bre ems - Carry	1 emsC 1 carry-on or C east Cancer 1 1	1 Checked 1 1 1	1	1 2 1 1 1	1 1 2 2 1	1 1 1 1	2	3 2 1 1 1 1	1	1	3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC 1 sarry-on or C 2 east Cancer 1 1 1 5 1 5 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 2 1 1 1 1 6 6 2 4	2	1 1 1 1 1	2	3 2 1 1 1 1 2 2 2	1 1 1	1 1 1	3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 2 1 1 1 1 6 6 2 4	2	1 1 1 1 1	2 2	3 2 1 1 1 1 2 2 2	1 1 1	1 1 1	3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC 1 sarry-on or C 2 east Cancer 1 1 1 5 1 5 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 2 1 1 1 1 6 6 2 4	2	1 1 1 1 1	2 2 7	3 2 1 1 1 1 2 2 2	1 1 1	1 1 1	3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC 1 sarry-on or C 2 east Cancer 1 1 1 5 5 1 1 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 2 1 1 1 1 6 6 2 4	2	1 1 1 1 1	2 2 7	3 2 1 1 1 1 2 2	1 1 1	1 1 1	3 3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 2 1 1 1 1 6 6 2 4	2	1 1 1 1 1	2 2 7	3 2 1 1 1 1 2 2	1 1 1	1 1 1	3 3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC 1 sarry-on or C 2 east Cancer 1 1 1 5 5 1 1 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 2 1 1 1 1 6 6 2 4	2	1 1 1 1 2	2 2 7	3 2 1 1 1 1 2 2	1 1 1	1 1 1	3 3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC 1 sarry-on or C 2 east Cancer 1 1 1 5 5 1 1 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 2 1 1 1 1 6 6 2 4	2	1 1 1 1 2	2 2 7	3 2 1 1 1 1 2 2	1 1 1	1 1 1	3 3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Locks - Missing or Damaged Lock	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC 1 sarry-on or C 2 east Cancer 1 1 1 5 5 1 1 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 2 1 1 1 1 6 6 2 4	2	1 1 1 1 2	2 2 7 3 1 2	3 2 1 1 1 1 2 2	1 1 1	1 1 1	3 3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC 1 sarry-on or C 2 east Cancer 1 1 1 5 5 1 1 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 2 1 1 1 1 6 6 2 4	2	1 1 1 1 2	2 2 7 3 1 2	3 2 1 1 1 1 2 2	1 1 1	1 1 1	3 3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC	1 1 1 1 1 2 2 1 1	1 1 1	1 2 1 1 1 1 6 6 2 4	1 1 1 2 1 1 2	1 1 1 1 2 1 1 1	2 2 7 3 1 2	3 2 1 1 1 1 2 2 4	1 1 1 1	1 1 1 3	3 3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC	1 1 1 1 1 2	1 1 1	1 2 1 1 1 1 6 6 2 4	1 1 2 1 1 2	1 1 1 1 1 2	2 2 7 3 1 2	2 1 1 1 2 2 2	1 1 1	1 1 1 3	3 3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC	1 1 1 1 1 2 2 1 1	1 1 1	1 2 1 1 1 1 6 6 2 4	1 1 1 2 1 1 2	1 1 1 1 2 1 1 1	2 2 7 3 1 2	3 2 1 1 1 1 2 2 4	1 1 1 1	1 1 1 3	3 3	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC	1 1 1 1 1 2 2 1 1	1 1 1	1 2 1 1 1 1 6 6 2 4	1 1 1 2 1 1 2	1 1 1 1 2 1 1 1	2 2 7 3 1 2	3 2 1 1 1 1 2 2 4	1 1 1 1	1 1 1 3	3 3 1	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC	1 1 1 1 1 2 2 1 1	1 1 1	1 2 1 1 1 1 6 6 2 4	1 1 1 2 1 1 2	1 1 1 1 2 1 1 1	2 2 7 3 1 2	3 2 1 1 1 1 2 2 4	1 1 1 1	1 1 1 3	3 3 1 1	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC	1 1 1 1 1 2 2 1 1	1 1 1	1 2 1 1 1 1 6 6 2 4	1 1 1 2 1 1 2	1 1 1 1 2 1 1 1	2 2 7 3 1 2	3 2 1 1 1 1 2 2 4	1 1 1 1	1 1 1 3	3 3 1 1	
Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 emsC	1 1 1 1 1 2 2 1 1	1 1 1	1 2 1 1 1 1 6 6 2 4	1 1 1 2 1 1 2	1 1 1 1 2 1 1 1	2 2 7 3 1 2	3 2 1 1 1 1 2 2 4	1 1 1 1	1 1 1 3	3 3 1 1	

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Item	ns - Carry-C	1		1									2
Property - Special Handling - Missing Iten	1								2		1		4
Screening			1	2				2				1	6
Screening - Inconsistency												1	1
Screening - Lengthy Lines				1									1
Screening - Procedures/Process			1	1				2					4

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JAX	42	70			51	85	80	94	75	56	82		824
2016	42	, ,	, 02	15	15	20	12	22	21	12	20		151
Civil Rights				1				2			1	1	5
Civil Rights - Constitutional Rights								1					1
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimin	ation			1							1		2
Civil Rights - Sex/Gender/Gender Identity		nder										1	1
Customer Service	1			1	4	4	1	4	4	2	2		22
Customer Service - CSM							1						1
Customer Service - Others						1							1
Customer Service - TSO				1	4	3		4	4	2	2		20
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	tic				1								1
Locks						1		3	2	1	3		10
Locks - Missing or Damaged Lock						1		3	2	1	3		10
Lost and Found					1					2	1		4
Lost and Found - Airport/TSA					1					2	1		4
Mishandling of Passenger Property				13	6	13	10	7	10	6	10	8	83
Mishandling of Passenger Property - Dam	naged/Missing	Items0	Carry-on Lu	g 2	3	1	2		2	1	2		13
Mishandling of Passenger Property - Dam	naged/Missing	Items0	Checked Ba	9	2	10	8	6	7	5	7	8	62
Mishandling of Passenger Property - Dam	naged/Missing	Itemsl	Jnspecified	I 1									1
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-o	n or Checke	1	1	2		1	1		1		7
Patdown					1			1					2
Patdown - Flyer					1			1					2
Persons w/ Disabilities (PWD)							1				1	1	3
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)										1		1
Screening					2	2		5	5	1	2	4	21
Screening - Inconsistency					1	1			2			1	5
Screening - Procedures/Process								5	2	1	2		10
Screening - Retrieving Abandoned/Confis	cated Items				1							2	3
Screening - Security Breach						1			1			1	3
2017	16	18	3 22	23	10	22	20	25	16	16	16	10	214
Civil Rights						1	2	1			1		5
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimin	ation					1					1		2
Civil Rights - Sex/Gender/Gender Identity		nder					2						2
Customer Service	4	2	2 1	1	2	2	1	6		3	1	1	24
Customer Service - TSO	4		2 1		2	2	1	6		3	1	1	24
Locks	2		2	2	2	1		1	1	3	1	1	16
Locks - General	_				1				1			1	3
Locks - Missing or Damaged Lock	2	2	2	2	1	1		1		3	1		13
Lost and Found	_					1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	8	11	18	14	6	14	8	10	9	7	4	4	113
Mishandling of Passenger Property - Dam				1		1	2			1			11
Mishandling of Passenger Property - Dam		6			5	12	5	7	8	5	3	2	89
Mishandling of Passenger Property - Dam						1						1	2
Mishandling of Passenger Property - Disa			1		1		1	3	1	1	1	1	11
Patdown	1	1		1		1	1		1	1	2	1	10
Patdown - Flyer	1	1		1		1	1		1	1	1	1	9
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)		2	2 2	. 1		2	1						8
Persons w/ Disabilities (PWD) - Diabetes						_							3
Persons w/ Disabilities (PWD) - Mobility [1						2
Persons w/ Disabilities (PWD) - Prosthesi						1							
Persons w/ Disabilities (PWD) - Service A		1	- I										
Persons w/ Disabilities (PWD) - Wheelch		Seaway				1							<u>-</u>
Property - Special Handling	, 50001017 0	Jamay				1	5	6	2	2	3	2	20
Property - Special Handling - Damaged It	ı ems - Checke	d						0	1		3	2	3
Property - Special Handling - Missing Iten								1	1				2
Property - Special Handling - Missing Iten							5	5		2	3		15
Screening	1		1	4			2		3		4		16
Screening - Inconsistency	'		'	7			1		1		1	1	4
Screening - Procedures/Process			1	3					2		2		8
Screening - Retrieving Abandoned/Confis	1			1			1						3
Screening - Security Breach											1		1
TSA Contact Information								1					1
TSA Contact Information - General								1					1
2018	14	29) 19	19	15	15	21	21	20	10	28	12	223
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Fly	rer		1										<u> </u>
Civil Rights	-		'	2			1		1		1	1	6
Civil Rights - Age							1		•				1
Civil Rights - Perceived Religion				1			'						1
Civil Rights - Racial Profiling or Discrimin	ıation			1					1		1		2
Civil Rights - Sex/Gender/Gender Identity		nder		1					ı		ı	1	2
Customer Service	- Not Transge	nuei 3	3 1		3	3		1	3	4	3		30
Customer Service - TSO	2	3			3	3		1	3	4	3		30
Locks	2	3			3	3	2	3	1	4	3	1	14
	2	1					2	3	1			1	
Locks - Missing or Damaged Lock Lost and Found	1	1	. 3	1				3	1			1	14
									1 1				2
Lost and Found - Airport/TSA	1		, -	_	_		_					_	2
Mishandling of Passenger Property	6	9	9 6	7	7	3	9	3	7	1	10	3	71

		TSA	Contact C	enter (TC	C) Data T	ool - FOIA							
ories	10-Oct 1	1-Nov 1	2-Dec 0	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam		1	1			1	1		1				5
Mishandling of Passenger Property - Dam	4	8	5	5	6	1	7	2	6	1	8	3	56
Mishandling of Passenger Property - Dam	aged/Missing	ItemsUnsp	ecified I	1							1		2
Mishandling of Passenger Property - Disa	2			1	1	1	1	1			1		8
Patdown	2	7	1	2			3	1		1	1		18
Patdown - Flyer	2	5		1			3	1		1	1		14
Patdown - Flyer as Observer		2											2
Patdown - Non-Flyer			1	1									2
Persons w/ Disabilities (PWD)			1		3			1	2		1	1	g
Persons w/ Disabilities (PWD) - Autism S	pectrum										1		1
Persons w/ Disabilities (PWD) - Diabetes								1				1	2
Persons w/ Disabilities (PWD) - Diapers/0	l Parments/Dres	einae/Maeke			1								1
Persons w/ Disabilities (PWD) - General	Jannenia, Dres	3111g3/IVId3Nc	1										1
Persons w/ Disabilities (PWD) - Internal N	Andinal Davisa	0	- '						1				
, ,		5			4				I				
Persons w/ Disabilities (PWD) - Metal Imp					1								
Persons w/ Disabilities (PWD) - Touch Av					1								
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se								1				
Property - Special Handling	1	5	4	3	1	8	2	6	2	3		1	4
Property - Special Handling - Damaged Ite		า		1		1					1		
Property - Special Handling - Damaged Ite	ems - Checl	3	2	1	1	2		3			4		1
Property - Special Handling - Missing Item						2		3	1				
Property - Special Handling - Missing Item	1	2	2	1		3	2		1	3	3	1	1
Request for Assistance							1		1				
Request for Assistance - Other							1		1				
Screening		4	2	2	1	1	3	6	2	1	4		2
Screening - Children		•				•			_	1			
Screening - Inconsistency							1				1		
		1	1				'	1			- '		
Screening - Lengthy Lines		2	1	- 1	1		2	5	- 1		2		1
Screening - Procedures/Process			- 1	1	ı			5	1		2		
Screening - Retrieving Abandoned/Confis	cated Items	1		1					1				
Screening - Security Breach						1					1		
2019	12	23	21	15	11	28	27	26	18	18			230
Civil Rights	1	1	3	1			1				1		
Civil Rights - Racial Profiling or Discrimina	1	1	1	1			1						
Civil Rights - Screening of Religious Cultu	ral and Cerem	onial Ite	1										
Civil Rights - Transgender Screening			1								1		
Customer Service	3	2	4		1	3	6	1	3	2	2	4	3
Customer Service - Others								1					
Customer Service - TSO	3	2	4		1	3	6		3	2	2	4	3
Locks		1				1	2	3		1			1
Locks - Missing or Damaged Lock		1				1	2	3		1			1
Mishandling of Passenger Property		1	6	3	1	9	8	10	3	5			5
Mishandling of Passenger Property - Dam	agod/Missing	Itoma Carn			- 1	1	0	10	3	J	5		
			-on Luggag		4				2	4	4		
Mishandling of Passenger Property - Dam		4	б	3	1	6	6	7	3	4	4		4
Mishandling of Passenger Property - Dam				gage								1	
Mishandling of Passenger Property - Disa	rrayed Items0	Carry-on or	Checked			2	2	2		1	1	2	1
Patdown		1			2	3			1				
Patdown - Flyer		1			2	2			1				
Patdown - Flyer as Observer						1							
Persons w/ Disabilities (PWD)		1		1		2		1		1	1	1	
Persons w/ Disabilities (PWD) - Diabetes						1							
Persons w/ Disabilities (PWD) - Internal M	Medical Device	S		1									
Persons w/ Disabilities (PWD) - Medically			d Medical S	upplies		1							
Persons w/ Disabilities (PWD) - Mobility D								1				1	
Persons w/ Disabilities (PWD) - Prosthesi			or occording							1		· ·	
, ,										- 1			
Persons w/ Disabilities (PWD) - Respirato		1											
Persons w/ Disabilities (PWD) - Visual Im	i e										1		
Property - Special Handling	7	7	7	6	4	6	6	4	4	6	4		6
Property - Special Handling - Damaged Ite	1			1	1							1	
Property - Special Handling - Damaged Ite		1	3	1	1	2	3	1		1			1
Property - Special Handling - Missing Item		2					1		2	3		1	
Property - Special Handling - Missing Item	5	4	4	4	2	4	2	3	2	2	. 1	1	3
Request for Assistance						1			1				
Request for Assistance - Other									1				
						1							
	or (MSIJSOC)												
Request for Assistance - Wounded Warrio	or (MSIJSOC)	6	1	4	3	3	Δ	7	6	2	2	2	71
Request for Assistance - Wounded Warrio Screening	1	6	1	4	3	3	4	7	6	3			
Request for Assistance - Wounded Warrio Screening Screening - Crew Member or Airline Empl	1		1		3	3	4	7	6	3	1		
Request for Assistance - Wounded Warrio Screening Screening - Crew Member or Airline Empl Screening - Inconsistency	1	6	1	2			4				1		;
Request for Assistance - Wounded Warrio Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines	loyee	1		2	1	1		1	2	1	1		;
Request for Assistance - Wounded Warric Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	1	1	1				4	1 5			1		43 3 7 30
Request for Assistance - Wounded Warrio Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines	loyee	1		2	1	1		1	2	1	1		

Determed -				ct Center (TC									
Categories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JFK	657	596	654	859	715	769	842	958	872	897	998	842	9,659
2016				234	178	207	233	216	186	212	215	207	1,888
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Fly	er							1					1
Animals					1								1
Animals - Checked					1								1
Civil Rights				6	8	3	8	5	6	6	9	1	52
Civil Rights - Civil Rights Violation (TSA E	l mnlovee)			1		0			-				1
Civil Rights - Constitutional Rights	l			'							1		1
	rimination			4	0						- 1		
Civil Rights - General Complaint and Disc	ilililiauon I			1	2								3
Civil Rights - National Origin						1		2			1		4
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimina				3	6	2	5	2	3	6	6	1	34
Civil Rights - Screening of Religious Cultu	iral and Cere	emonial Ite	ems	1									1
Civil Rights - Screening of Religious or Cu	ıltural Garme	ents						1					1
Civil Rights - Sex/Gender/Gender Identity	- Not Transq	ender					2		1		1		4
Civil Rights - Sexual Orientation - Not Tra									1				1
Civil Rights - Transgender Screening									1				1
Customer Service				39	30	35	48	45	30	49	38	25	339
Customer Service - CSM				39	30	33	40	45	30	49	30		
				•			40	_				1	1
Customer Service - Others				8	9	4	12	7	6	3	4	2	55
Customer Service - TCC						1							1
Customer Service - TSO				31	21	30	36	38	24	46	34	22	282
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domest	ic					1							1
Locks				18	10	17	15	18	21	19	26	33	177
Locks - General						1		1		2	1	1	6
Locks - Missing or Damaged Lock				18	10	16	15	17	21	17	25		171
Lost and Found				30	11	7	10	7	4	7	25	32	
													77
Lost and Found - 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
Mishandling of Passenger Property - Dam	-	-			15	14	11	12	14	11	18	12	114
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	Checked Baç	100	80	95	108	81	79	87	98	100	828
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsL	Jnspecified L	uggage		1				1	4		6
Mishandling of Passenger Property - Disa					3	6	1	2	6	5	4	3	36
Patdown	l	,		3	3			6	4	6	3		27
Patdown - Flyer				3	3			6	3	6	3		26
•				3	3			0	1	0	3		
Patdown - Non-Flyer													1
Persons w/ Disabilities (PWD)				4	1	6	3	6	2	2	3	4	31
Persons w/ Disabilities (PWD) - Autism S						1				1			2
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Men	tal Disability	1									1
Persons w/ Disabilities (PWD) - Diabetes				1				1					2
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	essings/M	asks					1					1
Persons w/ Disabilities (PWD) - General						1				1			2
Persons w/ Disabilities (PWD) - Hearing I	l mnairment								1		1		2
Persons w/ Disabilities (PWD) - Internal N		200						1			1		2
. , ,			n and Madia	1		- 1	0	2			1		7
Persons w/ Disabilities (PWD) - Medically		wedication	n and Medic	1		1	2				- 1		
Persons w/ Disabilities (PWD) - Metal Imp	. ,					1		1					2
Persons w/ Disabilities (PWD) - Mobility D				er)	1	1						2	4
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts	3									1	1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway		1		1			1			1	4
Persons w/ Disabilities (PWD) - Wounded	Warrior						1						1
Screening				21	16	22	29	33	20	19	11	26	197
Screening - Crew Member or Airline Empl	ovee				1	1			2			1	5
Screening - Inconsistency				3	1	3	2	3	1	2	2		21
Screening - Lengthy Lines				7	5	7	16	16	6	1		4	
											_		62
Screening - Procedures/Process				10	8	10	6	12	10	14	8		92
Screening - Retrieving Abandoned/Confis	cated Items			1		1	4			1	1	1	9
Screening - Security Breach					1		1	2	1	1		2	8
TSA Contact Information												1	1
TSA Contact Information - General												1	1
2017	210	182	200	227	169	178	188	201	191	226	268	216	2,456
Advanced Imaging Technology (AIT)												1	1
Advanced Imaging Technology (AIT) - Fly	er											1	1
Civil Rights	5	6	10	9		3	8	5	5	8	5		66
Civil Rights - Constitutional Rights	J	0	2	J		J	U	J	J	U	3		2
Civil Rights - National Origin	1	1				1	1		1				5
Civil Rights - Perceived Religion		1		1		1					1		6
Civil Rights - Racial Profiling or Discrimina		4		8		1	6	5	4	6	3	2	45
Civil Rights - Screening of Religious Cultu	ıral and Cere	monial Ite	ems				1						1
Civil Rights - Sex/Gender/Gender Identity	- Not Transq	ender								1	1		2
Civil Rights - Sexual Orientation - Not Tra			1										2
Civil Rights - Transgender Screening			2							1			3
Customer Service	36	29		39	19	31	28	45	47	47	60	57	474
Customer Service - CSM	30	29	. 30	1	19	31	20	40	1	41	00	37	3
	_	_									_	_	
Customer Service - Others	3	3		2	1	1	2		6	1	6		29
Customer Service - TSO	33	26		36	17	30	26	45	40	46	54	55	442
Identification (ID) Requirements			2			1				2			5
Identification (ID) Requirements - Domest	ic		2							2			4
Identification (ID) Requirements - Minors I						1							1
Locks	27	13	13	20	16	15	22	17	16	22	22	21	224
Locks - General	1	10	10	20	10	10	1	2	1	1	1	3	10
Locks - Missing or Damaged Lock	26	13	13	20	16	15	21	15	15		21		
				20					15	21	21	18	214
Lost and Found	1	9		5	6	4	1	2		4		8	44
Lost and Found - Airport/TSA	1	9	4	5	6	4	1	2		4		8	44

Categories					C) Data Too								
												09-Sep	Total
Mishandling of Passenger Property	128	93	110	122	101	98	65	68	58	73	85	54	1,055
Mishandling of Passenger Property - Dam		11	9	13	14	11	2	8	3	7	4	4	99
Mishandling of Passenger Property - Dam		77	96	109	81	84	55	56	42	60	73	46	885
Mishandling of Passenger Property - Dam		1	1		1				3	1	1	2	12
Mishandling of Passenger Property - Disa	7	4	4		5	3	8	4	10	5	7	2	59
Notice of Violation/Civil Penalties										1			1
Notice of Violation/Civil Penalties - Gener	al									1			1
Patdown	1	5	1	7	5	7	2	3	2	2	9	3	47
Patdown - Flyer	1	5	1	7	4	7	2	3	1	2	8	3	44
Patdown - General					1								1
Patdown - Non-Flyer									1		1		2
Persons w/ Disabilities (PWD)	4	2	3	6	5	4	4	2	6	4	7	6	53
Persons w/ Disabilities (PWD) - Autism S	pectrum					1							1
Persons w/ Disabilities (PWD) - Cancer (g							1						1
Persons w/ Disabilities (PWD) - Cognitive		al /Mental D	Disability							1			1
Persons w/ Disabilities (PWD) - Diabetes	1						2	1	2		2		8
Persons w/ Disabilities (PWD) - Diapers/0	3arments/Dress	sings/Masks	3							1			1
Persons w/ Disabilities (PWD) - General	1		1		1					1	1	1	6
Persons w/ Disabilities (PWD) - Internal M	Medical Devices	;		1									1
Persons w/ Disabilities (PWD) - Medical [Devices - Attach	ned to the B	lody						1				1
Persons w/ Disabilities (PWD) - Medically	1			1	1	1		1					5
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)									1	1		2
Persons w/ Disabilities (PWD) - Mobility [Disability (Not V	Vheelch	1	2					2			2	7
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates		1										1
Persons w/ Disabilities (PWD) - Prosthesi		d Casts		1					1		1		3
Persons w/ Disabilities (PWD) - Service A		2										1	3
Persons w/ Disabilities (PWD) - Touch Av						1					1		3
Persons w/ Disabilities (PWD) - Visual Im					1	•							1
Persons w/ Disabilities (PWD) - Wheelch		gwav		1	2	1	1					2	7
Persons w/ Disabilities (PWD) - Wounded		· ,		•							1		1
Prohibited & Permitted Items		1							1	1	1		4
Prohibited & Permitted Items - General		1							1	1			3
Prohibited & Permitted Items - Knives/Too	l ole/Razore/Shar								'	1	1		1
Property - Special Handling	13/1(42013/3/141	p Objects					42	46	45	44	57	39	273
Property - Special Handling - Damaged It	eme - Carny-On						2	1	2	44	5	6	16
Property - Special Handling - Damaged It							8	10	12	13	4	8	55
Property - Special Handling - Missing Iten							7	10	7	8	15	4	51
Property - Special Handling - Missing Item							25	25	24		33	21	
	Is - Checked						25	25	24	23			151
Request for Assistance										3			3
Request for Assistance - Other		0.4	0.4	10		4.5	40	40		3			3
Screening	8	24	21	18	17	15	16	13	11	15	22	25	205
Screening - Children										1			1
Screening - Crew Member or Airline Emp	oyee			2	1	3							6
Screening - Inconsistency		2	1	3	2	1	6	2	1	2	1	3	24
Screening - International Screening			1										1
Screening - Lengthy Lines	1	6	3	1	2		1	3	4	6	7	6	40
Screening - Procedures/Process	6	15	16	11	11	10	8	6	6	6	12	15	122
Screening - Retrieving Abandoned/Confis	1	1					1				2		5
Screening - Security Breach				1	1	1		2				1	6
TSA Contact Information				1									1
TSA Contact Information - 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
Advanced Imaging Technology (AIT) - Fly							1						1
Advanced Imaging Technology (AIT) - Fly	er as Observer			1									
Civil Rights	3	8	6										1
Civil Rights - Age			0	6	4	10	11	7	11	3	12	6	1 87
		1		6	4	10	11	7	11	3	12	6	
Civil Rights - Constitutional Rights		1		6	4	10	11			3	12		87
Civil Rights - Hair Patdowns		1		6	4	10	11			3			87 4
Civil Rights - Hair Patdowns Civil Rights - National Origin		1	1	1	1	3				3			87 4 1 1
Civil Rights - Hair Patdowns							1	1	1		1		87 4 1
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin		1					1 2	1	1		1		87 4 1 1
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion		1	1	1	1	3	1 2 1	1	2	1	1	1	87 4 1 1 14 2
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin	iral and Cer	1 1 3	1	1	1	3	1 2 1 4	1	2	1	1 1 5	1	87 4 1 1 14 2 40 3
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu	ural and Cer - Not Trans	1 1 3 1	1 4	1	1 2	3	1 2 1 4	1 1 3	2	1	1 1 5 1	4	87 4 1 1 14 2 40
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity	ural and Cer - Not Trans	1 1 3 1	1 4	1 3	1 2	3 2 2	1 2 1 4	1 1 3	2	1	1 1 5 1 2	4	87 4 1 1 14 2 40 3 15
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	ural and Cer - Not Trans	1 1 3 1	1 4	1 3	1 2	3 2 2 1	1 2 1 4	1 1 3	2 6	1	1 1 5 1 2	4	87 4 1 1 14 2 40 3 15 2
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	iral and Cer - Not Trans(insgender	1 1 3 1	1 4	1 3 2	1 2 1	3 2 2 1 2	1 2 1 4 1 2	1 3 2	1 2 6 1	1 1	1 1 5 1 2 1	4	87 4 1 1 14 2 40 3 15 2
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultt Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service	ral and Cer - Not Trans nsgender 50	1 1 3 1 1	1 4 1 57 4	1 3 2 50	1 2 1	3 2 2 1 2 42	1 2 1 4 1 2	1 3 2	1 2 6 1 1 66	1 1 1 48	1 1 5 1 2 1 1 5 1	4	87 4 1 1 14 2 40 3 15 2 5 625
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others	ral and Cer - Not Trans nsgender 50	1 1 3 1 1 1	1 4 1 57	1 3 2 50 2	1 2 1 49 2	3 2 2 1 2 42 7	1 2 1 4 1 2	1 1 3 2 73 8	1 2 6 1 1 66 6 6	1 1 1 48 1	1 1 5 1 2 1 1 51	4 1 38	87 4 1 1 14 2 40 3 15 2 5 625
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	ral and Cer - Not Transç nsgender 50 4 46 1	1 1 3 1 1 1	1 4 1 57 4	1 3 2 50 2	1 2 1 49 2	3 2 2 1 2 42 7	1 2 1 4 1 2	1 1 3 2 73 8	1 2 6 1 1 66 6 6	1 1 1 48 1	1 1 5 1 2 1 1 51	4 1 38	87 4 1 1 14 2 40 3 15 5 625 41
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest	ral and Cer - Not Trans nsgender 50 4 46 1	1 1 3 1 1 1 59 2 57	1 4 1 57 4 53	1 3 2 50 2 48	1 2 1 49 2 47	3 2 2 1 2 42 7 35	1 2 1 4 1 2 4 2 3 3 39	1 1 3 2 73 8 65	1 2 6 1 1 1 66 6 6	1 1 1 48 1 47	1 5 1 2 1 1 51 2 49	1 4 1 38 38	87 4 1 1 14 2 400 3 3 15 2 5 625 41 1
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	ral and Cer - Not Transç nsgender 50 4 46 1	1 1 3 1 1 1	1 4 1 57 4 53	1 3 2 50 2	1 2 1 49 2	3 2 2 1 2 42 7	1 2 1 4 1 2 2 42 3 3 39	1 1 3 2 73 8	1 2 6 1 1 66 6 6	1 1 1 48 1 47	1 1 5 1 2 1 1 51	4 1 38	87 4 1 1 14 2 400 3 3 15 2 5 625 41 584 1 1
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General	ral and Cer - Not Trans nsgender 50 4 46 1 1 13	1 1 3 1 1 59 2 57	1 4 1 57 4 53	1 3 2 50 2 48	1 2 1 49 2 47	3 2 2 1 2 42 7 35	1 2 1 4 1 2 2 42 3 39	1 1 3 2 73 8 65	1 2 6 1 1 66 6 6 60	1 1 1 48 1 47	1 1 5 1 2 1 1 51 2 49	1 4 1 38 38	87 4 1 1 14 2 40 3 3 15 2 5 625 41 584 1 1 1 2 2 2 3 3 3 3 3 3 3 3 4 3 4 3 4 3 4 3 4
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock	ral and Cer - Not Trans - Not Trans - nsgender 50 4 46 1 1 13	1 1 3 1 1 1 59 2 57	1 4 1 57 4 53	1 3 2 50 2 48	1 2 1 49 2 47	3 2 2 1 2 42 7 35	1 2 1 4 4 1 2 2 3 3 3 9 2 4 1 2 3	1 1 3 2 73 8 65	1 2 6 1 1 1 66 6 6 60 23 23 23	1 1 1 48 1 47	1 5 1 2 1 51 51 2 49	1 4 1 38 38 14	87 4 1 1 1 40 3 3 15 2 5 5 625 41 1 1 1 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultt Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	ral and Cer - Not Trans nsgender 50 4 46 1 1 13 55	1 1 3 1 1 59 2 57	1 4 1 57 4 53 19 1 18 3	1 3 2 50 2 48 16	1 2 1 49 2 47	2 1 2 1 2 42 7 35	1 2 1 4 1 2 4 2 3 3 39	1 1 3 2 73 8 65	1 2 6 1 1 6 6 6 6 6 6 0 23 23 2 23 2	1 1 1 48 1 47	1 5 1 2 1 5 1 5 1 2 49	1 4 1 38 38 14 14	87 4 1 1 14 2 40 3 3 15 2 5 6 25 41 1 1 1 1 2 2 3 3 3 3 1 5 4 0 1 2 2 3 3 3 1 5 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	ral and Cer - Not Trans nsgender 50 4 46 1 1 13 55 55	1 1 3 1 1 1 59 2 57	1 4 1 57 4 53 19 1 18 3 3	1 3 2 50 2 48 16	1 2 1 49 2 47 12 12 4 4 4	3 2 1 2 1 2 42 7 35 15 15 2 2	1 2 1 4 1 2 3 3 39	1 1 3 2 73 8 65 19	1 2 6 1 1 1 6 6 6 6 6 6 0 23 23 2 2 2 2	1 1 48 1 47 17 17 16	1 5 1 2 1 1 51 2 49	1 4 1 38 38 14 14 3 3	87 4 1 1 14 2 40 3 15 2 5 625 41 1 1 202 3 3 3 3 5 9 9 9 9 9 9 9 9 9 9 9 9 9
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property	ral and Cer - Not Trans nsgender 50 4 46 1 1 13 5 5 70	1 1 3 1 1 1 59 2 57	1 4 1 57 4 53 19 1 18 3 3 72	1 3 2 50 2 48 16 16 2 2 74	1 2 1 2 4 4 4 60	2 1 2 1 2 42 7 35 15 15 2 2 43	1 2 1 4 4 1 2 2 3 3 39 2 4 1 1 23 2 2 4 3	1 1 3 2 73 8 65 19 19 3 3 73	1 2 6 6 1 1 1 6 6 6 6 6 6 0 23 23 2 2 2 7 6	1 1 1 48 1 47 17 16	1 5 1 2 1 1 5 1 2 49	1 4 1 38 38 14 14 14 3 3 53	87 4 1 1 14 2 40 3 3 15 2 5 625 41 1 1 202 3 3 199 30 30 775
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ral and Cer - Not Trans nsgender 50 4 46 1 1 13 5 5 70 3	1 1 3 1 1 1 59 2 57 14 14 14 1 1 64 3	1 4 1 57 4 53 19 1 18 3 3 72 10	1 3 2 50 2 48 16 16 2 2 74	1 2 1 49 2 47 12 12 4 4 60 8	3 2 2 1 2 42 7 35 15 15 2 2 43 4	1 2 1 4 1 2 2 3 3 39 24 1 2 2 2 2 4 3 3 3 3 9	1 1 3 2 73 8 65 19 19 19 3 3 73 9	1 2 6 6 1 1 1 6 6 6 6 0 23 23 2 2 7 6 10	1 1 1 48 1 47 17 1 16	1 5 1 2 1 1 51 2 49 16	1 4 1 38 38 14 14 14 3 3 53 2	87 4 1 1 14 40 3 3 15 2 5 625 41 1 1 202 3 199 30 775 72
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ral and Cer - Not Trans nsgender 50 4 46 1 1 13 5 5 70 3 59	1 1 3 1 1 59 2 57 14 14 1 1 64 3 57	1 4 1 57 4 53 19 1 1 18 3 3 72 10 59	1 3 2 50 2 48 16 16 2 2 74 11 54	1 2 1 49 2 47 12 12 4 4 60 8 45	2 1 2 1 2 42 7 35 15 15 2 2 43	1 2 1 4 4 1 2 2 3 3 3 9 2 4 1 1 2 3 2 2 4 3 3 3 3 2 2 2 4 3 3 3 3 2 2 2 4 3 3 3 3	1 1 3 2 73 8 65 19 19 19 3 3 73 9 60	1 2 6 1 1 1 66 6 60 23 23 2 2 2 76 10 59	1 1 1 48 1 47 17 16 61 2 56	1 5 1 2 1 1 51 2 49 16 16 3 3 3 86 7	1 4 1 38 38 38 14 14 14 3 3 53 2 47	87 4 1 1 14 40 3 3 15 2 5 625 41 1 1 202 3 199 30 30 775 72 630
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ral and Cer - Not Trans nsgender 50 4 46 1 1 13 - 13 - 5 - 70 1 3 1 59 2	1 1 3 1 1 59 2 57 14 14 1 1 64 3 57 2	1 4 1 57 4 53 19 1 18 3 3 72 10 59 1	1 3 2 50 2 48 16 16 2 2 74 11 54 2	1 2 1 49 2 47 12 4 60 8 45 2	3 2 2 1 2 42 7 35 15 2 43 4 35	1 2 1 4 1 2 3 3 39 2 4 1 23 2 2 2 4 3 3 3 9	1 3 2 73 8 65 19 19 3 3 73 9 60 1	1 2 6 1 1 66 6 6 6 6 23 23 2 2 2 7 6 10 5 9 10 10 10 10 10 10 10 10 10 10 10 10 10	1 1 48 1 47 17 1 16 61 2 56 1	1 5 1 2 1 51 2 49 16 16 3 3 86 6 7 67	1 4 1 38 38 14 14 3 3 53 2 47 1	87 4 1 1 14 40 3 15 2 5 625 41 584 1 1 2 202 202 3 3 3 199 30 30 31 5 6 6 6 7 7 8 9 9 9 9 9 9 9 9 9 9 9 9 9
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	ral and Cer - Not Trans nsgender 50 4 46 1 1 13 5 5 70 3 59 4 2 6	1 1 3 1 1 59 2 57 14 14 1 1 64 3 57 2	1 4 1 57 4 53 19 1 18 3 3 72 10 59 1 2	1 3 2 50 2 48 16 16 2 2 74 11 54 2 7	1 2 1 49 2 47 12 4 4 60 8 45 2 5	3 2 1 2 1 2 42 7 35 15 2 2 43 4 35	1 2 1 4 1 2 3 3 39 2 42 3 3 2 2 43 3 3 2 1 7	1 3 2 73 8 65 19 19 3 3 73 9 60 1	1 2 6 1 1 66 6 6 6 6 23 23 2 2 76 10 5 9	1 1 48 1 47 17 1 16 61 2 56 1	1 5 1 2 1 5 1 5 1 2 49 16 16 3 3 86 7 67 1	1 4 1 38 38 14 14 3 3 53 2 47 1 3	87 4 1 1 14 2 40 3 15 2 5 625 41 584 1 1 202 3 30 30 775 72 630 630 630 630 630 630 630 630
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - TSO Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	ral and Cer - Not Trans nsgender 50 4 46 1 1 13 5 5 70 3 59 1 2 6 3	1 1 3 1 1 1 59 2 57 14 14 1 1 64 3 57 2 2	1 4 1 57 4 53 19 1 18 3 3 72 10 59 1 2 3	1 3 2 50 2 48 16 16 2 2 74 11 54 2 7	1 2 1 2 4 4 60 8 45 2 5 5 5	3 2 1 2 1 2 42 7 35 15 2 2 43 4 35	1 2 1 4 1 2 3 3 39 2 42 3 3 2 2 2 43 3 3 2 1 7 7 7 7	1 1 3 2 73 8 65 19 19 3 3 73 9 60 1 3 8	1 2 6 1 1 66 6 6 60 23 2 2 7 6 10 5 9	1 1 48 1 47 17 16 61 2 56 1 2	1 5 1 2 1 1 51 2 49 16 3 3 86 7 67 1 11	1 4 1 38 38 14 14 3 3 53 2 47 1 3 7	87 4 1 1 14 2 40 3 15 2 5 625 41 1 202 3 30 775 72 630 15 5 635 645 655 655 655 655 655 655 65
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Scx/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	ral and Cer - Not Trans nsgender 50 4 46 1 1 13 5 5 70 3 59 2 6 3 2	1 1 3 1 1 1 59 2 57 14 14 1 1 64 3 57 2 7	1 4 1 57 4 53 19 1 18 3 3 72 10 59 1 2	1 3 2 50 2 48 16 16 2 2 74 11 54 2 7	1 2 1 49 2 47 12 4 4 60 8 45 2 5	3 2 1 2 1 2 42 7 35 15 2 2 43 4 35	1 2 1 4 1 2 3 3 39 2 42 3 3 2 2 43 3 3 2 1 7	1 3 2 73 8 65 19 19 3 3 73 9 60 1	2 6 1 1 66 6 6 60 23 2 2 2 7 6 10 59 1 6 9 9 5 9	1 1 48 1 47 17 1 16 61 2 56 1	1 5 1 2 1 5 1 5 1 2 49 16 16 3 3 86 7 67 1	1 4 1 38 38 14 14 3 3 53 2 47 1 3	87 4 1 1 14 40 3 15 2 5 625 41 584 1 1 202 3 3 199 30 30 775 72 630 15 588 70 62
Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - TSO Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	ral and Cer - Not Trans nsgender 50 4 46 1 1 13 5 5 70 3 59 1 2 6 3	1 1 3 1 1 1 59 2 57 14 14 1 1 64 3 57 2 2	1 4 1 57 4 53 19 1 18 3 3 72 10 59 1 2 3	1 3 2 50 2 48 16 16 2 2 74 11 54 2 7	1 2 1 2 4 4 60 8 45 2 5 5 5	3 2 1 2 1 2 42 7 35 15 2 2 43 4 35	1 2 1 4 1 2 3 3 39 2 42 3 3 2 2 2 43 3 3 2 1 7 7 7 7	1 1 3 2 73 8 65 19 19 3 3 73 9 60 1 3 8	1 2 6 1 1 66 6 6 60 23 2 2 7 6 10 5 9	1 1 48 1 47 17 16 61 2 56 1 2	1 5 1 2 1 1 51 2 49 16 3 3 86 7 67 1 11	1 4 1 38 38 14 14 3 3 53 2 47 1 3 7	87 4 1 1 14 2 40 3 15 2 5 625 41 1 202 3 30 775 72 630 15 588 70

					C) Data Too								
Categories									06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD)	9	3	5	6	8	2	5	12	3	6	10	8	77
Persons w/ Disabilities (PWD) - Breast Ca				4	4			1					1
Persons w/ Disabilities (PWD) - Cognitive		il /Mental D	isability	1	1		4		4		2	4	4
Persons w/ Disabilities (PWD) - Diabetes		i	4	1	1		1	1	1		1	1	7
Persons w/ Disabilities (PWD) - Diapers/0	Jarments/Dress		1		4						4	4	2
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	Impairment	1			1			1		- 1	1	1 1	6
Persons w/ Disabilities (PWD) - Hearing I			1							1		1	2
Persons w/ Disabilities (PWD) - Internal N			1									3	2
Persons w/ Disabilities (PWD) - Medically		1		1	1	1				2	3	3	10
Persons w/ Disabilities (PWD) - Metal Imp		1		1	1	- 1					3		2
Persons w/ Disabilities (PWD) - Mobility [1	1	2	1	3	2	1	2	1		17
Persons w/ Disabilities (PWD) - Prosthesi			1	'		'	3	1					3
Persons w/ Disabilities (PWD) - Service A	-												1
Persons w/ Disabilities (PWD) - Touch Av		ıma)						1			2	1	4
Persons w/ Disabilities (PWD) - Visual Im		uilia)						1		1		ı	2
Persons w/ Disabilities (PWD) - Wheelch		1	1	2	1		1	2	1				9
Persons w/ Disabilities (PWD) - Wounded		'	'		'		'	1	'				1
Prohibited & Permitted Items		1		1									2
Prohibited & Permitted Items - General				1									1
Prohibited & Permitted Items - Medication	/Prescriptio	1											1
Property - Special Handling	52	31	57	43	45	42	33	46	46	54	56	45	550
Property - Special Handling - Damaged It		01	9	7	7	4	8	5	9	6	7	6	69
Property - Special Handling - Damaged It		9	8	5	8	11	5	8	4	11	8	11	104
Property - Special Handling - Missing Iten			8	4	10	11	3	9	12	10	11	5	86
Property - Special Handling - Missing Item		22	32	27	20	16	17	24	21	27	30	23	291
Request for Assistance				1							1		2
Request for Assistance - Other				1							1		2
Screening	21	32	23	25	32	32	25	30	15	23	19	15	292
Screening - Inconsistency	1	1			1			-		2	-	1	6
Screening - International Screening					1								1
Screening - Lengthy Lines	7	14	8	5	11	8	7	8	1	1	2	3	75
Screening - Procedures/Process	13	16	14	14	16	23	17	21	14	19	15	10	192
Screening - Retrieving Abandoned/Confis	cated Items		1	5	3		1	1				1	12
Screening - Security Breach		1		1		1				1	2		6
2019	220	194	209	168	149	190	228	270	244	243	255	230	2,600
Advanced Imaging Technology (AIT)											2		2
Advanced Imaging Technology (AIT) - Fly	/er										1		1
Advanced Imaging Technology (AIT) - Ge	eneral										1		1
Civil Rights	10	7	10	4	3	2	11	5	11	6	7	9	85
Civil Rights - Age			1	1		1	1		1			1	6
Civil Rights - Constitutional Rights		1									1		2
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin	5	3	1				1	1	2				13
Civil Rights - Perceived Religion	1						1	1	1		1		5
Civil Rights - Racial Profiling or Discrimin		1	4	3	2	1	5	2	2	5	3	7	37
Civil Rights - Screening of Religious Cultu							1				4		1
Civil Rights - Screening of Religious or Cu			4		1		2		4		1		1 1 1 5
Civil Rights - Sex/Gender/Gender Identity		1	4		1				4		ļ	1	15
Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening	insgender 1	ı						1	1			I	2
Customer Service	50	52	40	30	31	32	54	67	49	41	48	61	555
Customer Service - Others	6	9	1	30	2	3	4	4	1	3	40	3	40
Customer Service - TSO	44	43	39	30	29	29	50	63	48	38	44	58	515
Identification (ID) Requirements	74	40	Ja	1	23	23	50	00	+0	30	44	50	1
Identification (ID) Requirements - Domest	tic			1									1
Locks	10	14	18	16	15	22	13	16	16	20	18	17	195
Locks - Missing or Damaged Lock	10	14	18	16	15	22	13	16	16	20	18	17	195
Lost and Found	3	3	6	13	2	7	3	4	10	7	4	5	57
Lost and Found - Airport/TSA	3	3	6	13	2	7	3	4		7	4	5	57
Mishandling of Passenger Property	52	43	49	44	42	37	57	55	49	70	72	59	629
Mishandling of Passenger Property - Dam		3	5	2	1	2	2	3	2	4	5	6	41
Mishandling of Passenger Property - Dam		37	40	36	41	32	50	45	40	56	59	45	516
Mishandling of Passenger Property - Dam		0,	-10		7.7	1	1	1	-10	2	2	70	11
Mishandling of Passenger Property - Disa		3	4	6		2	4	6	7	8	6	8	61
Notice of Violation/Civil Penalties	,		-	<u> </u>			7	0	,		<u> </u>	1	1
Notice of Violation/Civil Penalties - Gener	ral											1	1
Patdown	6	7	2		2	5	4	8	6	6	5	2	53
Patdown - Flyer	6	7	2		1	5	4	7	4	6	4	2	48
Patdown - Flyer as Observer					1				1		1		3
Patdown - General								1					1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)	10	4	9	4	9	9	6	14	7	4	8	4	88
Persons w/ Disabilities (PWD) - Autism S	pectrum		1				2	2					5
Persons w/ Disabilities (PWD) - Cancer (g	general) Not Bre	ast Cancer				1							1
Persons w/ Disabilities (PWD) - Cognitive		1	1		1	2		1	1	1			8
Persons w/ Disabilities (PWD) - Diabetes			1					2	1		1		5
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dress	ings/Masks								1			1
Persons w/ Disabilities (PWD) - General	1				2		1	1					5
Persons w/ Disabilities (PWD) - Hearing I	Impairment		1	1					2				4
Persons w/ Disabilities (PWD) - Internal M						1					1		2
Persons w/ Disabilities (PWD) - Medical [Devices - Attach	ed to the B	ody		1					1		1	3
Persons w/ Disabilities (PWD) - Medically		2		1			1				1	1	9
Persons w/ Disabilities (PWD) - Metal Im			2		1			1			1		7
Persons w/ Disabilities (PWD) - Mobility [2	1	3	2	1			4			1		14

			ISA Conta	ct Center (「CC) Data 1	001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Ostomy/O	stomates					1							-
Persons w/ Disabilities (PWD) - Prosthesi	1					1							
Persons w/ Disabilities (PWD) - Respirator	ry and Inha	er Equipme	ent					1					
Persons w/ Disabilities (PWD) - Service A	nimals				1								
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain	/trauma)			2	1		1			1		
Persons w/ Disabilities (PWD) - Visual Imp	pairment										1		
Persons w/ Disabilities (PWD) - Wheelch	1					2	2	1	3	1	1	2	13
Prohibited & Permitted Items									1	1			- 2
Prohibited & Permitted Items - General									1	1			- 2
Property - Special Handling	58	48	58	42	31	54	52	78	74	72	65	49	681
Property - Special Handling - Damaged Ite	4	4	8	5	5	6	7	8	8	3	5	6	69
Property - Special Handling - Damaged Ite	15	10	11	7	8	15	6	13	21	20	19	6	151
Property - Special Handling - Missing Item	14	10	13	10	8	12	16	13	13	11	8	12	140
Property - Special Handling - Missing Item	25	24	26	20	10	21	23	44	32	38	33	25	32
Request for Assistance				1			1	1	1	2			
Request for Assistance - Other				1					1	2			
Request for Assistance - Wounded Warrio	r (MSIJSO	C)					1	1					- 2
Screening	21	16	17	13	13	22	27	22	30	14	26	23	244
Screening - Crew Member or Airline Emplo	oyee									1			
Screening - Inconsistency		1	1							1	1		
Screening - Lengthy Lines	5	3	1	1	4	5	4	6	1	3	3		36
Screening - Procedures/Process	16	11	14	10	9	15	23	15	25	8	17	22	185
Screening - Retrieving Abandoned/Confisc	ated Items	1		1					2	1	4		Ç
Screening - Security Breach			1	1		2		1	2		1	1	
TSA Contact Information					1								
TSA Contact Information - General					1								

		15A Conta	ci center (rcc) Data	1001 - FUIA	١.						
Categories 10-Oc	t 11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JHM			4			2	1	1	1	1	1	1
2016							1		1			
Customer Service									1			
Customer Service - TSO									1			
Identification (ID) Requirements							1					
Identification (ID) Requirements - Domestic							1					
2017			1							1		
Mishandling of Passenger Property										1		
Mishandling of Passenger Property - Damaged/Mis	ssing Items(Checked Ba	ggage							1		
Persons w/ Disabilities (PWD)			1									
Persons w/ Disabilities (PWD) - Wheelchair/ Scoo	ter/ Segway		1									
2018						1					1	
Customer Service						1						
Customer Service - TSO						1						
Property - Special Handling											1	
Property - Special Handling - Missing Items - Carry	/-On										1	
2019			3			1		1				
Customer Service								1				
Customer Service - TSO								1				
Mishandling of Passenger Property			2			1						
Mishandling of Passenger Property - Damaged/Mis	ssing Items(Checked Ba	2			1						
Property - Special Handling			1									
Property - Special Handling - Damaged Items - Ch	ecked		1									

			TSA Conta	ct Center (TCC) Data	Γοοί - FOIA							
tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JLN	2	1				4	3	2		1	4	2	19
2016						2	2	1					
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property						2	1						3
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	Checked Ba	ggage		2							
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d			1						
Screening								1					
Screening - Procedures/Process								1					
2017	1	1					1	1			1		
Customer Service								1					
Customer Service - TSO								1					
Mishandling of Passenger Property	1	1									1		
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	Checked Ba	ggage							1		
Mishandling of Passenger Property - Dar	naged/Missi	1											
Mishandling of Passenger Property - Disa	1												
Property - Special Handling							1						
Property - Special Handling - Damaged I	tems - Checl	ked					1						
2018						1						1	;
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d		1							
Screening												1	
Screening - Procedures/Process												1	
2019	1					1				1	3	1	-
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimir	ation									1			
Mishandling of Passenger Property						1						1	1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	Checked Ba	ggage		1						1	
Property - Special Handling	1										3		4
Property - Special Handling - Damaged I	ems - Checl	ked									1		1
Property - Special Handling - Missing Iter	1										2		3

			I SA CUIILA	ct Center (ICC) Data	1001 - 1 014							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JMS			1	2		1	1			2	2		9
2016										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	ggage						1			1
2017										1			1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols									1			1
2018			1	1		1					1		4
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	d		1							1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Diabetes				1									1
Property - Special Handling			1										1
Property - Special Handling - Missing Item	ns - Carry-O	n	1										1
Request for Assistance											1		1
Request for Assistance - Other											1		1
2019				1			1				1		3
Mishandling of Passenger Property				1			1				1		3
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	1			1				1		3

Categories	10.004	11 Na.				C) Data To		04. 45=	OS Morr	ne. lum	07 1	08 A	09 800	Total
JNU	10-Oct 8	11-Nov	12-D	ec 01. 10	-Jan ()2-Feb (03-Mar 10	04-Apr 10	05-May 11	06-Jun 20	07-Jul 22	08-Aug 23	09-Sep 15	Total 150
2016	8		U	10	10	2	10 3	3	11	20	4	23 7	15	150
Civil Rights					•		3	3		1	-			1
Civil Rights - Racial Profiling or Discrimin	ıation									1				1
Customer Service									1	1	1	3		6
Customer Service - TSO									1	1	1	3		6
Mishandling of Passenger Property					1	1	2				2	4		10
Mishandling of Passenger Property - Dam							1							1
Mishandling of Passenger Property - Dam						1	1				2	4		8
Mishandling of Passenger Property - Disa Patdown	irrayed items- I	Carry-c	on or Che	еске	1	1			1					1 2
Patdown - Flyer						1			<u>1</u>					2
Persons w/ Disabilities (PWD)						'	1		'		1			2
Persons w/ Disabilities (PWD) - Diabetes											1			1
Persons w/ Disabilities (PWD) - Touch Av	rersion (pain/t	rauma)					1							1
Screening								3						3
Screening - Inconsistency								2						2
Screening - Procedures/Process								1						1
2017	2		3	1	4	1	5	2		5	10	7	9	51
Civil Rights									1			1	2	4
Civil Rights - Constitutional Rights	otion								1			1	1	1 2
Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or Ci		nte										- 1	1	1
Customer Service	illurar Garrie	1115						1		2	2		1	5
Customer Service - Others								'		1				1
Customer Service - TSO								1		1	2			4
Mishandling of Passenger Property	2		1	1	1	1	2				2	1	2	13
Mishandling of Passenger Property - Dam			1	1	1	1	2				2		1	11
Mishandling of Passenger Property - Disa		-Carry-c	on or Che	ecked								1	1	2
Patdown			1				2			2	1	2	1	9
Patdown - Flyer			1				2			2	1	2		8
Patdown - Flyer as Observer													1	1
Persons w/ Disabilities (PWD)					1									1
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledication	on and M	ledic	1									1
Property - Special Handling											4	2	1	7
Property - Special Handling - Damaged It											2			2
Property - Special Handling - Damaged It												1		1
Property - Special Handling - Missing Item												1		1
Property - Special Handling - Missing Iten	ns - Checked		1		2			- 4	4	4	2		1	3
Screening Screening - Inconsistency			1		2		1	1	1	1	1	1	3	12
Screening - Inconsistency Screening - Lengthy Lines								- 1		1		1		2
Screening - Procedures/Process					2		1		1		1		3	8
Screening - Retrieving Abandoned/Confis	cated Items		1				- '		'		- '			1
2018	3		2	5	3	1	2	5	2	9	4	4	2	42
Civil Rights	-						1	1	1			1		4
Civil Rights - Constitutional Rights								1						1
Civil Rights - Racial Profiling or Discrimin	ation						1		1					2
Civil Rights - Transgender Screening												1		1
Customer Service	1			1	1						1			4
Customer Service - TSO	1			1	1						1			4
Locks											1			1
Locks - Missing or Damaged Lock			4	4	4			0	4		1		4	1
Patdown			1	4	1			2		3	1	1	1	15
Patdown - Flyer Persons w/ Disabilities (PWD)			1	4	1			2	1	1	1	1	1	15 2
Persons w/ Disabilities (PWD) - Diapers/0	 	eeinae/N	Macke							ı			1	1
Persons w/ Disabilities (PWD) - Touch Av			viasits							1			'	1
Property - Special Handling	1	raarria)					1				1	1		4
Property - Special Handling - Damaged It	ems - Carry-C	On									1			1
Property - Special Handling - Damaged It	ems - Checke	ed					1							1
Property - Special Handling - Missing Iten												1		2
Screening	1		1		1	1		2		5		1		12
Screening - Inconsistency	1					1								2
Screening - Lengthy Lines								1		4				5
Screening - Procedures/Process			1		1			1		1		1		5
2019	3		1	4	2	1			5	4	4	5	4	33
Advanced Imaging Technology (AIT)						1			1					2
Advanced Imaging Technology (AIT) - Fly	er					1			1					2
Civil Rights				1	1									2
Civil Rights - Constitutional Rights	otion			1	- 1									
Civil Rights - Racial Profiling or Discrimin Customer Service	auvii		1	1						2				<u> </u>
Customer Service - Others			1											1
Customer Service - Others Customer Service - TSO										2				2
Locks									1					1
Locks - Missing or Damaged Lock									1					1
Mishandling of Passenger Property	1			1							2	3		7
Mishandling of Passenger Property - Dam	-	Items	·C	1										1
Mishandling of Passenger Property - Dam		,									2	2		5
Mishandling of Passenger Property - Disa		-Carry-c	on or Che	ecked								1		1
Patdown		,		1					1	1		1	1	5
Patdown - Flyer				1					1	1		1	1	5
Persons w/ Disabilities (PWD)									1				1	2
Persons w/ Disabilities (PWD) - General													1	1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Mobility [Disability (N	ot Wheelch	air or Scoo	ter)				1					1
Property - Special Handling	1			1									2
Property - Special Handling - Missing Iten	ns - Carry-O)n		1									1
Property - Special Handling - Missing Iten	1												1
Screening	1		1					1	1	2	1	2	9
Screening - Inconsistency										1			1
Screening - Procedures/Process	1		1					1	1	1	1	1	7
Screening - Security Breach												1	1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JQF								2			1	1	4
2019								2			1	1	4
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Ba	ggage							1		1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Diabetes								1					1
Property - Special Handling								1				1	2
Property - Special Handling - Damaged Ite	ems - Checl	ked						1					1
Property - Special Handling - Missing Item	ns - Checke	d										1	1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
JST				2				1	1				4
2016				2									2
Customer Service				1									1
Customer Service - Others				1									1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
2018								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	Checked Ba	ggage				1					1
2019									1				1
Customer Service									1				1
Customer Service - TSO									1				1

stagarias	40.0=4	44 Nav					ool - FOIA	04 4	OF Mari	00 1	07 1	00 4	00.0	Total
ntegories	10-Oct 26	11-Nov	12-D	ec (02-Feb 57	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KOA 2016	26	3	4	อบ	47 13	17	57 13	65 16	52 9	48 8	48 14			586 119
Civil Rights					13	17	13	10	1		14	. 17	12	2
Civil Rights - Racial Profiling or Discrimina	I ation								1					1
Civil Rights - Sex/Gender/Gender Identity		ender						1						1
Customer Service					2		1	1	3	2	3	2		14
Customer Service - Others					1					1				2
Customer Service - TSO					1		1	1	3	1	3	2		12
Locks					1		2	1			1	2	1	8
Locks - Missing or Damaged Lock					1		2	1			1	2	1	8
Lost and Found						1	1		1			1		4
Lost and Found - Airport/TSA						1	1		1			1		4
Mishandling of Passenger Property			_		7	11	7	11	3	5	8			71
Mishandling of Passenger Property - Dam		-			2						1		1	4
Mishandling of Passenger Property - Dam					5	11	7	11	3	5	7	10		65
Mishandling of Passenger Property - Dam					ggage								1	1
Mishandling of Passenger Property - Disa Patdown	Trayed items	Carry-c	on or Che	ескеа	2	1		1			1	1	1 1	1 7
Patdown - Flyer					2	1		1			- 1	1		6
Patdown - Non-Flyer						1		- 1			1		- 1	1
Persons w/ Disabilities (PWD)						1								1
Persons w/ Disabilities (PWD) - Cancer (c	neperal) Not	Breast C	ancer			1								1
Screening	Jeneral) Not	Dieasi C	ancei		1	3	2	1	1	1	1	1	1	12
Screening - Inconsistency					'				1	'		'	'	1
Screening - Inconsistency Screening - Lengthy Lines						2	2	1			1			6
Screening - Procedures/Process					1					1		1	1	4
Screening - Security Breach						1								•
2017	10	1	1	22	11	11	11	13	17	16	12	15	16	165
Civil Rights				2		1	1	1	1				2	
Civil Rights - Civil Rights Violation (TSA E	mployee)						1							1
Civil Rights - National Origin								1						1
Civil Rights - Racial Profiling or Discrimina	ation			2		1			1				2	6
Customer Service	2		2	2		1		1	4	5	4	3	2	26
Customer Service - Others											1			1
Customer Service - TSO	2		2	2		1		1	4	5	3	3	2	25
Human Capital													1	1
Human Capital - Former Employee													1	
Identification (ID) Requirements								1						
Identification (ID) Requirements - Domest	ic							1						
Locks					2		1	2				1	1	7
Locks - Missing or Damaged Lock			_		2		1	2				1	1	1
Mishandling of Passenger Property	7		7	16	8	5	8	7	7	6	6		7	90
Mishandling of Passenger Property - Dam				1	0	4	0				1			
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam			7	13	8	4	8	6	5	6	3	6	5	77
Mishandling of Passenger Property - Disa		g items	-0	1		1		1	2		2		2	10
Patdown	1 1			- 1	1	2		- 1	3	1			1	10
Patdown - Flyer	- '				1	1			3	1			1	6
Patdown - Flyer as Observer						1			3	- 1			- 1	1
Patdown - General	1													1
Patdown - Non-Flyer	· '				1									
Persons w/ Disabilities (PWD)			1		'						1			2
Persons w/ Disabilities (PWD) - Metal Imp	l nlants (inint)										1			-
Persons w/ Disabilities (PWD) - Prosthesi			1											
Prohibited & Permitted Items	on unparout								1					-
Prohibited & Permitted Items - Lighters/M	atches								1					
Property - Special Handling								1	1	2		2	1	7
Property - Special Handling - Damaged It	ems - Check	ed								_		_	1	
Property - Special Handling - Missing Iten										1				1
Property - Special Handling - Missing Iten								1	1	1		2		į
Screening			1	2		2	1			2	1	3	1	10
Screening - Inconsistency												1		
Screening - Lengthy Lines				1		1				1		1		4
Screening - Procedures/Process			1	1		1	1			1	1			8
2018	11		1	13	12	20	26	27	18	9	6	7		174
Civil Rights			1			1		2	1	1			1	7
Civil Rights - Racial Profiling or Discrimina			1			1		2	1	1				6
Civil Rights - Sex/Gender/Gender Identity			_										1	
Customer Service	3		2	2	6	5	9	7	1	1	1	2	3	42
Customer Service - Others			0	1				1						2
Customer Service - TSO	3		2	1	6	5	9	6	1	1	1	2	3	40
Locks			1	2			6	1						10
Locks - Missing or Damaged Lock	ļ .		5	3	4	^	6	1			_		_	10
Mishandling of Passenger Property	4		-		4	6	6	4	8	3	2	. 1	5	51
Mishandling of Passenger Property - Dam			-Carry-on 4		-	1 5	5	4	2	2	1	1	4	40
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa			1	3	3 1	5	1	4	2	1	1		1	40
Patdown	2		1	2	ı	1	1			1	ı	1		-
Patdown - Flyer	2			2		1				1		1		(
Patdown - Flyer as Observer						ı				1		ı		1
Persons w/ Disabilities (PWD)				2				2		1				5
Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medication	on and M		Supplies			1		1				1
Persons w/ Disabilities (PWD) - Metal Imp		caioati	and W	Juloui	- abbiioo			1						1
Persons w/ Disabilities (PWD) - Wheelcha		Segway		2				1		1				3
Property - Special Handling	2		1	_		2	1	2	4	2	2	1	2	
. ,	-													

		-	TSA Contac	ct Center (1	ГСС) Data [·]	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	ems - Carry-	On						1		1			2
Property - Special Handling - Damaged Ite		1						2	1			1	6
Property - Special Handling - Missing Iten	1				2	1	2	1	1	1	1	1	11
Screening		1	2	2	5	4	9	4		1	2	3	33
Screening - Inconsistency					1						1	1	3
Screening - Lengthy Lines			1	1	2	1	6	2					13
Screening - Procedures/Process		1	1	1	1	3	3	2		1	1	2	16
Screening - Retrieving Abandoned/Confis	cated Items				1								1
2019	5	12	15	11	9	7	9	8	15	16	12	9	128
Civil Rights	1	1	1		1		2	1		1	1		9
Civil Rights - Age											1		1
Civil Rights - Hair Patdowns	1												1
Civil Rights - Racial Profiling or Discrimina	ation	1					2	1		1			5
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender	1		1								2
Customer Service	1	5	1	1	3	1	1	4	6	3	1		27
Customer Service - Others					1								
Customer Service - TSO	1	5	1	1	2	1	1	4	6	3	1		26
Locks	1		2			1						1	5
Locks - Missing or Damaged Lock	1		2			1						1	
Lost and Found			1										
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	1	2	3	3	4	5	3	2	5	2	4	4	38
Mishandling of Passenger Property - Dam	ı naged/Missin	g ItemsC	arry-on Lug	1									
Mishandling of Passenger Property - Dam	1	2	3	2	4	2	3	2	5	2	3	3	32
Mishandling of Passenger Property - Dam	ı naged/Missin	g ItemsU	nspecified I	uggage		1							
Mishandling of Passenger Property - Disa						2					1	1	4
Patdown	1	1		2							1		4
Patdown - Flyer		1		2							1		4
Persons w/ Disabilities (PWD)			2		1				1	3	1		
Persons w/ Disabilities (PWD) - Autism S	pectrum								1				
Persons w/ Disabilities (PWD) - Cancer (c		Breast Car	1										
Persons w/ Disabilities (PWD) - Medical I											1		
Persons w/ Disabilities (PWD) - Medically				al Supplies						1			
Persons w/ Disabilities (PWD) - Metal Imp			1		1								
Persons w/ Disabilities (PWD) - Ostomy/0										1			
Persons w/ Disabilities (PWD) - Touch Av		(trauma)								1			
Property - Special Handling	1	2	4	3					2	7	3	3	25
Property - Special Handling - Damaged It	ems - Carry-	_	1										
Property - Special Handling - Damaged It			1						1	3		1	6
Property - Special Handling - Missing Iten		1	1							2		1	
Property - Special Handling - Missing Iten		1		3					1	2			13
Screening		1		2			3	1	1		1		11
Screening - Lengthy Lines		'	- '					'	1		'	'	1
Screening - Procedures/Process		1	1				3	1			1	1	8
Screening - Retrieving Abandoned/Confis	cated Items	'	'	2				'			'	'	2
Screening - Retrieving Abandoned/Confis	cated Items			2									

atonorios	10 Cat	11 No.				CC) Data			OE Marr	06 1	07 1	00 A	00 800	Total
ategories	10-Oct	11-Nov			1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
KTN	2		1	3		1	4	4		8	8			4
2016						1	2			2		1		
Customer Service											1		1	
Customer Service - TSO											1		1	
Mishandling of Passenger Property			01 1				1			2	1			
Mishandling of Passenger Property - Dan					ge		1			1	1			
Mishandling of Passenger Property - Disa	rrayed Items	Carry-c	on or Che	ecked						1				
Patdown						1							1	
Patdown - Flyer						1							1	
Persons w/ Disabilities (PWD)							1							
Persons w/ Disabilities (PWD) - Diabetes							1							
Screening												1		
Screening - Lengthy Lines												1		
2017	1		1							3	2	4	1	1
Customer Service										1		1		
Customer Service - TSO										1		1		
Mishandling of Passenger Property	1		1							1		1		
Mishandling of Passenger Property - Dan		ı Items	Carry-on	Luggao	ie					1				
Mishandling of Passenger Property - Dam		9 1101110	oung on		,,,							1		
Mishandling of Passenger Property - Disa			1									'		
Patdown			1									2		
Patdown - Flyer												1		
Patdown - Flyer as Observer												1		
											4		4	
Property - Special Handling										1	1		1	
Property - Special Handling - Damaged It											1			
Property - Special Handling - Missing Iter	ns - Checked									1			1	
Screening											1			
Screening - Procedures/Process											1			
2018				2			1	3		1 2	2		2	
Customer Service										1	1			
Customer Service - TSO										1	1			
Locks							1							
Locks - Missing or Damaged Lock							1							
Mishandling of Passenger Property								1			1		1	
Mishandling of Passenger Property - Dan	naged/Missing	g Items	Checked	l Bagga	ge			1			1		1	
Patdown								1						
Patdown - Flyer								1						
Property - Special Handling								1		1			1	
Property - Special Handling - Damaged It	ems - Carry-0	On											1	
Property - Special Handling - Damaged It										1				
Property - Special Handling - Missing Iter								1						
Screening				2						ı		2		
Screening - Lengthy Lines				1										
Screening - Procedures/Process				1						ı		2		
2019	1			1			1	1		2 1	2			1
Locks	1			1				1		4 1	1		1	1
											1			
Locks - Missing or Damaged Lock				4				-						
Mishandling of Passenger Property			_	1				1			1			
Mishandling of Passenger Property - Dan	naged/Missin	g Items	C	1				1			1			
Patdown													1	
Patdown - Flyer													1	
Property - Special Handling	1						1			1				
Property - Special Handling - Damaged It		ed								1				
Property - Special Handling - Missing Iter	1													
Property - Special Handling - Missing Iter	ns - Checked						1							
Screening										I		1		
Screening - Lengthy Lines														

tegories	10-Oct 1	11-Nov 1		01-Jan	02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
_AN	3	11-NOV 1	5	01-Jan 2	02-reb	US-IVIAI 8	04-Apr	US-IVIAY	3	13	00-Aug 5	•	1018
	3	4	5	2				2					
2016					1	3	3		1	1	1		
Customer Service													
Customer Service - TSO							1						
Mishandling of Passenger Property			1 15		1	3	1	2	1	1	1		
Mishandling of Passenger Property - Dar				age	1	1	1	1	1	1	1		
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on or	Checked			2		1					
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Diabetes							1						
2017			1	1	3	1	2	2	1	4	1	1	
Civil Rights			1										
Civil Rights - Racial Profiling or Discrimir	ation		1										
Customer Service										1			
Customer Service - TSO										1			
Mishandling of Passenger Property				1	2					1	1	1	
Mishandling of Passenger Property - Dar	l naged/Missing	ItemsCarr	v-on Lua	1									
Mishandling of Passenger Property - Dar					2					1	1	1	
Patdown	aged/ivilssirig	nomoone	опеч вауу	aye		1				- 1	1	I	
Patdown - Flyer						1	_	_		_			
Property - Special Handling	L						2		1	2			
Property - Special Handling - Damaged I		t						1	1	1			
Property - Special Handling - Missing Itel							1						
Property - Special Handling - Missing Iter	ns - Checked						1	1		1			
Screening					1								
Screening - Procedures/Process					1								
2018	1	1	2			2		2		3	1		
Customer Service								1					
Customer Service - TSO								1					
Mishandling of Passenger Property	1									2	1		
Mishandling of Passenger Property - Dar	-	ItemsChe	cked Rann	ane						1	1		
Mishandling of Passenger Property - Disa		TICITISOTIC	cica bagg	age						1	'		
	1		2			0		1		1			
Property - Special Handling	Charles		1			2		1					
Property - Special Handling - Damaged I		1											
Property - Special Handling - Missing Itel			1					1					
Property - Special Handling - Missing Itel	ns - Checked					2							
Screening		1								1			
Screening - Inconsistency										1			
Screening - Procedures/Process		1											
2019	2	3	2	1	2	2	1	1	1	5	2		
Advanced Imaging Technology (AIT)					1								
Advanced Imaging Technology (AIT) - FI	/er				1								
Civil Rights			1					1					
Civil Rights - Perceived Religion								1					
Civil Rights - Racial Profiling or Discrimin	ation		1										
Customer Service	1	2	1	1		1				1	1		
	1	2		1		1					1		
Customer Service - TSO	1			1		1				1			
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property			1		1					2			
Mishandling of Passenger Property - Dar	naged/Missing	ItemsC	1		1					1			
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked							1			
Patdown							1						
Patdown - Flyer							1						
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Medical	Devices - At	1											
Property - Special Handling						1				1			
Property - Special Handling - Damaged I	ems - Chacker	4								1			
Property - Special Handling - Damaged i		4				a a				- 1			
	iis - Criecked					1							
Screening Screening - Procedures/Process	1								1	1			
	1								1	1			

			I SA CUIILA	ci center (i GG) Date	2 10	UI - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAR	1			1		1	1		2			2	1	9
2016									1					
Mishandling of Passenger Property									1					
Mishandling of Passenger Property - Dam	naged/Missi	ng Items(Checked Ba	ggage					1					
2017	1					1	1							:
Mishandling of Passenger Property	1					1	1							(
Mishandling of Passenger Property - Dam	1					1	1							
2018				1					1			1	1	4
Civil Rights									1					
Civil Rights - Racial Profiling or Discrimina	ation								1					
Mishandling of Passenger Property				1									1	
Mishandling of Passenger Property - Dam	naged/Missi	ng Items0	Checked Ba	ggage									1	
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-o	n or Checke	(1										
Property - Special Handling												1		
Property - Special Handling - Missing Item	ns - Carry-C	n										1		
2019												1		
Screening												1		
Screening - Procedures/Process												1		

				t Center (TO									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAS	445	411	451	573	571	586	601	582	510	542	623	507	6,402
2016				157	168	169	172	163	136	149	169	151	1,434
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Fly	er						1						1
Civil Rights				1	2	3	4	7	6	7	3		33
Civil Rights - Constitutional Rights					_		1						1
Civil Rights - General Complaint and Disc	rimination			1									1
Civil Rights - Headwear				- '	1								1
					- 1			4					
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimina					1	3	3	4	4	6			23
Civil Rights - Sex/Gender/Gender Identity	 Not Transge 	nder						1		1	1		3
Civil Rights - Transgender Screening								1	2				3
Customer Service				33	39	28	29	38	21	29	22	28	267
Customer Service - Others				8	6	3	2	7	2	3	3	2	36
Customer Service - TSO				25	33	25	27	31	19	26			231
Identification (ID) Requirements				20	- 00	2		01	10	1	10	20	3
Identification (ID) Requirements - Domest	ic					2				1			3
	I			40	-			4	0				
Locks				12	5	9	9	4	6	4	6	9	64
Locks - General					1								1
Locks - Missing or Damaged Lock				12	4	9	9	4	6	4	6	9	63
Lost and Found				2		3	2		3		1	1	12
Lost and Found - Airport/TSA				2		3	2		3		1	1	12
Mishandling of Passenger Property				88	91	94	104	81	82	82	107	86	815
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCa	arry-on Lug	9	6	6	15	11	11	10		9	88
Mishandling of Passenger Property - Dam				69	78	80	85	66	64	68			670
					78	8	4	4	7	4			57
Mishandling of Passenger Property - Disa	irrayeu items- I	-carry-on	or Checket	10									
Patdown				6	7	5	6	11	3	5			64
Patdown - Flyer				6	7	5	5	10	2	4			57
Patdown - Flyer as Observer							1	1			1	1	4
Patdown - Non-Flyer									1	1	1		3
Persons w/ Disabilities (PWD)				2	5	2	5	6	3	5	3	5	36
Persons w/ Disabilities (PWD) - Breast Ca	ancer								1			1	2
Persons w/ Disabilities (PWD) - Cognitive		ntal /Ments	al Disability					1		1		1	3
Persons w/ Disabilities (PWD) - Diabetes		itai /iviciite	a Disability			1	2			- 1		- '	3
					4	ı							
Persons w/ Disabilities (PWD) - General		. 6 1 4 41.	. D. d.		1								1
Persons w/ Disabilities (PWD) - Medical [1						1
Persons w/ Disabilities (PWD) - Medically		ledication	and Medica	al Supplies	1				1				2
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)				1								1
Persons w/ Disabilities (PWD) - Mobility [Disability (Not	Wheelcha	air or Scoot	1	2		1	2		1	1	1	9
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates									1			1
Persons w/ Disabilities (PWD) - Respirato		r Equipme	nt			1				1		1	3
Persons w/ Disabilities (PWD) - Touch Av							1	1				1	3
Persons w/ Disabilities (PWD) - Wheelcha				1				2	1	1	2		7
Prohibited & Permitted Items		ocgway		- '						- 1	1		1
Prohibited & Permitted Items - Firearm/Ar	 												
	IIIIIUIIIIUOII										1		1
Screening				13	19	23	12	16	12	16		11	138
Screening - Crew Member or Airline Empl	loyee				1						1		2
Screening - Inconsistency				2	3	2	2	1	2	3	4	1	20
Screening - Lengthy Lines				6	8	10	3	6			3	3	39
Screening - Procedures/Process				5	7	10	7	8	9	12	8	6	72
Screening - Retrieving Abandoned/Confis	cated Items								1				1
Screening - Security Breach						1		1	•	1			3
						'		'		1		1	1
Screening - Traveling with Cash	440	454	407	450	400	440	440	4 4-	400	400	450		
2017	142	154	167	159	139	140	148	147	129	133	153	132	1,743
Advanced Imaging Technology (AIT)						1			1				2
Advanced Imaging Technology (AIT) - Fly	er					1			1				2
Civil Rights	3	3	6	3	3	3	7	4	6	5	6	4	53
Civil Rights - Constitutional Rights		1			1		1						3
Civil Rights - Hair Patdowns						1			1			1	3
Civil Rights - National Origin				1				2		1		3	7
Civil Rights - Perceived Religion							1		1				2
Civil Rights - Racial Profiling or Discrimina	2	4	_	1		0	4	0	3	4	2		
		1	5			2		2		4			27
Civil Rights - Sex/Gender/Gender Identity		1		1	2		1		1		2		8
Civil Rights - Sexual Orientation - Not Tra	nsgender										1		1
Civil Rights - Transgender Screening	1		1										2
Customer Service	31	22	34	30	23	19	29	41	33	28	38	33	361
Customer Service - CSM			1	1		1							3
Customer Service - Others	1		3		1	1	1	5		1	1		14
Customer Service - TSO	30	22	30	29	22	17	28	36	33	27		33	344
Identification (ID) Requirements	30	1	30	20		17	20	50	55	1		55	2
. , , ,	<u> </u>	1											
Identification (ID) Requirements - Domest										1			1
Identification (ID) Requirements - ID Matc		1											1
Locks	15	10	10	9	5	5	7	5	8	6		9	100
Locks - General						1		1	2	1	1	2	8
Locks - 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			13
Lost and Found - Airport/TSA	1	3	3		1			1		1			13
Mishandling of Passenger Property	73	91	82	102	83	81	52	41	38	47			775
			9	9						1			
Mishandling of Passenger Property - Dam	8	11			11	11	2	3	6				79
Mishandling of Passenger Property - Dam		71	66	85	63	64	40	31	29	42		33	614
Mishandling of Passenger Property - Dam	1		1	1	1					1			5
Mishandling of Passenger Property - Disa	8	9	6	7	8	6	10	7	3	3	3	7	77
Patdown	0			- 1	0	0	10	- '	0				
	6	6	13	8	6	9	9	9	9	3			93
Patdown - Children													
		6									9	6	93

			A Contact C		•								
Categories	10-Oct 1	1-Nov 1	12-Dec 0	1-Jan 0	2-Feb 0		•	5-May 0	6-Jun	07-Jul 0	8-Aug 0	9-Sep	Total
Patdown - Flyer as Observer						2	2					2	6
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)	6	3	3	4	2	7	6	3	5	2	7	2	50
Persons w/ Disabilities (PWD) - Autism S			1						1				2
Persons w/ Disabilities (PWD) - Breast C			1						1	1			3
Persons w/ Disabilities (PWD) - Cancer (1								
Persons w/ Disabilities (PWD) - Cognitive		al /Mental l	Disability				1						1
Persons w/ Disabilities (PWD) - Diabetes	2	4				2			4				4
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	lmnairmant	1				1			1			1	5
Persons w/ Disabilities (PWD) - Internal M				1		I					2		1
Persons w/ Disabilities (PWD) - Medically			nd Madical S			1	1			1	1	1	5
Persons w/ Disabilities (PWD) - Metal Im		1	iu ivieulcai c	1		ı	2						4
Persons w/ Disabilities (PWD) - Mobility I		'		1				1			1		4
Persons w/ Disabilities (PWD) - Prosthes				ı				ı			'		1
Persons w/ Disabilities (PWD) - Respirato		Fauipment							1		1		2
Persons w/ Disabilities (PWD) - Service A		_qa.po				1					1		3
Persons w/ Disabilities (PWD) - Touch Av		1	1				1						3
Persons w/ Disabilities (PWD) - Visual Im											1		1
Persons w/ Disabilities (PWD) - Wheelch		gway		1	1	1	1	2	1				7
Prohibited & Permitted Items		1											1
Prohibited & Permitted Items - Liquids/Ge	els/Aerosols	1											1
Property - Special Handling							26	31	18	28	28	16	147
Property - Special Handling - Damaged It	tems - Carry-On						2	1		2	4		9
Property - Special Handling - Damaged It	tems - Checked						6	8	2	15	7	5	43
Property - Special Handling - Missing Iter	ns - Carry-On						6	3	4	4	3	2	22
Property - Special Handling - Missing Iter							12	19	12	7	14	9	73
Request for Assistance					1								1
Request for Assistance - Wounded Warri	or (MSIJSOC)				1								1
Screening	7	14	16	3	15	15	12	12	11	12	8	19	144
Screening - Crew Member or Airline Emp	loyee						1						1
Screening - Inconsistency			2	1	2	3	2	5	1	2	1	2	21
Screening - Lengthy Lines	1	2			1	3	1	2	2	2	1	1	16
Screening - Procedures/Process	5	12	13	2	12	9	6	5	8	8	4	15	99
Screening - Retrieving Abandoned/Confis	1						1				1		3
Screening - Security Breach							1				1	1	3
Screening - Traveling with Cash			1										
TSA Contact Information											1		1
TSA Contact Information - General	444	400	450	450	440	400	400	400	404	404	1		1 222
2018	141	130	150	150	148	136	129	126	134	134	143	88	1,609
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	(or		3										3
			1										1
Advanced Imaging Technology (AIT) - Fly	er as Observer		1 2 3	5	1	5	5	5	2	7	2		2
Advanced Imaging Technology (AIT) - Fly Civil Rights	er as Observer	2	1 2 3	5	1	5	5	5	2	7	2	4	44
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights	er as Observer				1	5	5	5 1		7	2	4	44
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns	er as Observer	1		5	1		5		2	7	2	4	44 3 2
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin	ver as Observer 3 1	2	3	1		1		1	1			4	44 3 2 2
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin	yer as Observer 3 1	1	2		1		4			6	2	1	44 3 2 2 27
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	yer as Observer 3 1	1	3	1		1 2		1	1				44 3 2 2 27 6
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	yer as Observer 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	2	1		1	4	1	1	6	2	1 2 1	44 3 2 2 27 6 4
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	yer as Observer 3 1	1	2	1	1	1 2	4	3	1	6		1	44 3 2 2 27 6
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service	yer as Observer 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1	2 1 30	1	1	1 2 2 37	4 1 38	1 3 1 26	1	6	2 26	1 2 1 26	44 3 2 2 27 6 4 362
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others	yer as Observer 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 27 2	2 1 30 30 3	1 4 24	1 41	1 2 2 37 4	4 1 38 1	1 3 1 26 2	1 1 27	6 1 28	2 26 1	1 2 1 26 3	44 3 2 2 27 6 4 362 16
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	yer as Observer 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 27 2 2 25	3 2 1 30 3 27	1 4 24 24	1 41 41	1 2 2 37 4 33	4 1 38 1 37	1 3 1 26 2 24	1 1 27 27	6 1 28	2 26 1 25	1 2 1 26 3 23	44 3 2 2 27 6 4 362 16 346
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	yer as Observer 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 27 2 25 7	3 2 1 30 3 27	1 4 24 24	1 41 41	1 2 2 37 4 33 5	4 1 38 1 37	1 3 1 26 2 24	1 1 27 27	6 1 28	2 26 1 25	1 2 1 26 3 23	44 3 2 2 27 6 4 362 16 346 96
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General	yer as Observer 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 27 2 25 7	3 2 1 30 3 27 11	1 4 24 24 9	1 41 41 8	1 2 37 4 33 5	4 1 38 1 37 8	1 3 1 26 2 24 10	1 1 27 27 6	6 1 28 28 7	26 1 25 7	1 2 1 26 3 23 6	44 3 2 27 6 4 362 16 346 96 2
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock	yer as Observer 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 27 2 25 7 1 6	3 2 1 30 3 27 11	1 4 24 24 9	1 41 41 8 8	1 2 37 4 33 5	4 1 38 1 37 8	1 3 1 26 2 24 10	1 1 27 27 6	6 1 28 28 7	26 1 25 7	1 2 1 26 3 23 6	44 3 2 27 6 4 362 16 346 96 2
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	yer as Observer 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 27 2 25 7 1 6 2	3 2 1 30 3 27 11	1 4 24 24 9 9	1 41 41 8 8	1 2 37 4 33 5	4 1 38 1 37 8	1 3 1 26 2 24 10	1 1 27 27 6	6 1 28 28 7 7	26 1 25 7	1 2 1 26 3 23 6	44 3 2 27 6 4 362 16 346 96 2 94
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hair Potfling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	yer as Observer 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 27 2 25 7 1 6 2 2	3 2 1 30 3 27 11 11 3 3	1 4 24 24 9 9	1 41 41 8 8 4 4	1 2 2 37 4 33 5 1	4 1 38 1 37 8 8 1 1	1 3 1 26 2 24 10	1 1 27 27 6	6 1 28 28 7 7 1	26 1 25 7	1 2 1 26 3 23 6	44 3 2 2 27 6 4 362 16 346 96 2 94 17
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	yer as Observer 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 27 2 25 7 1 6 2 2 2 39	3 2 1 30 3 27 11 11 3 3 3 37	1 4 24 24 9 9 2 2 57 6 48	1 41 41 8 8 4 4	1 2 2 37 4 33 5 1 4	4 1 38 1 37 8 8 1 1 1 32	1 3 1 26 2 24 10 10 1 1 36	1 1 27 27 6 6	6 1 28 28 7 7 1 1 1 32	2 26 1 25 7	1 2 1 26 3 23 6	44 3 2 2 27 6 6 4 362 16 346 96 2 94 17 17 486
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	yer as Observer 3 1 1 32 32 12 32 12 33 35 52 41 naged/Missing I	2 1 1 27 2 25 7 1 6 2 2 2 39	3 2 1 30 3 27 11 11 3 3 3 37	1 4 24 24 9 9 2 2 57 6 48	1 41 41 8 8 4 4 41 5	1 2 2 37 4 33 5 1 4 4 46 5 34 2	4 1 38 1 37 8 8 1 1 32 4 23	1 3 1 26 2 24 10 10 1 1 36 5 24	1 1 27 27 6 6	6 1 28 28 7 7 1 1 32 6 20	2 26 1 25 7 7 7 48 4 35	1 2 1 26 3 23 6	44 3 2 2 27 6 4 362 16 346 96 92 94 17 17 486 365 4
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	yer as Observer 3 1 1 32 32 12 32 12 33 35 52 41 naged/Missing I	2 1 1 27 2 25 7 1 6 2 2 39 35 temsUns ₁ 4	3 2 1 30 3 27 11 11 3 3 3 37 30 pecified Lug	1 4 24 24 9 9 2 2 57 6 48 gage 3	1 41 41 8 8 4 4 41 5 29	1 2 2 37 4 33 5 1 4 46 5 34 2	4 1 38 1 37 8 8 1 1 1 32 4 23	1 3 1 26 2 24 10 10 1 1 1 36 5 24	1 1 27 27 6 6 6 41 5 28	6 1 28 28 7 7 1 1 1 32 6 20 1 5	26 1 25 7 7 7 48 4 35 1 8	1 2 1 26 3 23 6 6	44 3 2 2 7 6 4 362 16 346 96 2 94 17 17 486 46 365 4
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	yer as Observer 3 1 1 32 32 12 32 12 33 35 52 41 naged/Missing I	2 1 1 27 2 25 7 1 6 2 2 2 39 35 temsUns	3 2 1 30 3 27 11 11 3 3 37 30 pecified Lug	1 4 24 24 9 9 2 2 57 6 48 gage	1 41 41 8 8 4 4 41 5	1 2 2 37 4 33 5 1 4 4 46 5 34 2	4 1 38 1 37 8 8 1 1 32 4 23	1 3 1 26 2 24 10 10 1 1 36 5 24	1 1 27 27 6 6 6 41 5 28	6 1 28 28 7 7 1 1 32 6 20 1 5	2 26 1 25 7 7 7 48 4 35	1 2 1 26 3 23 6 6	44 3 2 2 7 6 4 362 16 346 96 2 94 17 17 486 46 365 4 71 51
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	yer as Observer 3 1 1 31 32 32 12 12 33 352 12 41 naged/Missing I	2 1 1 27 2 25 7 1 6 2 2 39 35 temsUns ₁ 4	3 2 1 30 3 27 11 11 3 3 37 30 pecified Lug 7	1 4 24 24 9 9 2 2 2 57 6 48 gage 3 5	1 41 41 8 8 4 4 41 5 29	1 2 2 37 4 33 5 1 4 46 5 34 2 5 5 3	4 1 38 1 37 8 8 1 1 1 32 4 23	1 3 1 26 2 24 10 10 1 1 1 36 5 24	1 1 27 27 6 6 6 41 5 28	6 1 28 28 7 7 1 1 32 6 20 1 5 5	26 1 25 7 7 7 48 4 35 1 8 8	1 2 1 26 3 23 6 6 6 25 1 18	44 3 2 2 27 6 4 362 16 346 96 2 4 17 17 486 46 365 47 17 17 17 18 18 18 18 18 18 18 18 18 18
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer	yer as Observer 3 1 1 32 32 12 12 33 3 3 52 14 1aged/Missing I	2 1 1 27 2 25 7 1 6 2 2 39 35 temsUns ₁ 4	3 2 1 30 3 27 11 11 3 3 3 37 30 pecified Lug 7 5	1 4 24 24 9 9 2 2 57 6 48 gage 3	1 41 41 8 8 4 4 41 5 29	1 2 2 37 4 33 5 1 4 46 5 34 2 5 3 3 2	4 1 38 1 37 8 8 1 1 1 32 4 23	1 3 1 26 2 24 10 10 1 1 1 36 5 24	1 1 27 27 6 6 6 41 5 28	6 1 28 28 7 7 1 1 32 6 20 1 5 5 1	2 26 1 25 7 7 7 48 4 35 1 8 8	1 2 1 26 3 23 6 6 6 25 1 18 6 5	44 3 2 2 27 6 6 4 362 16 346 96 2 94 17 17 486 46 365 4 7 11 11 11 14
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer	yer as Observer 3 1 1 31 32 32 12 12 33 352 12 41 naged/Missing I	2 1 1 27 2 25 7 1 6 2 2 39 35 temsUns ₁ 4	3 2 1 30 3 27 11 11 3 3 37 30 pecified Lug 7	1 4 24 24 9 9 9 2 2 2 57 6 48 gage 3 5 5 4	1 41 41 8 8 4 4 41 5 29	1 2 2 37 4 33 5 1 4 46 5 34 2 5 5 3	4 1 38 1 37 8 8 1 1 1 32 4 23	1 3 1 26 2 24 10 10 1 1 1 36 5 24	1 1 27 27 6 6 6 41 5 28	6 1 28 28 7 7 1 1 32 6 20 1 5 5	26 1 25 7 7 7 48 4 35 1 8 8	1 2 1 26 3 23 6 6 6 25 1 18	44 3 2 27 6 4 362 16 346 96 2 94 17 17 486 46 365 4 71 51 1
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Non-Flyer	yer as Observer 3 1 1 32 32 12 12 3 3 52 15 41 naged/Missing I a 6 1	2 1 1 27 2 25 7 1 6 2 2 2 39 35 temsUnsi 4 1	3 2 1 30 3 27 11 11 3 3 37 30 pecified Lug 7 5	1 4 24 24 9 9 2 2 57 6 48 gage 3 5 4 1	1 41 8 8 4 4 41 5 29 7 2	1 2 37 4 33 5 1 4 46 5 34 2 5 3 3	4 1 38 1 37 8 8 1 1 1 32 4 23	1 3 1 26 2 24 10 10 1 1 36 5 24 7 6	1 1 27 27 6 6 6 41 5 28 8 8	6 1 28 28 7 7 1 1 32 6 20 1 5 5 1 3	2 26 1 25 7 7 7 48 4 35 1 8 8	1 2 1 26 3 23 6 6 6 25 1 18 6 5	44 3 2 27 6 4 362 16 346 96 2 94 17 17 486 46 365 4 71 51 14 44 5
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	yer as Observer 3 1 1 32 32 12 12 33 33 52 14 1naged/Missing I 1 1 1	2 1 1 27 2 25 7 1 6 2 2 39 35 temsUns ₁ 4	3 2 1 30 3 27 11 11 3 3 3 37 30 pecified Lug 7 5	1 4 24 24 9 9 9 2 2 2 57 6 48 gage 3 5 5 4	1 41 41 8 8 4 4 41 5 29	1 2 2 37 4 33 5 1 4 46 5 34 2 5 3 3 2	4 1 38 1 37 8 8 1 1 1 32 4 23	1 3 1 26 2 24 10 10 1 1 1 36 5 24	1 1 27 27 6 6 6 41 5 28	6 1 28 28 7 7 1 1 32 6 20 1 5 5 1	26 1 25 7 7 7 48 4 35 1 8 8	1 2 1 26 3 23 6 6 6 25 1 18 6 5	44 3 2 2 27 6 4 362 16 346 96 2 94 17 17 486 46 365 4 71 51 1 4 5 1 6
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dan	yer as Observer 3 1 1 32 32 32 12 12 33 35 52 14 1naged/Missing I 1 1 1 ancer	2 1 1 27 2 25 7 1 6 2 2 39 35 temsUnsy 4 1	3 2 1 30 3 27 11 11 3 3 37 30 pecified Lug 7 5 4 1	1 4 24 24 9 9 2 2 57 6 48 gage 3 5 4 1	1 41 8 8 4 4 41 5 29 7 2	1 2 37 4 33 5 1 4 46 5 34 2 5 3 3	4 1 38 1 37 8 8 1 1 1 32 4 23	1 3 1 26 2 24 10 10 1 1 36 5 24 7 6	1 1 27 27 6 6 6 41 5 28 8 8	6 1 28 28 7 7 1 1 32 6 20 1 5 5 1 3	26 1 25 7 7 7 48 4 4 35 1 8 8	1 2 1 26 3 23 6 6 6 25 1 18 6 5	44 3 2 2 7 6 4 362 16 346 96 2 94 17 17 486 46 365 4 71 51 1 44 51 68 1
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Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically	yer as Observer 3 1 1 32 32 12 12 33 52 12 14 11 11 11 11 11 11 11 11 11 11 11 11	2 1 1 27 2 2 25 7 1 6 2 2 2 39 35 4 4 1 1 1 3 al /Ment 1	3 2 1 30 3 27 11 11 3 3 37 30 pecified Lug 7 5 4 1	1 4 24 24 9 9 2 2 57 6 48 gage 3 5 5 4 1 1 4	1 41 41 8 8 4 4 41 5 29 7 2	1 2 2 37 4 33 5 1 4 4 6 5 34 2 5 3 3 2 1 5 5	4 1 38 1 37 8 8 1 1 1 32 4 23	1 3 1 26 2 24 10 10 1 1 1 36 5 24 7 6	1 1 27 27 6 6 6 41 5 28 8 8 8	6 1 28 28 7 7 1 1 32 6 20 1 5 5 1 3 1	2 26 1 25 7 7 7 48 4 35 1 8 8 7 1	1 2 1 26 3 23 6 6 6 25 1 18 6 5	44 3 2 2 7 6 4 362 16 346 96 2 94 17 17 486 46 365 4 71 51 1 44 5 1 6 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthes	yer as Observer 3 1 1 32 32 12 32 12 33 52 14 1 1 1 1 1 1 1 1 1 ancer e /Development y Necessary plants (joint) Disability (Not V is/Amputees	2 1 1 27 2 25 7 1 6 2 2 39 35 tems—Uns ₁ 4 1 1	3 2 1 30 3 27 11 11 3 3 37 30 pecified Lug 7 5 4 1 10	1 4 24 24 9 9 2 2 57 6 48 gage 3 5 5 4 1 1 4	1 41 41 8 8 4 4 41 5 29 7 2 6	1 2 2 37 4 33 5 1 4 4 6 5 34 2 5 3 3 2 1 5 5	4 1 38 1 37 8 8 1 1 1 32 4 23 5 2	1 3 1 26 2 24 10 10 1 1 1 36 5 24 7 6	1 1 27 27 6 6 6 41 5 28 8 8 8	6 1 28 28 7 7 1 1 32 6 20 1 5 5 1 3 1	2 26 1 25 7 7 7 48 4 35 1 8 8 7 1	1 2 1 26 3 23 6 6 6 25 1 18 6 5	44 3 2 27 6 4 362 16 96 92 94 17 17 486 46 365 4 71 51 1 44 5 1 1 2 3 6 6 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disc Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate	yer as Observer 3 1 1 32 32 32 12 32 12 33 52 6 1 1 1 1 ancer e /Development y Necessary plants (joint) Disability (Not V is/Amputees d 1	2 1 1 27 2 2 25 7 1 6 2 2 2 39 35 4 4 1 1 1 3 al /Ment 1	3 2 1 30 3 27 11 11 3 3 37 30 pecified Lug 7 5 4 1 10 1	1 4 24 24 9 9 2 2 57 6 48 gage 3 5 5 4 1 1 4	1 41 41 8 8 4 4 41 5 29 7 2 6	1 2 2 37 4 33 5 1 4 4 6 5 34 2 5 3 3 2 1 5 5	4 1 38 1 37 8 8 1 1 1 32 4 23 5 2 2	1 3 1 26 2 24 10 10 1 1 1 36 5 24 7 6	1 1 27 27 6 6 6 41 5 28 8 8 8	6 1 28 28 7 7 1 1 32 6 20 1 5 5 1 3 1 9	2 26 1 25 7 7 7 48 4 35 1 8 8 7 1	1 2 1 26 3 23 6 6 6 25 1 18 6 5	44 3 2 27 6 4 362 16 346 96 94 17 17 486 365 4 71 51 1 44 5 1 68 1 2 3 6 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirate	yer as Observer 3 1 1 32 32 12 32 12 33 35 52 1 5 1 41 1 ancer e /Development. y Necessary plants (joint) Disability (Not Vis/Amputees 1 1 Animals	2 1 1 27 2 2 25 7 1 6 2 2 2 39 35 temsUns ₁ 4 1 1 3 al /Ment	3 2 1 30 3 27 11 11 3 3 37 30 pecified Lug 7 5 4 1 10	1 4 24 24 9 9 2 2 57 6 48 gage 3 5 4 1 4 1 1 1	1 41 41 8 8 4 4 41 5 29 7 2 6	1 2 2 37 4 33 5 1 4 4 6 5 34 2 5 3 3 2 1 5 5	4 1 38 1 37 8 8 1 1 1 32 4 23 5 2 2	1 3 1 26 2 24 10 10 1 1 1 36 5 24 7 6	1 1 27 27 6 6 6 41 5 28 8 8 8	6 1 28 28 7 7 1 1 32 6 20 1 5 5 1 3 1	2 26 1 25 7 7 7 48 4 35 1 8 8 7 1	1 2 1 26 3 23 6 6 6 25 1 18 6 5	44 3 2 27 6 4 362 16 96 92 94 17 17 486 46 365 4 71 51 1 44 5 1 1 2 3 6 6 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C- Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A	yer as Observer 3 1 1 32 32 12 32 12 33 35 52 41 13 41 14 15 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1 27 2 2 25 7 1 6 2 2 2 39 35 temsUns ₁ 4 1 1 3 al /Ment	3 2 1 30 3 27 11 11 3 3 37 30 pecified Lug 7 5 4 1 10 1	1 4 24 24 9 9 2 2 57 6 48 gage 3 5 4 1 4 1 1 1	1 41 41 8 8 4 4 41 5 29 7 2 6	1 2 2 37 4 33 5 1 4 4 6 5 34 2 5 3 3 2 1 5 5	4 1 38 1 37 8 8 1 1 1 32 4 23 5 2 2	1 3 1 26 2 24 10 10 1 1 1 36 5 24 7 6	1 1 27 27 6 6 6 41 5 28 8 8 8	6 1 28 28 7 7 1 1 32 6 20 1 5 5 1 3 1 9	2 26 1 25 7 7 7 48 4 35 1 8 8 7 1	1 2 1 26 3 23 6 6 6 25 1 18 6 5	44 3 2 27 6 4 362 16 346 96 2 94 17 17 486 46 365 4 71 51 1 44 45 1 68 1 2 3 6 1 1 1 1 1 1 1 1 1 1 1 1 1
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property -	yer as Observer 3 1 1 32 32 32 12 12 33 35 52 41 aged/Missing I ancer e/Development y Necessary plants (joint) Disability (Not V is/Amputees cl 1 Animals yersion (pain/tranpairment	2 1 1 27 2 2 25 7 1 6 2 2 39 35 temsUns ₁ 4 1 1 1 1	3 2 1 30 3 3 27 11 11 3 3 37 30 pecified Lug 7 5 4 1 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4 24 24 9 9 2 57 6 48 gage 3 5 4 1 1 1	1 41 41 8 8 4 4 41 5 29 7 2 2	1 2 2 37 4 33 5 1 4 46 5 34 2 2 5 3 2 1 5 5	4 1 38 1 37 8 8 1 1 1 32 4 23 5 2 2	1 3 1 26 2 24 10 10 1 1 1 36 5 24 7 6	1 1 27 27 6 6 41 5 28 8 8 8	6 1 28 28 7 7 1 1 32 6 20 1 5 5 1 3 1 9	2 26 1 25 7 7 48 4 35 1 8 8 1 1 1	1 2 1 26 3 23 6 6 6 25 1 18 6 5	44 3 2 2 7 6 4 362 16 346 96 6 2 94 17 17 486 46 365 4 71 51 1 2 3 6 6 10 1 4 3 3 1
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im	yer as Observer 3 1 1 32 32 12 12 33 52 12 14 11 14 15 16 11 11 11 11 11 11 11 11 11 11 11 11	2 1 1 1 27 2 2 25 7 1 6 2 2 39 35 temsUnsy 4 1 1 3 3 all /Ment 1 1 1 Vheelch 1 1 vuma)	3 2 1 30 3 27 11 11 3 3 37 30 pecified Lug 7 5 4 1 10 1 1 1 1 4	1 4 24 24 9 9 2 2 2 57 6 48 gage 3 5 4 1 1 1 1 1 1 1 1	1 41 41 8 8 4 4 41 5 29 7 2 2 6	1 2 2 37 4 33 5 1 4 46 5 34 2 5 3 3 2 1 5 5 1 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	4 1 38 1 37 8 8 1 1 1 32 4 23 5 2 2 7	1 3 1 26 2 24 10 10 1 1 1 36 5 24 7 6	1 1 27 27 6 6 6 41 5 28 8 8 8 9 2 2 5 5	6 1 28 28 7 7 1 1 32 6 20 1 5 5 5 1 3 1 9	2 26 1 25 7 7 48 4 35 1 8 8 7 1 1 1	1 2 1 26 3 23 6 6 6 25 1 18 6 5	44 3 2 2 7 6 4 362 16 346 96 347 17 17 486 46 365 4 71 51 1 44 55 1 68 1 2 3 6 10 1 4 3 3 1 3 24
Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property -	yer as Observer 3 1 1 32 32 12 32 12 33 52 12 14 13 3 152 15 1 1 11 11 11 11 11 11 11 11 11 11 11 11	2 1 1 27 2 2 25 7 1 6 2 2 39 35 temsUns ₁ 4 1 1 1 1	3 2 1 30 3 3 27 11 11 3 3 37 30 pecified Lug 7 5 4 1 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4 24 24 9 9 2 57 6 48 gage 3 5 4 1 1 1	1 41 41 8 8 4 4 41 5 29 7 2 2	1 2 2 37 4 33 5 1 4 46 5 34 2 2 5 3 2 1 5 5	4 1 38 1 37 8 8 1 1 1 32 4 23 5 2 2	1 3 1 26 2 24 10 10 1 1 1 36 5 24 7 6	1 1 27 27 6 6 41 5 28 8 8 8	6 1 28 28 7 7 1 1 32 6 20 1 5 5 1 3 1 9	2 26 1 25 7 7 48 4 35 1 8 8 1 1 1	1 2 1 26 3 23 6 6 6 25 1 18 6 5	44 3 2 27 6 4 362 16 346 96 2 94 17 17 486 46 365 4 71 51 1 44 51 1 2 3 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1

						C) Data To								
Categories							03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Property - Special Handling - Damaged Ite	9	10	2	8	10	6	4	8	4	5	9		75
	Property - Special Handling - Missing Item	3	3	8	10	40	5	2	3	6	4	5	4	53
	Property - Special Handling - Missing Item quest for Assistance	14	16	15	10	13	6	14	12	14	15	8 2	6	143
	Request for Assistance - Other						1				2	1		4
	Request for Assistance - Wounded Warrio	or (MSLISOC)					'					1		1
	eening	10	17	21	13	19	16	15	12	14	15	16	8	176
	Screening - Crew Member or Airline Empl		- 17	21	10	10	10	1	12	17	10	10	0	170
	Screening - Inconsistency	1	2	3		2	2		1	1	1		1	14
	Screening - Lengthy Lines	1	3	2	2		2	2	2	2		1	1	18
	Screening - Procedures/Process	8	9	13	7	15	12	12	9	10	11	14	5	125
	Screening - Retrieving Abandoned/Confis	cated Items		3	1	1					3	1		(
	Screening - Security Breach		2		3	1				1			1	3
	Screening - Shoe Screening		1											1
2019		162	127	134	107	116	141	152	146	111	126	158	136	1,616
	anced Imaging Technology (AIT)										1			1
	Advanced Imaging Technology (AIT) - Fly										1			
	I Rights	8	3	3	3	3	1	4	9	4	9	8	7	62
	Civil Rights - Age					1								1
	Civil Rights - Constitutional Rights	1				1							1	3
	Civil Rights - Hair Patdowns									1				
	Civil Rights - National Origin	_	•	1	1		a a	•	3	4				
	Civil Rights - Racial Profiling or Discrimin		2	2	1		1	3	4	1	6	2	2	27
	Civil Rights - Screening of Religious Cultu				A	4		A	^	0		1		10
	Civil Rights - Sex/Gender/Gender Identity		1		1	1		1	2	2	1	4	4	19
	Civil Rights - Sexual Orientation - Not Tra	2									2	1		
	Civil Rights - Transgender Screening stomer Service	39	29	37	22	26	33	34	28	24	29	32	26	359
	Customer Service - CSM	39	29	31	22	∠0	33	34	28	24	29	32	20	358
	Customer Service - CSM Customer Service - Others	3	5	1		1	2	7	2	2	5	2	3	33
	Customer Service - Others Customer Service - TSO	36	24	36	22	25	30	27	26	22	24	30	23	325
	ntification (ID) Requirements	30	24	1	22	20	30	21	20	22	24	30	23	1
	Identification (ID) Requirements - Domesti	ic		1										1
Lock		10	8	7	3	6	7	6	11	4	4	8	5	79
	Locks - Missing or Damaged Lock	10	8	7	3	6	7	6	11	4	4	8	5	79
	t and Found	2	1	3	2	1	1	1	2		1	2	1	17
	Lost and Found - Airport/TSA	2	1	3	2	1	1	1	2		1	2	1	17
	handling of Passenger Property	42	37	31	36	27	39	35	41	25	30	40	32	415
	Mishandling of Passenger Property - Dam	6	4	11	7	6	8	9	5	4	6	3	6	75
	Mishandling of Passenger Property - Dam		29	15	24	18	28	18	34	19	18	32	21	281
	Mishandling of Passenger Property - Dam								1		2			3
	Mishandling of Passenger Property - Disa		4	5	5	3	3	8	1	2	4	5	5	56
Patd	down	4	2	5		7	6	6	3		5	4	6	48
	Patdown - Flyer	4	1	5		7	6	6	3		5	3	6	46
	Patdown - Flyer as Observer											1		1
	Patdown - Non-Flyer		1											1
Pers	sons w/ Disabilities (PWD)	4	7	4	7	12	6	7	5	7	6	10	6	81
	Persons w/ Disabilities (PWD) - Autism Sp	pectrum		1	1									2
	Persons w/ Disabilities (PWD) - Breast Ca		1											2
	Persons w/ Disabilities (PWD) - Cancer (g	jeneral) Not Bı	reast Cance	r					1					1
	Persons w/ Disabilities (PWD) - Cognitive	/Developm	1		1							1		3
	Persons w/ Disabilities (PWD) - Diabetes					2					1			3
	Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dres	sings/Mask				1					1		2
	Persons w/ Disabilities (PWD) - General			1	1	1	1		1	1			1	7
	Persons w/ Disabilities (PWD) - Hearing I				1		1		1					4
	Persons w/ Disabilities (PWD) - Internal M		1		1					1	1			4
	Persons w/ Disabilities (PWD) - Medical D							1						1
	Persons w/ Disabilities (PWD) - Medically		edication an	nd Medical S	Supplies	1		1			1		1	4
	Persons w/ Disabilities (PWD) - Metal Imp				-	-	1			_		1	-	2
	Persons w/ Disabilities (PWD) - Mobility D		E	1	1	4		3	2	2		2	3	
	Persons w/ Disabilities (PWD) - Respirato		⊨quipment				1	1		1	1	1		5
	Persons w/ Disabilities (PWD) - Touch Av		1		1	1				1	1			
	Persons w/ Disabilities (PWD) - Wheelcha	1	3	1		3	1	1		1	1	4		17
	hibited & Permitted Items	Prooming #	_										1	
	Prohibited & Permitted Items - Beauty & Gperty - Special Handling	35		20	20	20	33	37	20	25	25	22	40	380
	perty - Special Handling Property - Special Handling - Damaged Ite	4	3	29 6	29 8	30 5	4	5	30	35 4	25 3	33 5	3	380 53
	Property - Special Handling - Damaged Ite	8	4	6	5	4	10	8	6	7	4	8	11	81
	Property - Special Handling - Missing Item		8	6	2	15	3	6	3	6	5	7	8	76
	Property - Special Handling - Missing Item		9	11	14	6	16	18	18	18	13	13	18	170
	quest for Assistance	10	3	- 11	17	0	10	10	10	1	10	10	10	170
	Request for Assistance - Other							1		1				
	eening	18	16	14	5	4	15	21	17	11	16	21	12	170
	Screening - Crew Member or Airline Empl		10	1.7	<u> </u>	7	10	21	17	- 11	10	21	1	170
	Screening - Inconsistency	1	2							1			2	6
	Screening - Lengthy Lines	2	3	2			1	2		1	1	1	1	14
	Screening - Procedures/Process	15	10	12	4	4	12	17	16	9	11	15	6	131
	Screening - Retrieving Abandoned/Confise		10	- 12	1	-	- 12	1	10			3		6
	Screening - Security Breach		1				2		1		4	2		11
	Screening - Traveling with Cash							1						1

			SA Cont	act Center	(TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAW	2	2		1	1 1	2		3	2	5	3	3	25
2016					1 1					1		1	4
Customer Service					1					1			2
Customer Service - TSO					1					1			2
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	hecked Ba	aggage								1	1
Screening					1								1
Screening - Procedures/Process					1								1
2017		1				2		1	1	1	2	1	9
Customer Service									1				1
Customer Service - TSO									1				1
Mishandling of Passenger Property		1				1		1					3
Mishandling of Passenger Property - Dam	aged/Missii	1						1					2
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	hecked Ba	aggage		1							1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling										1	1	1	3
Property - Special Handling - Damaged Ite	ms - Checke	ed									1		1
Property - Special Handling - Missing Item	s - Checked									1		1	2
Screening											1		1
Screening - Procedures/Process											1		1
2018	2			1				1	1	2	1	1	9
Customer Service									1			1	2
Customer Service - TSO									1			1	2
Mishandling of Passenger Property	1							1			1		3
Mishandling of Passenger Property - Dam	1							1			1		3
Patdown	1									1			2
Patdown - Flyer	1									1			2
Screening				1						1			2
Screening - Procedures/Process				1						1			2
2019		1						1		1			3
Civil Rights		1											1
Civil Rights - Sex/Gender/Gender Identity-	Not Transo	1											1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disa	rayed Items	Carry-on	or Check	ed				1					1
Screening										1			1
Screening - Retrieving Abandoned/Confisc	ated Items									1			1

O-to-series			TSA Contact		•								
Categories	10-Oct	11-Nov	12-Dec			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LAX	657	680	782	928	749	916	870	895	932	904	947	762	10,022
2016				215	206	237	242	281	234	213	272	240	2,140
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Fly	er			1									1
Civil Rights				4	2	3	5	9	4	9	14	6	56
Civil Rights - Constitutional Rights							2	1		1			4
Civil Rights - General Complaint and Disc	rimination			2									2
Civil Rights - Headwear										1	1		2
Civil Rights - National Origin										1			1
Civil Rights - Perceived Religion						1				· ·	1	1	3
	- Ai												
Civil Rights - Racial Profiling or Discrimina				2	2	1	3	6	3	5	11	4	37
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender				1		1	1		1	1	5
Civil Rights - Transgender Screening								1		1			2
Customer Service				29	19	31	44	56	42	37	44	52	354
Customer Service - CSM						1	1		1			1	4
Customer Service - Others				5		6	5	16	2	4	6	5	49
Customer Service - TSO				24	19	24	38	40	39	33	38	46	301
Identification (ID) Requirements					2	2	1	1		1	1	1	9
Identification (ID) Requirements - Domest	ic.				2	2	1	1				1	7
Identification (ID) Requirements - ID Matc		nd Boardi	ing Pace Iceu	00						1			
		nu boarui	ing Pass issu	es						1			1
Identification (ID) Requirements - Internati	ional Iravel										1		1
Locks				13	14	10	18	22	16	11	19	19	142
Locks - General							2	2	1	1		1	7
Locks - 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
Lost and Found - 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
	l ogod/Miccin	ı Itama Dı	rivete Ceree		120	100	122		120	100	101	122	
Mishandling of Passenger Property - Dam				1	40	47	40	0.5	46	40	00	40	1 1 1 1 1 1 1 1 1 1 1 1
Mishandling of Passenger Property - Dam		-		16	10	17	18	25	15	16	26	19	162
Mishandling of Passenger Property - Dam				112	108	113	99	80	102	84	100	99	897
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsL	Jnspecified Lu	uggage	1		1	1	2	1	1		7
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	n or Checked	8	9	6	4	5	7	5	4	4	52
Patdown				2	6	4	9	18	6	8	9	7	69
Patdown - Children						1							1
Patdown - Flyer				2	6	3	9	16	4	7	9	7	63
Patdown - Flyer as Observer								1	2	1		,	4
Patdown - Non-Flyer								1		- '			1
					-	0					-	40	
Persons w/ Disabilities (PWD)				6	5	8	8	9	5	8	5	10	64
Persons w/ Disabilities (PWD) - Autism S							1						1
Persons w/ Disabilities (PWD) - Breast Ca	ancer					1							1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not l	Breast Ca	ıncer					1					1
Persons w/ Disabilities (PWD) - Diabetes								1		3			4
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	ssings/M	asks			1							1
Persons w/ Disabilities (PWD) - General								1	2		1	2	6
Persons w/ Disabilities (PWD) - Hearing I	l mnairment							1		1			2
Persons w/ Disabilities (PWD) - Internal N		00			1		2						3
			h - D - du	4						4	1		
Persons w/ Disabilities (PWD) - Medical E				1						1			3
Persons w/ Disabilities (PWD) - Medically		viedicatioi	n and iviedic	2		2		1		1	1	2	9
Persons w/ Disabilities (PWD) - Metal Imp												1	1
Persons w/ Disabilities (PWD) - Mobility D		t Wheelch	nair or Scoote	r)		2	1	1			1	2	7
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates											1	1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts	3			1		1					2
Persons w/ Disabilities (PWD) - Service A	nimals									1			1
Persons w/ Disabilities (PWD) - Touch Av		trauma)		1				1			1	1	4
Persons w/ Disabilities (PWD) - Visual Im		,			2								2
Persons w/ Disabilities (PWD) - Wheelcha		200111011		2	1		4	1	3	1		1	13
		segway				-	4	ı	3	ı		- 1	
Persons w/ Disabilities (PWD) - Wounded	vvarrior				1	1							2
Request for Assistance								1		1			2
Request for Assistance - Other								1					1
Request for Assistance - Wounded Warrio	or (MSIJSOC)								1			1
Screening				14	14	26	26	40	26	22	26	8	202
Screening - Children					1								1
Screening - Crew Member or Airline Empl	oyee			2									2
Screening - Inconsistency	i i			1		4	3	1	4	2	4	1	20
Screening - International Screening						1			-7				1
Screening - International Screening					2	2	8	17	4	3			36
				^							00	-	
Screening - Procedures/Process	noted It.			9	11	16	14	22	16	16	20	7	131
Screening - Retrieving Abandoned/Confis	caled IIEMS			2		1			1		-		4
Screening - Security Breach						2	1		1	1	2		7
SIDA (Security Identification Display Area)											1		1
SIDA (Security Identification Display Area) - General										1		1
TSA Contact Information										1			1
TSA Contact Information - General										1			1
2017	260	277	294	290	212	240	209	231	246	244	249	213	2,965
Advanced Imaging Technology (AIT)						1			•				1
Advanced Imaging Technology (AIT) - Fly	l					1							1
		_	-	-	-		-		4	-	_		
Civil Rights	6	5	5 7	7	7	9	7	9	4	7	7		80
Civil Rights - Constitutional Rights				1	1							1	3
Civil Rights - Hair Patdowns					1		1			1	1		4
Civil Rights - Headwear		1		1		1							3
Civil Rights - National Origin			3	1		2	1	1			1		9
Civil Rights - Perceived Religion								1		1			2
Civil Rights - Racial Profiling or Discrimina	5	3	3	3	3	5	4	7	2	5	5	2	47
Civil Rights - Sex/Gender/Gender Identity		1		1	2	1	-		1			1	8
Civil Rights - Transgender Screening	1	- 1		1		- 1	1		1			1	4
Oran Augus - Transgender Goreening	<u>'</u>						1		1			1	4

			Contact C		•								
ories							•			07-Jul	08-Aug	09-Sep	Total
Customer Service	54	43	45	36	31	34	37	55	47	52	42	33	509
Customer Service - CSM	11	2		2						1			(
Customer Service - Others	7	6	4	2	2	1	4	3	4	2	1	3	39
Customer Service - TSO	46	35	41	32	29	33	33	52	43	49	41	30	464
Identification (ID) Requirements			1				2						
Identification (ID) Requirements - Domesti		40	1		40	40	2	40		40			
Locks	19	19	9	22	13	12	15	10	16	16	20	18	18
Locks - General	1	1	1	3			1	1	4	3	1	1	1
Locks - Missing or Damaged Lock	18	18	8	19	13	12	14	9	12	13	19	17	17:
Lost and Found	11	19	27	30	12	20	14	13	11	6	7	18	188
Lost and Found - 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	1,25
Mishandling of Passenger Property - Dam	21	18	27	20	16	18	3	3	5	8	7	7	153
Mishandling of Passenger Property - Dam	90	115	120	126	90	97	52	52	71	68	58	44	983
Mishandling of Passenger Property - Dama	0 0		2	3		1	3		1	1	2	1	14
Mishandling of Passenger Property - Disa		8	10	13	11	6	7	9	12	7	6	9	10
Patdown	10	13	14	6	14	17	10	18	12	12	10	9	14
Patdown - Children		1					1		1				
Patdown - Flyer	10	12	14	6	13	15	9	14	9	11	7	8	12
Patdown - Flyer as Observer						1		3	1	1	1		
Patdown - General								1			1		
Patdown - Non-Flyer					1	1			1		1	1	
Persons w/ Disabilities (PWD)	8	9	8	4	4	7	7	5	9	5	13	12	9
Persons w/ Disabilities (PWD) - Assistive				1									
Persons w/ Disabilities (PWD) - Autism Sp									1			1	
Persons w/ Disabilities (PWD) - Addistriction		1	2						'			<u>'</u>	
Persons w/ Disabilities (PWD) - Cancer (g			1		1			2					
Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive	eneral) Not Bre	Jast Udl	- I		1		1	1					
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes		1		1		1	1	I		1			
, ,		- 1		I		I I	ı		1	ı			
Persons w/ Disabilities (PWD) - General			1						1		2	2	
Persons w/ Disabilities (PWD) - Hearing In					1							1	
Persons w/ Disabilities (PWD) - Internal M		1					1						:
Persons w/ Disabilities (PWD) - Medical D			-	1								1	
Persons w/ Disabilities (PWD) - Medically		1	1			1				2	4	2	1.
Persons w/ Disabilities (PWD) - Metal Imp	. ,				1				1		2		4
Persons w/ Disabilities (PWD) - Mobility [3	2	1			2	2	1	3	1	2	2	19
Persons w/ Disabilities (PWD) - Ostomy/O	stomates										1		
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees an	d Casts									1	2	
Persons w/ Disabilities (PWD) - Respirator	ry and Inha	1											
Persons w/ Disabilities (PWD) - Service A	nimals		1		1			1				1	4
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/	2	1	1		3	2		3	1	1		14
Prohibited & Permitted Items		1		2				1		3	3		10
Prohibited & Permitted Items - Alcohol and	d Tobacco	1								1	1		3
Prohibited & Permitted Items - Breast Milk		/Breast Pur	mp							1			1
Prohibited & Permitted Items - Food/Bever			'					1			1		2
Prohibited & Permitted Items - General				1							1		2
Prohibited & Permitted Items - Knives/Too	ls/Razors/Shar	n Objects		1									-
Prohibited & Permitted Items - Lighters/Ma		p == j====								1			
Property - Special Handling							33	46	41	41	51	33	24
Property - Special Handling - Damaged Ite	ems - Carry-On						4	3	3	5	7	2	24
Property - Special Handling - Damaged Ite							6	11	15	11	17	10	70
Property - Special Handling - Missing Item							8	6	6	6	8	6	4(
Property - Special Handling - Missing Item							15	26	17	19	19	15	111
Request for Assistance	is - Checked			1			10	20	1	19	19	10	
									ı				
Request for Assistance - Other	(14011000)			1						1	1		
Request for Assistance - Wounded Warrio	,								1				
Screening	34	27	24	20	14	18	19	10	16	17	22	24	24
Screening - Crew Member or Airline Emplo		1				1							
Screening - Inconsistency	3		3	1	2	1		1	2	4	1	1	1
Screening - International Screening	1										1		
Screening - Lengthy Lines	6	3	2			1	2	2	5	1	2	1	2
Screening - Procedures/Process	21	22	19	16	11	13	16	7	9	8	18	21	18
Screening - Retrieving Abandoned/Confis	1	1				2				2			(
Screening - Security Breach	2			3	1		1			2			(
Corcorning - Occurry Dieacit												1	1
Screening - Security Breach Screening - Traveling with Cash			251	258	200	210	206	208	231	247	218	155	2,586
Screening - Traveling with Cash	197	205											2
Screening - Traveling with Cash	197	205	1										
Screening - Traveling with Cash O18 Advanced Imaging Technology (AIT)													2
Screening - Traveling with Cash 1018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye	er	1 1	1	7	6	7	6	9	7	7	10	7	
Screening - Traveling with Cash 118 Advanced Imaging Technology (AIT)		1	1	7	6	7	6	9	7	7	10	7	80
Screening - Traveling with Cash 118 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Age	er	1 1	1	7		7	6	9	7	7	10	7	80
Screening - Traveling with Cash 118 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights	er 4	1 1	1	7		7		9	7	7	1	7	8
Screening - Traveling with Cash 118 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns	er	1 1	1	7		7	6			7		7	8
Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear	er 4	1 1	1		1	7		9	7	7	1		81
Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin	er 4	1 1	1 1 5	7	1	7				7	1	7	2
Screening - Traveling with Cash 118 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion	er 4 2	1 1 5	1 1 5	1	1 1 1		1	1	1		1	2	81
Screening - Traveling with Cash 118 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina	2	1 1 5 5	1 1 5		1	5				7	1		
Screening - Traveling with Cash 118 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Culture	er 4 2 2 ral and Ceremo	1 1 5 5	1 1 5	1 5	1 1 1		1	1	1		1	2	5
Screening - Traveling with Cash Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu	er 4 2 2 ral and Ceremo	1 1 5 5 onial Items	1 1 5	1	1 1 1	5	1	1	1	3	1 1	2	80 2 2 5 5
Screening - Traveling with Cash Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu	er 4 2 ral and Ceremo litural Garment. Not Transgen.	1 1 5 5 onial Items	1 1 5	1 5	1 1 1 1	5	1	1	1	3	1	2	80
Screening - Traveling with Cash Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar	er 4 2 ral and Ceremo litural Garment. Not Transgen.	1 1 5 5 onial Items	1 1 5	1 5	1 1 1	5 1	1 4	7	1	3	6	2	80 1 1 4 2 5 5 5 1 1 1
Screening - Traveling with Cash Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Civil Rights - Transgender Screening	er 4 2 2 ral and Ceremoltural Garment Not Transgeno	1 1 5 5 onial Items s	1 1 1 3	1 5 1	1 1 1 1 1 1	5 1	1 4	7	6	3 1 1 2	6	2 4	80 11 14 22 5 5 51 11 13 3
Screening - Traveling with Cash Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Civil Rights - Transgender Screening Customer Service	2 ral and Cerement Not Transgeners	1 1 5 5 5 onial Items s cler	1 1 5	1 5	1 1 1 1 1 1 30	5 1	1 4 4 4 3	7	6	3	6	2	800 11 14 44 22 55 51 11 13 33 22 77
Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Civil Rights - Transgender Screening Customer Service Customer Service - Others	2 ral and Ceremultural Garment Not Transgeners	1 1 5 5 5 5 5 5 5 5 5 5 5 6 6 6 6 7 5 5 5 6 6 6 7 5 5 6 6 6 7 5 6 6 7 5 6 6 7 5 6 7 6 7	1 1 5 5 1 1 1 3 3 37 2	1 5 1	1 1 1 1 1 1 30 2	5 1 1 35	1 4 1 43 1	1 7 1 38	1 6 28 1	3 1 1 2 38	6 1 1 34	2 4	2 80 1 1 4 4 2 5 5 2 5 1 1 1 1 3 3 2 7 385 1 2 3 7 3
Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Trar Civil Rights - Transgender Screening Customer Service	2 ral and Cerement Not Transgeners	1 1 5 5 5 onial Items s cler	1 1 5	1 5 1	1 1 1 1 1 1 30	5 1	1 4 4 4 3	7	6	3 1 1 2	6	2 4	

) Data Too								
Categories	_	11-Nov 12		01-Jan 0	2-Feb 0	3-Mar (04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements - Domes		10	1		40								2
Locks	18	12	11	14	12	9	10	12	18	19	13	10	158
Locks - General	1	40	1	4.4	1		40	40	40	40			3
Locks - Missing or Damaged Lock Lost and Found	17	12	10	14	11	9	10	12	18	19 7	13	10	155
Lost and Found - Airport/TSA	11	8	12	9	11	10	2	5	11	7	6	5	97
Mishandling of Passenger Property	11 52	8 67	12 79	9 88	11 58	10 63	60	5 67	11	77	6	5 59	97
Mishandling of Passenger Property - Dai		4	4	4	5	5	7	4	64	9	64 8	3	798 57
Mishandling of Passenger Property - Dai		55	65	71	41	50	49	45	53	58	50	48	627
Mishandling of Passenger Property - Dai		1	00	7.1	2	3	49	2	1	30	2		13
Mishandling of Passenger Property - Dis		7	10	13	10	5	4	16	8	10	4		101
Patdown	7	8	5	4	8	9	5	5	11	11	2		81
Patdown - Flyer	6	7	4	4	8	6	5	4	11	10	2		73
Patdown - Flyer as Observer	1	1	-	-		1				10			3
Patdown - General	·					•		1					1
Patdown - Non-Flyer			1			2				1			4
Persons w/ Disabilities (PWD)	7	11	13	9	4	7	12	7	9	10	10	3	102
Persons w/ Disabilities (PWD) - Autism S	Spectrum			1			1		1	2	2		7
Persons w/ Disabilities (PWD) - Breast 0	ancer										1		1
Persons w/ Disabilities (PWD) - Cancer	general) Not B	reast Car	2	1									3
Persons w/ Disabilities (PWD) - Cognitiv		2											3
Persons w/ Disabilities (PWD) - Diabete		1				2	1		1	1	1		7
Persons w/ Disabilities (PWD) - Diapers	Garments/Dre	ssings/Masks						1				1	2
Persons w/ Disabilities (PWD) - General	1	1	3	3			1	1		1	1		12
Persons w/ Disabilities (PWD) - Internal		es					1						1
Persons w/ Disabilities (PWD) - Medical		1							1				2
Persons w/ Disabilities (PWD) - Medical			2			2	2	2	3	1	2		16
Persons w/ Disabilities (PWD) - Metal In	*			1			2				1		5
Persons w/ Disabilities (PWD) - Mobility		3	3	2	2	1		2	2	1		1	17
Persons w/ Disabilities (PWD) - Ostomy					1								1
Persons w/ Disabilities (PWD) - Prosthe	sis/Amputees a	nd Casts	1										1
Persons w/ Disabilities (PWD) - Service	Animals	1					1	1		1		1	5
Persons w/ Disabilities (PWD) - Touch A	version (pain/ti	auma)	2		1	1	1			1	1		7
Persons w/ Disabilities (PWD) - Visual Ir	n 1					1	1						3
Persons w/ Disabilities (PWD) - Wheelcl	าส 1	2		1			1		1	2	1		9
Prohibited & Permitted Items		1		1									2
Prohibited & Permitted Items - Knives/To	ols/Razors/S	1		1									2
Property - Special Handling	41	32	58	77	45	37	45	40	58	53	52	39	577
Property - Special Handling - Damaged I	te 7	3	6	3		3	8	2		2	4	4	42
Property - Special Handling - Damaged	te 12	15	15	29	15	14	13	10	16	16	19	9	183
Property - Special Handling - Missing Ite	n 2	5	13	8	9	8	7	7	8	9	9	7	92
Property - Special Handling - Missing Ite	n 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
Request for Assistance - Other	1			1	1	1	1	1	1		1		8
Screening	24	28	29	17	25	32	22	24	24	25	26	18	294
Screening - Children					1					1			2
Screening - Crew Member or Airline Em	oloyee	1	1		1	1						1	5
Screening - Inconsistency	2		3	2	3	1		3			2	1	17
Screening - Lengthy Lines	4	5	5	1		2	2	1		1	1	1	23
Screening - Procedures/Process	16	21	18	13	18	27	19	19	22	21	21	15	230
Screening - Retrieving Abandoned/Confi			2				1		2				5
Screening - Security Breach	2	1		1	2	1		1		2	2		12
2019	200	198	237	165	131	229	213	175	221	200	208	154	2,331
Advanced Imaging Technology (AIT)		1						2					3
Advanced Imaging Technology (AIT) - FI		1						1					2
Advanced Imaging Technology (AIT) - N								1					1
Civil Rights	7	9	10	7	4								74
Civil Rights - Age	1				7	7	5	6	4	2	8	5	
Civil Rights - Constitutional Rights		1	1		7		5	6	4	2	8	5	3
Civil Rights - Headwear Civil Rights - National Origin		1			4	1	5	6	4	2	8	5	3 1
		1	1		4		5			2	8	5	3 1 1
	1	1		1	7	1		1	1	2	8	5	3 1 1 4
Civil Rights - Perceived Religion	1		1	1		1	1	1	1	2			3 1 1 4 3
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimi	1 na 3	3			3	1			1	2	5		3 1 1 4 3 35
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimi Civil Rights - Screening of Religious Cul	1 3 ural and Cerer	3 nonial Items	1	1 4	3	1 1 4	1 2	1	1 1 1		5	1	3 1 1 4 3 35
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimi Civil Rights - Screening of Religious Cul Civil Rights - Sex/Gender/Gender Identit	1 3 ural and Cerer	3	1	1		1	1 2	1	1	1		1	3 1 1 4 3 35 1 22
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr	1 3 ural and Cerer	3 nonial Items	6	1 4	3	1 1 4	1 2	1	1 1 1	1	5 1 1	1	3 1 1 4 3 35 1 22
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening	1 3 ural and Cerer 2 ansgender	3 nonial Items 5	6 1	1 4 2	3	1 4 1	1 2	1 3 2	1 1 1	1	5 1 1	1	3 1 1 4 3 35 1 22 1 3
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimit Civil Rights - Screening of Religious Culf Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service	1 3 ural and Cerer	3 nonial Items 5	6	1 4	3	1 1 4	1 2	1	1 1 1	1	5 1 1	1	3 1 1 4 3 35 1 22 1 3 307
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Culf Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM	1 3 ural and Cerer 2 ansgender	3 nonial Items 5	1 6 1 1 36	1 4 2	3 1 15	1 4 1 37	1 2 1 1 34	1 3 2	1 1 1	1 1 26	5 1 1	1	3 1 1 4 3 35 1 22 1 3 307
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others	1 3 ural and Cerer 2 ansgender 23	3 nonial Items 5	1 6 1 1 36	1 4 2	3 1 15	1 1 4 1 37	1 2 1 1 34	1 3 2 24	1 1 1 1	1 1 26	5 1 1 1 21	1 4	3 1 1 4 3 35 1 22 1 3 307 1 13
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO	1 3 ural and Cerer 2 ansgender	3 nonial Items 5	1 6 1 1 36	1 4 2	3 1 15	1 4 1 37	1 2 1 1 34	1 3 2	1 1 1	1 1 26	5 1 1	1 4 23	3 1 1 4 3 35 1 22 1 3 307 1 1 13 293
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements	1 3 ural and Cerer 2 2 ansgender 23	3 nonial Items 5	1 6 1 1 36	1 4 2	3 1 15	1 1 4 1 37	1 2 1 1 34	1 3 2 24	1 1 1 1	1 1 26	5 1 1 1 21	23	3 1 1 4 3 35 1 22 1 3 307 1 13 293
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements - Domes	1 3 ural and Cerer 2 ansgender 23	3 nonial Items 5 28 1 2 25	1 6 1 1 36 1 35	1 4 2 15	3 1 15 2 13	1 1 4 1 37 2 35	1 2 1 1 1 34 33	1 3 2 24 1 23	1 1 1 1 25	1 1 26 2 24	5 1 1 1 21	1 4 23 23 1	3 1 1 4 3 3 35 1 22 1 3 3 307 1 1 3 3 293 1 1
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimit Civil Rights - Screening of Religious Culf Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes	1 3 ural and Cerer y 2 ansgender 23 23 23	3 nonial Items 5	1 6 1 1 36	1 4 2	3 1 15	1 1 4 1 37	1 2 1 1 34	1 3 2 24	1 1 1 1 25 25	1 1 26	5 1 1 1 21	23	3 1 1 4 3 3 355 1 22 1 3 307 1 13 293 1 1155
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimit Civil Rights - Screening of Religious Culf Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General	1 1 3 ural and Cerer y 2 ansgender 23 23 ttic 7 1	3 nonial Items 5 28 1 2 25	1 6 1 1 36 1 35 1 2	1 4 2 15 15	3 1 15 2 13	1 1 4 1 37 2 35	1 2 1 1 1 34 3 31	1 3 2 24 1 23	1 1 1 1 25 25	1 1 26 2 24	5 1 1 1 21 21	1 4 23 23 1 1 1 13	3 1 1 4 3 3 5 1 22 1 3 3 307 1 1 13 293 1 1 155 3
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Culf Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock	1 1 3 ural and Cerer y 2 ansgender 23 23 ttic 7 1 6	3 nonial Items 5 28 1 2 25	1 6 1 1 36 1 35 1 2 1 2	1 4 2 15 15	3 1 15 2 13	1 1 4 1 1 37 2 35 14 14	1 2 1 1 1 1 34 3 31 16 16	1 3 2 24 1 23	1 1 1 1 25 25 25 27 2 17 2	1 1 26 2 24 13	5 1 1 1 21 21 20 20	1 4 23 23 1 1 13	3 1 1 4 3 3 5 1 22 1 3 3 307 1 1 13 293 1 1 15 3 3 3 5 1 1 3 3 3 1 1 3 3 1 1 1 1
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Culf Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	1 3 ural and Cerer 2 2 ansgender 23 23 tic 7 1 6 7	3 nonial Items 5 5 28 1 2 25 12 12 11	1 6 1 1 36 1 35 1 2 1 2 9	1 4 2 15 15 9 9	3 1 15 2 13 9 9	1 1 4 4 1 1 4 1 4 1 4 1 4 1 4 1 4 1 4 1	1 2 1 1 1 1 34 3 31 16 16 16 16	1 3 2 24 1 23 13 6	1 1 1 1 25 25 25 27 27 21 17 2 15	1 1 26 2 24 13 13 22	5 1 1 1 21 21 20 20	23 23 1 1 13 9	3 1 1 4 3 3 5 1 22 1 3 3 307 1 1 13 293 1 1 15 3 3 3 5 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 3 ural and Cerer 2 2 ansgender 23 23 4tic 7 1 6 7 7 7	3 nonial Items 5 28 1 2 25 12 12 11 11	1 6 1 36 1 35 12 12 9 9	1 4 2 15 15 9 9 13 13	3 1 15 2 13 9 9	1 1 4 4 1 1 4 1 4 1 4 1 4 1 4 1 4 1 4 1	1 2 1 1 1 1 34 3 3 31 1 16 16 16 16 16	1 3 2 24 1 23 13 6 6	1 1 1 1 25 25 25 25 17 2 15 13	1 1 26 2 24 13 13 22 22	5 1 1 1 21 21 20 20 13 13	23 23 1 1 13 9 9	3 1 1 4 3 35 1 22 1 3 307 1 13 293 1 155 3 3 152 143
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cult Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 3 ural and Cerer 2 2 ansgender 23 23 stic 7 1 6 7 7 61	3 monial Items 5 28 1 2 25 12 12 11 11 36	1 6 1 1 36 1 35 12 12 9 9 72	1 4 2 15 15 9 9 13 13 13 58	3 1 15 2 13 9 9 10 10 10 36	1 1 4 1 37 2 35 14 14 14 14 14 62	1 2 1 1 1 1 34 34 3 31 16 16 16 16 54	1 3 2 24 1 23 13 6 6 6 40	1 1 1 1 25 25 25 25 17 2 15 13 13 13	1 1 26 2 24 13 13 22 22 51	5 1 1 1 21 21 20 20 20 13 13 48	23 23 1 1 13 13 9 9	3 1 1 4 3 3 5 1 22 1 3 307 1 13 293 1 1 155 3 152 143 143 615
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimit Civil Rights - Screening of Religious Culf Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dat	1 1 3 ural and Cerer y 2 ansgender 23 23 titic 7 1 6 7 7 61 n 2	3 monial Items 5 28 1 2 25 12 12 11 11 36 3	1 6 1 1 36 1 35 1 2 1 2 9 9 7 2 4	1 4 2 15 15 9 9 13 13 13 58 4	3 1 15 2 13 9 9 10 10 36 4	1 1 4 1 4 1 4 1 4 6 2 5 5	1 2 1 1 1 34 34 3 31 16 16 16 54 6	1 3 2 24 1 23 13 13 6 6 6 40 4	1 1 1 1 25 25 25 25 17 2 13 13 13 58 7	1 1 26 2 24 13 13 22 22 51 3	5 1 1 1 21 21 20 20 20 13 13 48 3	23 23 1 1 13 13 9 9 9 39	3 1 1 1 4 3 35 1 22 1 3 307 1 13 293 1 155 3 152 143 1443 615 50
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimit Civil Rights - Screening of Religious Culf Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	1 3 ural and Cerer y 2 2 ansgender 23 23 23 25 16 6 7 7 6 6 1 7 7 6 1 7 7 6 1 7 7 7 6 1 7 7 7 6 1 7 7 7 7	3 nonial Items 5 28 1 2 25 12 12 11 11 36 3 29	1 6 1 36 1 35 1 2 1 2 9 9 7 2 4 60	1 4 2 15 15 9 9 13 13 13 58	3 1 15 2 13 9 9 10 10 10 36	1 1 4 1 4 1 4 1 4 6 2 5 4 5 4 5	1 2 1 1 1 34 34 3 31 16 16 16 54 6 40	1 3 2 24 1 23 13 13 6 6 6 40 4 4 29	1 1 1 1 25 25 25 25 17 2 15 13 13 13	1 1 26 2 24 13 13 22 22 51	5 1 1 1 21 21 20 20 20 13 13 48	23 23 1 1 13 13 9 9	3 1 1 4 3 35 1 22 1 3 3 307 1 1 3 293 1 1 155 3 152 143 143 615 50 478
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Culf Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dat	tic 7 1 6 7 61 7 maged/Missii	3 nonial Items 5 5 28 1 2 25 12 12 11 11 36 3 3 29 1	1 6 1 3 3 5 1 2 1 2 9 9 9 7 2 4 6 6 0 2	1 4 2 15 15 9 9 13 13 13 58 4	3 1 15 2 13 9 9 10 10 10 36 4 27	1 1 4 1 1 37 2 35 14 14 14 14 62 5 5 45 2	1 2 1 1 1 1 34 3 3 31 1 16 16 16 16 16 54 6 40 1 1	1 3 2 24 1 23 13 13 6 6 6 40 40 29 2	1 1 1 1 25 25 25 17 2 15 13 13 13 58 7	1 1 26 2 24 13 13 22 22 51 3 43	5 1 1 1 21 21 20 20 13 13 48 3 39	1 4 23 23 1 1 13 13 9 9 9 9 5 30	3 1 1 1 4 3 35 1 22 1 3 307 1 13 293 1 155 3 152 143 143 615 50 478 8
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Culf Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dai	1 3 ural and Cerer 2 2 ansgender 23 23 4tic 7 1 6 6 7 7 6 6 1 1 2 1 4 7 maged/Missil a 12	3 nonial Items 5 5 28 1 2 25 12 12 11 11 36 3 29 1 3	1 6 1 36 1 35 12 12 9 9 72 4 60 2 6	1 4 2 15 15 9 9 13 13 13 58 4 47	3 1 15 2 13 9 9 10 10 10 36 4 27	1 1 4 1 4 1 4 1 4 6 2 5 4 5 2 1 1 0	1 2 1 1 1 1 34 3 31 1 16 16 16 16 54 6 40 1 7	1 3 2 24 1 23 13 6 6 6 40 40 42 9 2 5	1 1 1 1 25 25 25 25 17 2 15 13 13 58 7 42	1 1 26 2 24 13 13 22 22 22 51 3 43	5 1 1 1 21 21 20 20 13 13 48 3 39	23 23 1 1 13 9 9 39 5 30	3 1 1 1 4 3 35 1 22 1 3 307 1 13 293 1 1 155 3 152 143 143 615 50 478 8 79
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Culf Civil Rights - Sex/Gender/Gender Identit Civil Rights - Sexual Orientation - Not Tr Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domes Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dat	tic 7 1 6 7 61 7 maged/Missii	3 nonial Items 5 5 28 1 2 25 12 12 11 11 36 3 3 29 1	1 6 1 3 3 5 1 2 1 2 9 9 9 7 2 4 6 6 0 2	1 4 2 15 15 9 9 13 13 13 58 4	3 1 15 2 13 9 9 10 10 10 36 4 27	1 1 4 1 1 37 2 35 14 14 14 14 62 5 5 45 2	1 2 1 1 1 1 34 3 3 31 1 16 16 16 16 16 54 6 40 1 1	1 3 2 24 1 23 13 13 6 6 6 40 40 29 2	1 1 1 1 25 25 25 17 2 15 13 13 13 58 7	1 1 26 2 24 13 13 22 22 51 3 43	5 1 1 1 21 21 20 20 13 13 48 3 39	1 4 23 23 1 1 13 13 9 9 9 9 5 30	3 1 1 1 4 3 35 1 22 1 3 307 1 13 293 1 155 3 152 143 143 615 50 478 8

			rsa Contac	ct Center (TCC) Data	ΓοοΙ - FΟΙΑ	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer		1	1										
Patdown - General									1				
Patdown - Non-Flyer		1				2				1			
Persons w/ Disabilities (PWD)	13	5	9	5	3	7	10	4	18	9	8	6	9
Persons w/ Disabilities (PWD) - Autism S	pectrum		1				1		1				
Persons w/ Disabilities (PWD) - Breast Ca	ancer											1	
Persons w/ Disabilities (PWD) - Cancer (g	1					1		1			1		
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1	1			1	1		1	1	3		
Persons w/ Disabilities (PWD) - Diabetes			1		1				2	1	1	1	
Persons w/ Disabilities (PWD) - General	4		2							1			
Persons w/ Disabilities (PWD) - Hearing I	mpairment								1				
Persons w/ Disabilities (PWD) - Internal N	Medical Devi	ces					1						
Persons w/ Disabilities (PWD) - Medical [1												
Persons w/ Disabilities (PWD) - Medically	1	1				1	1		5	3		2	1
Persons w/ Disabilities (PWD) - Metal Imp	2	1	1						1				
Persons w/ Disabilities (PWD) - Mobility [2	2	2	4			2	1	1		1	2	1
Persons w/ Disabilities (PWD) - Ostomy/0			1										
Persons w/ Disabilities (PWD) - Respirato		er Equipme	ent							1			
Persons w/ Disabilities (PWD) - Service A				1									
Persons w/ Disabilities (PWD) - Touch Av		/trauma)			1	1	1	1	1	1			
Persons w/ Disabilities (PWD) - Visual Im		,				1							
Persons w/ Disabilities (PWD) - Wheelcha					1	2	3	1	5	1	2		1
Prohibited & Permitted Items												1	
Prohibited & Permitted Items - General												1	
Property - Special Handling	61	68	63	40	30	53	53	56	57	51	52	44	62
Property - Special Handling - Damaged It		11	6	3	2	5		2	6	5		5	5
Property - Special Handling - Damaged It		15	13	10		6	14	8	13	11	19	14	14
Property - Special Handling - Missing Iten		15	15	10	3	12	14	15	8	9		5	13
Property - Special Handling - Missing Iten		27	29	17		30	25	31	30	26		20	29
Request for Assistance		1	1			1	1	1					
Request for Assistance - Other		1	1				1	1					
Request for Assistance - Wounded Warrio	ı or (MSIJSO)					1							
Screening	12	20	21	14	16	27	18	20	24	17	27	10	22
Screening - Crew Member or Airline Empl		20	21	14	10	21	10	20	24	17	21	10	
Screening - Inconsistency	1	1	1							1	1	'	
Screening - Lengthy Lines	1		1			1		2		1	'	1	
Screening - Procedures/Process	8	14	16	12	16	24	16	14	21	13	22	6	18
Screening - Retrieving Abandoned/Confis		3		12	10	27	10	2	2	10		1	1
Screening - Security Breach	1	2		2		2	2	2	1	1		1	1
Screening - Shoe Screening	'		1							'			'
TSA Contact Information	1		'										
TSA Contact Information - General	1												

Catagorias	40.00	44 17				CC) Data T			05.11	00 1	07 1 1	00.4	00.0	Tetal
Categories		11-Nov		-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBB	10		7	9	10	5	4	8		9	10			112
2016					1	2	1	1	1	1	1	2	1	11
Civil Rights							1			1				2
Civil Rights - Constitutional Rights	41									1				1
Civil Rights - Racial Profiling or Discrimina	ation I						1					-		1
Customer Service												1		1
Customer Service - TSO												1		
Mishandling of Passenger Property	1/8.41 1	14	01		1	2		1				1		5
Mishandling of Passenger Property - Dam	naged/Missing I	Items-	-Check	ed Ba(1	2		1				1		5
Patdown									1		1			2
Patdown - Flyer									1					1
Patdown - Flyer as Observer											1			1
Persons w/ Disabilities (PWD)													1	1
Persons w/ Disabilities (PWD) - Touch Av													1	1
2017	3		3	2	5		1	2	5		1	3	5	30
Advanced Imaging Technology (AIT)													1	1
Advanced Imaging Technology (AIT) - Fly	er												1	1
Civil Rights					1									1
Civil Rights - Racial Profiling or Discrimina					1									1
Customer Service	1				1			1			1		1	6
Customer Service - TSO	1				1			1	1		1		1	6
Identification (ID) Requirements	1													1
Identification (ID) Requirements - Domest														1
Mishandling of Passenger Property	1		1	2	3		1		2			3		13
Mishandling of Passenger Property - Dam			1		1							1		3
Mishandling of Passenger Property - Dam				2	2		1		2			1		9
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-	on or C	hecked								1		1
Patdown								1	1					2
Patdown - Flyer									1					1
Patdown - Flyer as Observer								1						1
Property - Special Handling									1				2	3
Property - Special Handling - Damaged Ite	ems - Carry-C	n											1	1
Property - Special Handling - Damaged Ite	ems - Checke	d											1	1
Property - Special Handling - Missing Iten	ns - Carry-On								1					1
Screening			2										1	3
Screening - Inconsistency			1											1
Screening - Lengthy Lines													1	1
Screening - Procedures/Process			1											1
2018	3		2		1	3	2	1	5	6	3	2	1	29
Advanced Imaging Technology (AIT)									1					1
Advanced Imaging Technology (AIT) - Fly	er								1					1
Civil Rights									2		1			3
Civil Rights - Hair Patdowns									1					1
Civil Rights - Racial Profiling or Discrimina	ation										1			1
Civil Rights - Sex/Gender/Gender Identity		nder							1					1
Customer Service	1		1		1		1	1			1	1	1	8
Customer Service - Others	1													1
Customer Service - TSO			1		1		1	1			1	1	1	7
Mishandling of Passenger Property			1							1				2
Mishandling of Passenger Property - Dam	ı naged/Missiı		1							1				2
Patdown												1		1
Patdown - Flyer												1		1
Persons w/ Disabilities (PWD)						1				1				2
Persons w/ Disabilities (PWD) - Medically	i / Necessary M	1edicati	on and	Medica	I Supplies	•				1				1
Persons w/ Disabilities (PWD) - Metal Imp		. Jaiouti	and		. sappilos	1				'				1
Property - Special Handling	((5))					1	1		2		1			5
Property - Special Handling - Damaged It	ı ems - Checke	d				1	'		1		- '			1
Property - Special Handling - Missing Iten		•				1	1		1		1			4
Screening	2					1	'			4	- '			7
Screening - Inconsistency						1				1				1
Screening - Procedures/Process	1					1				3				5
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis						1				3				1
2019	4		2	7	3			4	5	2	5	2	8	42
Customer Service	-		_	2	1			1		1	1		4	13
Customer Service - Others								ı	2	1			4	2
Customer Service - Others Customer Service - TSO				2	1			1	1	1	1		4	11
Mishandling of Passenger Property				1	- 1			ı	2	1	1		1	5
Mishandling of Passenger Property - Dam	l aged/Missing	Items	Check		ane						1		1	1
Mishandling of Passenger Property - Dam				ou Day(Jugu						1			1
Mishandling of Passenger Property - Disa				heckod I					2				1	3
Patdown	mayeu items-	-carry-0	JII UI U	HECKEU							2		1	3
Patdown - Flyer	1													2
Patdown - Flyer Patdown - Non-Flyer	1										1			4
•	4										1			1
Persons w/ Disabilities (PWD)	1													<u>T</u>
Persons w/ Disabilities (PWD) - Medically	1			4	4							4	A	1
Property - Special Handling	01 1	4		1	1			2				1	1	6
Property - Special Handling - Damaged It		d		1				2						3
Property - Special Handling - Missing Iten												1		1
Property - Special Handling - Missing Iten			•		1								1	2
Screening	2		2	3	1			1		1	1	1	2	14
Screening - Inconsistency	1													1
Screening - Lengthy Lines												1		1
Screening - Procedures/Process	1		2	1	1			1		1	1		2	10
Screening - Retrieving Abandoned/Confis	cated Items			1										1
Screening - Security Breach				1										1

				ct Center (1									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBE		2	4	. 2	2	3	5		2	1	1		22
2016							1		1				2
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrimina	ation								1				1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsCl	necked Ba	ggage			1						1
2017		1					1				1		3
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsCa	arry-on Lu	ggage							1		1
Screening		1											1
Screening - Procedures/Process		1											1
2018		1	2	2	1	1	3		1				11
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimina	ation		1										1
Customer Service			1		1		1		1				4
Customer Service - Others			1										1
Customer Service - TSO					1		1		1				3
Mishandling of Passenger Property				1		1	1						3
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsCl	necked Ba	ξ 1		1	1						3
Property - Special Handling							1						1
Property - Special Handling - Missing Item	ns - Checke	d					1						1
Screening		1		1									2
Screening - Procedures/Process		1		1									2
2019			2		1	2				1			6
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimina	ation									1			1
Customer Service						1							1
Customer Service - TSO						1							1
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Property - Special Handling			1										1
Property - Special Handling - Missing Item	ns - Checke	d	1										1
Screening			1		1								2
Screening - Inconsistency			1										1
Screening - Retrieving Abandoned/Confis	cated Items				1								1

			TOA COING	ct center (oo, bata	1001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBF				1		1		1		1	1	1	6
2016				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	Checked Ba	ξ 1									1
2017						1				1			2
Mishandling of Passenger Property						1				1			2
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	Checked Ba	ggage						1			1
Mishandling of Passenger Property - D	sarrayed Item	sCarry-or	or Checke	d		1							1
2018								1			1		2
Customer Service											1		1
Customer Service - TSO											1		1
Screening								1					1
Screening - Inconsistency								1					1
2019												1	1
Patdown												1	1
Patdown - Flyer												1	1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LBL								3					3
2018								2					2
Mishandling of Passenger Property								2					2
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	ggage				2					2
2019								1					1
Patdown								1					1
Patdown - Flver								1					1

2016 2 3 1 2 2 2 2 2 2 2 2 2			1	TSA Conta	ct Center (T	CC) Data	Tool - FOIA							
2016	Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	LCH	1	2		1		2	3	7	2	4	. 2		24
Customer Service - TSO	2016						2		3		1			6
Mishandling of Passenger Property 2 1 5 Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage 2 1 3 Screening 1 1 1 1 Screening - Procedures/Process 1 1 1 1 3 2017 1 1 1 1 3 3 1 1 3 3 1 1 3 1 1 3 3 1 1 3 3 1 1 3 3 1 1 3 3 1 1 3 3 1 1 3 4 2 2 2 1 1 1 3 1 <t< td=""><td>Customer Service</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>2</td><td></td><td></td><td></td><td></td><td>2</td></t<>	Customer Service								2					2
Mishandling of Passenger Property - Damaged/Missing Items-Checked Baggage 2	Customer Service - TSO								2					2
Screening	Mishandling of Passenger Property						2				1			3
Screening - Procedures/Process	Mishandling of Passenger Property - Dar	naged/Missin	ng ItemsC	hecked Ba	ggage		2				1			3
2017	Screening								1					1
Civil Rights	Screening - Procedures/Process								1					1
Civil Rights - Racial Profiling or Discrimination	2017		1					1			1			3
Mishandling of Passenger Property 1 Mishandling of Passenger Property - Damaged/Missin 1 Property - Special Handling 1 Property - Special Handling - Damaged Itlems - Checked 1 2018 1 2 2 2 Customer Service 1 2 2 2 6 Customer Service - TSO 1 2 4 2<	Civil Rights							1						1
Mishandling of Passenger Property - Damaged/Missis	Civil Rights - Racial Profiling or Discrimin	nation						1						1
Property - Special Handling - Damaged Items - Checked 1 1 2018 1 1 2 2 2 6 Customer Service 1 1 2 2 2 6 Customer Service - TSO 1 1 1 1 1 1 Mishandling of Passenger Property 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1 1 2 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 1 1 1 2 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 <th< td=""><td>Mishandling of Passenger Property</td><td></td><td>1</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td></th<>	Mishandling of Passenger Property		1											1
Property - Special Handling - Damaged Items - Checked	Mishandling of Passenger Property - Dar	naged/Missir	1											1
Customer Service	Property - Special Handling										1			1
Customer Service 1 Customer Service - TSO 1 Mishandling of Passenger Property 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1 Patdown 1 1 Patdown - Flyer 1 1 2 Patdown - Flyer 1 1 2 Poperty - Special Handling 1 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 1 1 Screening 1 1 1 1 1 Screening - Procedures/Process 1 2 4 2 9 Mishandling of Passenger Property 1 1 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1 9 1 1 1 Persons w/ Disabilities (PWD) Respiratory and Inhaler Equipment 1 1 1 1 1 Property - Special Handling - Missing Items - Checked 2 2 2 2 2 2 <	Property - Special Handling - Damaged I	tems - Check	ed								1			1
Customer Service - TSO 1 Mishandling of Passenger Property 1 Mishandling of Passenger Property - Damaged/Missing Items-Checked Baggage 1 1 Patdown 1 1 2 Patdown - Flyer 1 1 2 Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 1 Screening 1 1 1 1 Screening - Procedures/Process 1 1 1 Mishandling of Passenger Property 1 2 4 2 9 Mishandling of Passenger Property - Damaged/Missing Items-Checked Baggage 1 1 1 1 Persons w/ Disabilities (PWD) 1 1 1 1 1 Property - Special Handling 2 2 2 2 2 2 2 2 2 5 Screening 1 1 1 1 2 2 2 5 Screening - Lengthy Lines 1 1 1 1 1 2 2	2018	1			1					2		2		6
Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1 1 Patdown 1 2 Patdown - Flyer 1 1 2 Property - Special Handling 1 1 1 1 Property - Special Handling - Damaged Items - Checked 1 2 4 2 9	Customer Service	1												1
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1 1 Patdown 1 2 Patdown - Flyer 1 1 2 Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 1 1 Screening 1	Customer Service - TSO	1												1
Patdown - Flyer 1 1 2 Property - Special Handling 1 1 2 Property - Special Handling - Damaged Items - Checked 1 1 1 Screening 1 1 1 1 Screening - Procedures/Process 1 1 1 1 2019 1 2 4 2 9 Mishandling of Passenger Property 1 1 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1 1 1 1 Persons w/ Disabilities (PWD) 1 1 1 1 1 Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 1 1 1 Property - Special Handling 2 2 2 2 2 2 Property - Special Handling - Missing Items - Checked 2 2 2 2 2 Screening - Lengthy Lines 1 1 1 1 1 1 1	Mishandling of Passenger Property									1				1
Patdown - Flyer 1 2 Property - Special Handling 1 1 Property - Special Handling - Damaged Items - Checked 1 1 Screening 1 1 1 Screening - Procedures/Process 1 1 1 2019 1 2 4 2 9 Mishandling of Passenger Property 1 1 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1 1 1 1 Persons W/ Disabilities (PWD) 1 1 1 1 1 Persons W/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 1 1 Property - Special Handling 2 2 2 2 Property - Special Handling - Missing Items - Checked 2 2 2 Screening - Lengthy Lines 1 1 1 2	Mishandling of Passenger Property - Dar	naged/Missin	g ItemsC	hecked Ba	ggage					1				1
Patdown - Flyer 1 2 Property - Special Handling 1 1 Property - Special Handling - Damaged Items - Checked 1 1 Screening 1 1 1 Screening - Procedures/Process 1 1 1 2019 1 2 4 2 9 Mishandling of Passenger Property 1 1 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1 1 1 1 Persons W/ Disabilities (PWD) 1 1 1 1 1 Persons W/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 1 1 Property - Special Handling 2 2 2 2 Property - Special Handling - Missing Items - Checked 2 2 2 Screening - Lengthy Lines 1 1 1 2	Patdown				1							1		2
Property - Special Handling 1 1 Property - Special Handling - Damaged Items - Checked 1 1 Screening 1 1 Screening - Procedures/Process 1 1 2019 1 2 4 2 9 Mishandling of Passenger Property 1 2 2 2 2 2					1							1		2
Property - Special Handling - Damaged Items - Checked 1 1 Screening 1 1 Screening - Procedures/Process 1 1 2019 1 2 4 2 9 Mishandling of Passenger Property 1 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1 1 1 Persons W/ Disabilities (PWD) 1 1 1 Persons W/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 1 Property - Special Handling 2 2 2 Property - Special Handling - Missing Items - Checked 2 2 2 Screening - Lengthy Lines 1 1 1 1	Property - Special Handling											1		1
Screening 1 1 Screening - Procedures/Process 1 1 2019 1 2 4 2 9 Mishandling of Passenger Property 1 1 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1 1 1 1 Persons W/ Disabilities (PWD) 1 1 1 1 1 Persons W/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 1 1 1 Property - Special Handling 2 2 2 2 2 2 Screening 1 2 2 2 2 2 Screening - Lengthy Lines 1 1 1 1 1 1	Property - Special Handling - Damaged I	tems - Check	ed									1		1
Screening - Procedures/Process 1 2019 1 2019 1 Mishandling of Passenger Property 1 Mishandling of Passenger Property 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) 1 Property - Special Handling 1 Property - Special Handling 1 Property - Special Handling - Missing Items - Checked 1 Screening 1 S										1				1
Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 Property - Special Handling 2 2 Property - Special Handling - Missing Items - Checked 2 2 Screening 1 2 2 Screening - Lengthy Lines 1 1 1	Screening - Procedures/Process									1				1
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 Property - Special Handling 2 2 Property - Special Handling - Missing Items - Checked 2 2 Screening 1 2 2 Screening - Lengthy Lines 1 1 1 1	2019		1					2	4		2			9
Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 Property - Special Handling 2 2 Property - Special Handling - Missing Items - Checked 2 2 Screening 1 2 2 Screening - Lengthy Lines 1 1 1	Mishandling of Passenger Property							1						1
Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 Property - Special Handling 2 2 Property - Special Handling - Missing Items - Checked 2 2 Screening 1 2 2 Screening - Lengthy Lines 1 1 1	Mishandling of Passenger Property - Dar	naged/Missin	g ItemsC	hecked Ba	ggage			1						1
Property - Special Handling 2 2 Property - Special Handling - Missing Items - Checked 2 2 Screening 1 2 2 5 Screening - Lengthy Lines 1 1 1 2								1						1
Property - Special Handling 2 2 Property - Special Handling - Missing Items - Checked 2 2 Screening 1 2 2 5 Screening - Lengthy Lines 1 1 1 2	Persons w/ Disabilities (PWD) - Respirat	ory and Inhal	er Equipme	ent				1						1
Property - Special Handling - Missing Items - Checked 2 2 Screening 1 2 2 5 Screening - Lengthy Lines 1 1 1 2		1							2					2
Screening 1 2 2 2 5 Screening - Lengthy Lines 1 1 1 2		ns - Checked	1											2
			1						2		2			5
	Screening - Lengthy Lines								1		1			2
			1						1		1			3

							ΓοοΙ - FOIA							
tegories	10-Oct	11-Nov	12-De		1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
.ck	2	2	2	6	5	3	4	12	10		3		5	7
2016					2	2	1		1			3		1
Locks								1	1			2		
Locks - General													1	
Locks - Missing or Damaged Lock								1	1			2		
Mishandling of Passenger Property					2	2	1	2		4		1	2	1
Mishandling of Passenger Property - Dam					2	2	1	2		3		1	1	1
Mishandling of Passenger Property - Disar	-	sCarry-o	n or Che							1			1	
2017	2			4	2	1	3	5	5	5		2		3
Customer Service												1	1	
Customer Service - TSO												1	1	
Locks						1	1			1				
Locks - Missing or Damaged Lock						1	1			1				
Mishandling of Passenger Property	2			3	2		2	2	2	3				1
Mishandling of Passenger Property - Dam		g Items0	С	1										
Mishandling of Passenger Property - Dam				2	2		1	2	2	2				1
Mishandling of Passenger Property - Disa	1						1			1				
Property - Special Handling								3	2	1				
Property - Special Handling - Damaged Ite									1	1				
Property - Special Handling - Missing Item	ns - Carry-O	n						1						
Property - Special Handling - Missing Item	s - Checked	d						2	1					
Screening				1					1			1		
Screening - Inconsistency				1										
Screening - Procedures/Process									1					
Screening - Retrieving Abandoned/Confisc	cated Items											1		
2018				1	1			3	1	2	1	5		1
Civil Rights								1						
Civil Rights - Age								1						
Customer Service					1			1		2				
Customer Service - TSO					1			1		2				
Mishandling of Passenger Property									1			1		
Mishandling of Passenger Property - Dam	aged/Missin	g Items0	Carry-on	Luggag	je							1		
Mishandling of Passenger Property - Dam	aged/Missin	g Items0	Checked	Bagga	ge				1					
Persons w/ Disabilities (PWD)											1			
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway									1			
Property - Special Handling												3		
Property - Special Handling - Damaged Ite	ems - Check	ed										2		
Property - Special Handling - Missing Item												1		
Screening				1				1				1		
Screening - Lengthy Lines				1										
Screening - Procedures/Process								1				1		
2019		- 2	2	1				1	3	1	2	1	1	1
Civil Rights									1	1				
Civil Rights - Racial Profiling or Discrimina	ation								1					
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender								1				
Customer Service									1		1			
Customer Service - TSO									1		1			
Mishandling of Passenger Property				1								1	1	
Mishandling of Passenger Property - Dam	aged/Missin	a Items(Carry-on	Luggao	ie								1	
Mishandling of Passenger Property - Dam												1		
Mishandling of Passenger Property - Dam				1	_									
Patdown	J: /////	-	1											
Patdown - Flyer			1											
Property - Special Handling			1					1	1		1			
								- 1						
	ame - Carry	On							4					
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item			1						1		1			

			I SA Conta	ct Center (CC) Data	1001 - FOIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LEB	1	1	3	4			1			1	1		12
2016				1			1			1	1		4
Customer Service				1									
Customer Service - TSO				1									
Mishandling of Passenger Property							1			1	1		
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	arry-on Lu	ggage			1						
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage							1		
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-or	or Checke	d						1			
2017		1		2									:
Mishandling of Passenger Property				2									
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ς 2									
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Medically	Necessary	1											
2018	1		2	. 1									
Mishandling of Passenger Property	1		1	1									
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	1										
Mishandling of Passenger Property - Disa	1			1									
Property - Special Handling			1										
Property - Special Handling - Missing Iten	ns - Checke	d	1										
2019			1										•
Civil Rights			1										
Civil Rights - Sex/Gender/Gender Identity	- Not Transo	gender	1										

Catagorias	40.0-4					a Tool - FOIA		05.14	00 1	07 11	00.4	00.0	
Categories LEX	10-Oct 9	11-Nov 12	12-Dec			03-Mar 10 14	04-Apr 19	05-May 13	06-Jun 22	07-Jul 9	08-Aug	09-Sep	Total
2016	9	12	1		1	10 14	19	5	5	1		14	154 22
Civil Rights					1	1 1		3	3	'			1
Civil Rights - Constitutional Rights						1							1
Customer Service								1				1	2
Customer Service - TSO								1				1	2
Mishandling of Passenger Property					1	1 4	1	3	1		1		12
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	Carry-on Lu	ıggage		1							1
Mishandling of Passenger Property - Dam					1	1 3	1	2			1		9
Mishandling of Passenger Property - Dam									1				1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Check	ed				1					1
Patdown									1			1	2
Patdown - Flyer									1			1	2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway							1				1
Screening								1	2	1			4
Screening - Procedures/Process								1	2	1			4
2017	3	6		4	3	5 3	6	2	4	3	4	3	46
Civil Rights		1											1
Civil Rights - Racial Profiling or Discrimina	ation	1											1
Customer Service						1	2		1	3			8
Customer Service - Others						,				1			1
Customer Service - TSO	4					1	2	4	1	2	1		7
Locks	1					1		1					3
Locks - Missing or Damaged Lock	1	_		2				1	0		4	4	3
Mishandling of Passenger Property - Dam	aned/Missississ	a Itame (3 1		2 1		1	2		1	1	15
Mishandling of Passenger Property - Dam		g itemsC		2		1			2		1	1	11
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa						1		1			1	1	2
Patdown	rrayed items	∪aiiy-0l		ea 1	1	1		1	1		1		6
Patdown - Flyer	1	1		1	1				1		1		6
Persons w/ Disabilities (PWD)	- 1	1				1	1		1		ı		3
Persons w/ Disabilities (PWD) - Diabetes						1	1						1
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledicatio	n and Medi	ical Suppli	es	1							1
Persons w/ Disabilities (PWD) - Wheelcha		1		ост остры									1
Property - Special Handling	, 000010.,						1				1	2	4
Property - Special Handling - Missing Item	ns - Checked						1				1	2	4
Screening					2	1 1	2						6
Screening - Inconsistency						1							1
Screening - Procedures/Process					1	1	2						4
Screening - Retrieving Abandoned/Confis	cated 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
Customer Service - Others	1						1	1	2				5
Customer Service - TSO	1	1				2	1	1	1	2	1		10
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property				1	1	2			1		1		6
Mishandling of Passenger Property - Dam				1	1	2			1				5
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Check	ed							1		1
Patdown					1	1	1	1				1	5
Patdown - Flyer					1	1	1	1				1	5
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not			oter)					1				1
Property - Special Handling	Obselve	1				2			1		1	1	7
Property - Special Handling - Damaged Ite						1			4		4	1	3
Property - Special Handling - Missing Item Screening	is - Checke	1		4	2	1			1		1		4
<u> </u>	01/00	1		1	2	1					I		6
Screening - Crew Member or Airline Empl Screening - Inconsistency	oyee					1					1		1
Screening - Inconsistency Screening - Lengthy Lines				1							1		1
Screening - Procedures/Process		1			1								2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confise	cated Items				1								1
2019	4	3		4	2	1 1	8	3	6	3	3	7	45
Civil Rights	1	3		•	1	. !		3	J	3			2
Civil Rights - Constitutional Rights	'				1								1
Civil Rights - Sex/Gender/Gender Identity	1				*								1
Customer Service	2			1		1	4	1	2		1	2	14
Customer Service - Others	_			1			1	1	1		'		3
Customer Service - TSO	2					1	3	1	1		1	2	11
Locks	_	1			1				*				2
Locks - Missing or Damaged Lock		1			1								2
Mishandling of Passenger Property	1			1			1		2			3	8
Mishandling of Passenger Property - Dam	1			1			1		2			3	8
Patdown									1		1	2	4
Patdown - Flyer									1		1	2	4
Property - Special Handling		1		1			1	1		2			6
Property - Special Handling - Damaged Ite	ems - Checl	1											1
Property - Special Handling - Missing Item	ns - Carry-On						1						1
Property - Special Handling - Missing Item	s - Checked			1				1		2			4
Request for Assistance						1							1
Request for Assistance - Wounded Warric	or (MSIJSOC)				1							1
Screening		1		1			2	1	1	1	1		8
Screening - Inconsistency							1						1
Screening - Lengthy Lines				1									1

Categories		10-Oct	11-Nov				i) Data Too 2-Feb 0	1 - FOIA 3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Proc	cedures/Process	10 000		1	00 01	oun o	2.00	o mai	1	1	1	1	1	оо оор	6
LFT		14	1	4	7	8	8	14	13	18	14	11	14		148
2016 Customer Service						2		1	5	5 1	3	2	4	7	32
Customer Service	e - TSO							1	3	1	1	2		1	9
Locks										1					1
	or Damaged Lock									1					1
Mishandling of Passe	enger Property 'assenger Property - Dam	 naged/Missing	ı Items	Checked	Rannane	2		2	1 1				1	1 1	5
Patdown	assenger i roperty - Dan	lagea/Wilssing	i itemis-	Oncored	Daggage	,			'					1	1
Patdown - Flyer														1	1
Persons w/ Disabilition		 		A I -								1			1
Screening	bilities (PWD) - Diapers/0	Jarments/Dre	ssings/i	viasks		2			1	3	2	1	3	4	15
	w Member or Airline Emp	loyee									1				1
Screening - Inco	nsistency									1			1		2
Screening - Leng						2			1	1			1	4	9
Screening - Proc	cedures/Process	4		8	4	2	4	5	3	1 1	1 2	3	3	2	3 41
Civil Rights		1		•	-		2	1	•	•			1		5
	cial Profiling or Discrimin	1					2	1					1		5
Customer Service		2		1	1		1	1	1	1	1	2		1	13
Customer Service Customer Service		2		1	1		1	1	1	1	1	2	1	1	12
Locks	e - 130			1	'		ı	1	'	ı	'	1		1	1
	or Damaged Lock											1			1
Mishandling of Passe				1	2		1	1	1				1		7
	assenger Property - Dam			1	2		1	4	1				4		5
Patdown	assenger Property - Disa	irrayed items-	-Carry-c	on or Che	скеа			1					1		2
Patdown - Flyer								1							<u>-</u>
Persons w/ Disabilitie				1				1							2
	bilities (PWD) - Assistive			1											1
Persons w/ Disa Property - Special Ha	bilities (PWD) - Prosthesi	is/Amputees a	and Cas	ts				1						1	1
	al Handling - Missing Iten	ns - Checked												1	1
Screening	0 0	1		5	1	2			1		1				11
Screening - Child									1						1
	w Member or Airline Emp	loyee		1											1
Screening - Inco Screening - Leng				2		1									3
Screening - Prod		1		1	1	1					1				5
2018		2		2		4	1	5	3	11	6	3			45
Customer Service Customer Service	- TSO					1	1	1					2		6
Locks	e - 100			1		1	ı	1						1	2
	or Damaged Lock			1		1									2
Mishandling of Passe		2		1				1							4
	assenger Property - Dam			1				1							2
Property - Special Ha	'assenger Property - Disa andling	li ayeu ileiii		ı		1		1							2
	al Handling - Missing Iten	ns - Checked				1		1							2
Screening						1		2	3	11	6	3	4	1	31
Screening - Inco Screening - Lend										4		1	4	4	1
Screening - Leng Screening - Prod	, ,					1		2	3	4 	3	1	4	1	15 14
Screening - Seci										,	1				1
2019		8		4	3		3	1	2	1	3	2	1	2	30
Customer Service	T00	1			2			1_	1		1	1			7
Customer Service Mishandling of Passe		1			2			1	1		<u> </u>	1			7
	assenger Property - Dam	l naged/Missing	Items	-Checked	Baggage)					1				1
Patdown														1	1
Patdown - Flyer	(D)4(D)													1	1
Persons w/ Disabilition	es (PWD) bilities (PWD) - Touch Av	/ersion (nain/t	rauma)									1			1
Property - Special Ha		Croion (pain)	iaumaj									- '		1	1
	al Handling - Missing Iten	ns - Checked												1	1
Screening		7		4	1		3		1	1	1		1		19
Screening - Inco Screening - Leng		6		3	1		2			1	1				1 14
Screening - Proc		1		1	'				1	Į.	'		1		4
LGA		247	23		356	278	232	319	333	377	321	355	384	294	3,734
2016						61	69	83	95	125	73	87	112	89	794
Advanced Imaging T	echnology (AIT) ng Technology (AIT) - Fly	/er										1			1
Civil Rights	ng reciniology (AIT) - Fly	101				4	2	2	4	5	3	3	7	2	32
	nstitutional Rights										1				1
	neral Complaint and Disc	crimination				1	2								3
Civil Rights - Na										2		1			3
Civil Rights - Pe	rceived Religion cial Profiling or Discrimin	l ation				3		1	1	3	2	2	5	2	18
	x/Gender/Gender Identity		nder					1	3				2		6
Customer Service						10	12	24	41	48	26	25			243
Customer Service	e - CSM					11				1					2

customer Service - Others					02-Feb	03-Mar	04 4 5 5	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	10-Oct	11-Nov	12-Dec	01-Jan	02-reb 2	US-IVIAI 3	04-Apr 7	US-IVIAY 9	06-Juli 8	07-Jul 8		•	10tai 44
Customer Service - TSO				9		21	34	38	18	17			197
				9	10			38	18				
Identification (ID) Requirements						3	1			1			6
Identification (ID) Requirements - Domest	IIC					3	1			1			6
Locks				3	9	6	2	8	5	3			53
Locks - General						1		1			1		3
Locks - 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
Lost and Found - Airport/TSA					1	12	1	7		4	5	1	31
Mishandling of Passenger Property				31	30	25	25	32	26	39	43	40	291
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	arry-on Lug	5	7	4	7	5	4	8	5	10	55
Mishandling of Passenger Property - Dam				25	19	19	17	25	20	30			220
Mishandling of Passenger Property - Dam				1					1		- 0.		2
Mishandling of Passenger Property - Disa					4	2	1	2	1	1	1	2	14
	irrayeu items-	-Carry-on	of Checked										
Patdown				4	1	2	1	2	4	3	5	8	30
Patdown - Children							1						1
Patdown - Flyer				3	1	2		2	4	3			27
Patdown - Non-Flyer				1							1		2
Persons w/ Disabilities (PWD)				1	3	3	3	2	1	3	1	1	18
Persons w/ Disabilities (PWD) - Autism S	pectrum						1		1				2
Persons w/ Disabilities (PWD) - Diabetes	1					1							1
Persons w/ Disabilities (PWD) - Medically		Indication	and Madia	1	1		1	1			1		5
. , ,						4		- '					
Persons w/ Disabilities (PWD) - Mobility [vvneeicn	air or Scoote	er)	1	1	1					1	4
Persons w/ Disabilities (PWD) - Service A					1			1					2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	Segway				1				3			2
Prohibited & Permitted Items												1	
Prohibited & Permitted Items - Food/Beve	erages											1	1
Request for Assistance												1	-
Request for Assistance - Wounded Warrie	or (MSLISOC)	1										1	
Screening	 			0	4.4	0	47	04	0		4		87
				8		6	17	21	8	5			
Screening - Inconsistency				2		2	1	3		2			15
Screening - Lengthy Lines				3	4	3	14	8	1	1			37
Screening - Procedures/Process				2	4	1	2	6	6	2	2	4	29
Screening - Retrieving Abandoned/Confis	cated Items			1									1
Screening - Security Breach								4	1				5
2017	78	82	190	86	65	77	49	80	69	79	87	72	
Civil Rights	2	3		2		4	3	5	3	4			39
Civil Rights - Constitutional Rights							1						1
							- 1	4					
Civil Rights - Headwear								1					
								1	1	2	1		5
Civil Rights - National Origin													
Civil Rights - Perceived Religion						1							
	1	2	3	1		1	1	2	2	1	1	5	1
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin		2		1			1		2	1	1	5	1 22
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	1			1				2	2	1	1		22
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	1						1		2			1	1 22 3 3
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening	1 nsgender	1	1	1		3	1	1		1	1	1	1 22 3 3
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service	1 nsgender 30	32	114		10	16		23	19		1 22	1 21	22 3 3 3 340
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others	nsgender 30	32	114	1 17	10	16	1 12	23 5	19	1 24	1 22 2	1 21	1 22 3 3 3 340 15
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service	1 nsgender 30	32	114	1	10	16	1	23		1	1 22 2	1 21	1 22 3 3 3 340 15
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others	nsgender 30	32	114	1 17	10	16	1 12	23 5	19	1 24	1 22 2	1 21	22 3 3 3 340 18 325
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	nsgender 30 4 26	32 2 30	1 114 114 1	1 17	10	16	1 12	23 5 18	19	1 24	1 22 2	1 21	1 22 3 3 3 340 15 325
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest	nsgender 30 4 26	32 2 30 1	1 114 114 1	1 17	10 1 9	16 1 15	1 12	23 5 18 1	19 19	1 24 24	1 22 2 2	1 21 21	22 3 3 340 15 325
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	nsgender 30 4 26	32 2 30 1	1 114 114 1	1 17 17	10	16	1 12 12	23 5 18	19	1 24	1 22 2 20	1 21 21	11 22 33 33 340 15 325 33
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General	nsgender 30 4 26	32 2 30 1 1 8	1 114 114 1 1 2	1 17 17 7	10 1 9	16 1 15	1 12	23 5 18 1 1	19 19 5	1 24 24	1 22 2 20 3 1	1 21 21 3	11 22 33 33 340 15 325 33 44
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock	1 nsgender 30 4 26 iic 4 4	32 2 30 1 1 8	1 114 114 1 1 2	1 17 17 7 1 1 6	10 1 9	16 1 15 3	1 12 12 1 1	23 5 18 1 1 4	19 19 5 5	1 24 24 2 2	1 22 2 20 3 1 1	1 21 21 3	1 22 3 3 3 3 40 15 325 3 3 4 4 4
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	1 nsgender 30 4 26 ic 4 4 4	32 2 30 1 1 8 8	1 114 114 1 1 1 2 2	1 17 17 7 1 6 2	10 1 9 2 2	3 16 1 15 3 3	1 12 12 1 1 1	1 23 5 18 1 1 4	19 19 5 5	1 24 24 2 2 2	1 22 2 20 3 1 1 2	1 21 21 3 3	1 222 3 3 3 3 3 40 15 3 3 3 3 4 4 4 4 4 4 4 1 2 8
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 nsgender 30 4 26 lic 4 4 4 4	32 2 30 1 1 1 8 8 4 4	1 114 114 1 1 1 2 2 5	1 17 17 17 7 1 6 2 2	10 1 9 2 2 2 1	3 16 1 15 3 3 1	1 12 12 12 1 1 1	1 23 5 18 1 1 4 4	19 19 5 5 2 2	1 24 24 2 2 2 2 2	1 22 2 20 3 1 2 3 3 3	1 21 21 3 3 2 2	1 22 3 3 3 3 3 4 4 4 4 1 5 6 6 7 8 7 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	1 nsgender 30 4 26 ic 4 4 4	32 2 30 1 1 8 8	1 114 114 1 1 1 2 2 5	1 17 17 7 1 6 2	10 1 9 2 2	3 16 1 15 3 3	1 12 12 1 1 1	1 23 5 18 1 1 4	19 19 5 5	1 24 24 2 2 2	1 22 2 20 3 1 2 3 3 3	1 21 21 3 3 2 2	11 22 3 3 3 3 4 4 4 1 2 28 28 28
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 nsgender 30 4 26 ic 4 4 4 4 25	32 2 30 1 1 1 8 8 4 4	1 114 114 1 1 1 2 2 2 5 5	1 17 17 17 7 1 6 2 2	10 1 9 2 2 1 1 36	3 16 1 15 3 3 1	1 12 12 11 1 1	1 23 5 18 1 1 4 4	19 19 5 5 2 2	1 24 24 2 2 2 2 2	1 22 2 20 3 1 1 2 3 3 3 3	1 21 21 3 3 2 2 2	22 3 3 340 11 325 4 4 4 28 28 29
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 nsgender 30 4 26 iic 4 4 4 4 25 6	32 2 30 1 1 1 8 8 8 4 4 4	1 114 114 1 1 2 2 5 5 5 44 6	1 17 17 7 1 6 2 2 2	10 1 9 2 2 1 1 36	3 16 1 15 3 3 1 1 1 33	1 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1	23 5 18 1 1 4 4 4 1 1	19 19 5 5 2 2 2	1 24 24 2 2 2 2 2 2 18	1 22 2 2 20 3 1 1 2 2 3 3 3 2 2 3 4	1 21 21 3 3 2 2 2 12	22 3 3 3 44 4 4 4 28 28 29
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 nsgender 30 4 26 iic 4 4 4 4 25 6 6 18	32 2 30 1 1 1 8 8 8 4 4 4 20	1 114 114 1 1 2 2 5 5 5 44 6	1 1 17 17 17 16 6 2 2 3 3 4 6 6	10 1 9 2 2 2 1 1 36	3 16 1 15 3 3 1 1 1 33	1 12 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1	23 5 18 1 1 4 4 4 1 1 17	19 19 5 5 5 2 2 2 13	1 24 24 2 2 2 2 2 2 18 3	1 22 2 2 20 3 3 1 1 2 2 3 3 23 4 16	1 21 21 3 3 2 2 12 1 9	22 34 34 11 32 32 4 4 4 21 22 29 55 20
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 nsgender 30 4 26 iic 4 4 4 4 25 6 6 18 18 1	32 2 30 1 1 8 8 4 4 20 3 3 16	1 114 114 1 1 1 2 2 5 5 44 6 34	1 17 17 7 1 6 2 2 2 34 4 6 24	10 1 9 2 2 1 1 36 10 24	3 16 1 15 3 3 1 1 21	12 12 12 11 1 1 1 16 2 11	1 23 5 18 1 1 4 4 1 1 17 17 12	19 19 5 5 2 2 13 2	1 24 24 2 2 2 2 18 3 13 1 1	1 22 2 2 20 3 3 1 1 2 2 3 3 23 4 16 1 1	1 21 21 3 3 2 2 12 1 9	22 344 11 325 34 44 42 21 29 55 200
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 nsgender 30 4 26 iic 4 4 4 4 25 6 1 18 1 1 mrayed Items-	32 2 30 1 1 8 8 4 4 20 3 16 1 1	1 114 114 1 1 2 2 5 5 5 44 6 34	1 17 17 7 1 6 2 2 2 34 6 6 2 4 1	10 1 9 2 2 1 1 36 10 24	3 16 1 15 3 3 1 1 1 33 11 21	1 12 12 11 1 1 1 16 2 11	23 5 18 1 1 4 4 1 1 17 1 12	19 19 5 5 2 2 13 2 10	1 24 24 2 2 2 2 18 3 13 1 1 1	1 22 2 20 20 3 1 1 2 2 3 3 3 23 3 4 16 1 1 2 2	1 21 21 3 3 2 2 12 12 9	22 344 11 324 34 44 24 29 55 50 208 8
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	1 nsgender 30 4 26 ic 4 4 4 4 25 6 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	32 300 11 11 8 8 4 4 20 3 16 1-Carry-on	1 114 114 1 1 1 2 2 5 5 44 6 34	1 17 17 7 16 66 2 2 2 34 6 24 1 1 3 3	10 1 9 2 2 1 1 36 10 24	3 16 1 15 3 3 1 1 1 33 11 21	1 12 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 5 18 1 1 4 4 1 1 17 17 1 12	19 19 5 5 2 2 13 2 10	1 24 24 2 2 2 2 2 2 18 3 13 1 1 1	1 22 20 33 1 1 2 3 3 3 4 4 16 1 1 2 2 7	1 21 21 3 3 2 2 12 1 9 9 2 6	22 3 3 344 15 325 325 44 42 225 299 55 208 205 55
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Sexual Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	1 nsgender 30 4 26 iic 4 4 4 4 25 6 1 18 1 1 mrayed Items-	32 2 30 1 1 8 8 4 4 20 3 16 1 1	1 114 114 1 1 1 2 2 5 5 44 6 34	1 17 17 7 1 6 2 2 2 34 6 6 2 4 1	10 1 9 2 2 1 1 36 10 24	3 16 1 15 3 3 1 1 1 33 11 21	1 12 12 11 1 1 1 16 2 11	23 5 18 1 1 4 4 1 1 17 1 12	19 19 5 5 2 2 13 2 10	1 24 24 2 2 2 2 18 3 13 1 1 1	1 22 2 20 3 3 1 2 3 3 4 16 1 2 7 5 5	1 21 21 3 3 2 2 2 12 1 9 9 2 6 5 5	22 334 344 44 44 28 29 55 208 45 56 56 56
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Sexual Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer	1 nsgender 30 4 26 ic 4 4 4 4 25 6 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	32 300 11 11 8 8 4 4 20 3 16 1-Carry-on	1 114 114 1 1 1 2 2 5 5 44 6 34	1 17 17 7 16 66 2 2 2 34 6 24 1 1 3 3	10 1 9 2 2 1 1 36 10 24	3 16 1 15 3 3 1 1 1 33 11 21	1 12 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 5 18 1 1 4 4 1 1 17 17 1 12	19 19 5 5 2 2 13 2 10	1 24 24 2 2 2 2 2 18 3 13 1 1 1 1 4 2	1 22 2 20 3 1 1 2 3 3 23 4 16 1 1 2 7 7 5 2	1 21 21 3 3 2 2 12 1 9	22 3 344 44 22 29 55 200 4 5
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer	1 nsgender 30 4 26 ic 4 4 4 4 25 6 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	32 300 11 11 8 8 4 4 20 3 16 1-Carry-on	1 114 114 1 1 1 2 2 5 5 44 6 34	1 17 17 7 16 66 2 2 2 34 6 24 1 1 3 3	10 1 9 2 2 1 1 36 10 24 2 6	3 16 1 15 3 3 1 1 1 33 11 21	1 12 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 5 18 1 1 4 4 1 1 17 17 1 12	19 19 5 5 2 2 13 2 10	1 24 24 2 2 2 2 2 2 18 3 13 1 1 1	1 22 2 20 3 1 1 2 3 3 23 4 16 1 1 2 7 7 5 2	1 21 21 3 3 2 2 2 12 1 9 9 2 6 5 5	22 344 11 325 34 44 44 21 22 29 55 208 4 4 4 4 4 21 21 22 25 26 27 28 29 55 56 56 56 56 56 56 56 56 56
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Sexual Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer	1 nsgender 30 4 26 ic 4 4 4 4 25 6 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	32 300 11 11 8 8 4 4 20 3 16 1-Carry-on	1 114 114 1 11 1 2 2 5 5 44 6 34 4 3 3	1 17 17 7 1 6 6 2 2 2 34 6 24 1 1 3 3	10 1 9 2 2 1 1 36 10 24 2 6	3 16 1 15 3 3 1 1 1 33 11 21	1 12 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 5 18 1 1 4 4 1 1 17 17 1 12	19 19 5 5 2 2 13 2 10	1 24 24 2 2 2 2 2 18 3 13 1 1 1 1 4 2	1 22 2 20 3 3 1 2 3 3 3 4 16 1 2 2 7 5 2 2	1 21 21 3 3 2 2 2 12 1 9	22 344 11 325 34 44 44 21 22 29 55 208 4 4 4 4 4 21 21 22 25 26 27 28 29 55 56 56 56 56 56 56 56 56 56
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer	1 nnsgender 30 4 26 ic 4 4 4 4 25 6 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	32 300 11 18 8 8 4 4 20 3 16 1 1-Carry-on 6	1 114 114 1 11 1 2 2 5 5 44 6 34 4 3 3	1 17 17 17 16 2 2 34 6 24 1 3 3 2 2	10 1 9 2 2 1 1 36 10 24 2 6	3 16 1 15 3 3 1 1 33 11 21 1 5 5	1 12 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 5 18 1 1 4 4 1 17 17 1 12 4 7	19 19 5 5 2 2 13 2 10	1 24 24 2 2 2 18 3 13 1 1 1 4 2 2	1 22 2 20 3 3 1 2 3 3 3 4 16 1 2 2 7 5 2 2	1 21 21 3 3 2 2 2 12 1 9	22 3 3 344 18 325 3 3 4 4 4 4 2 2 2 2 2 2 2 3 3 5 5 5 5 5 5 5 5 5 5 5
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 nsgender 30 4 26 icc 4 4 4 4 25 6 8 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	32 300 11 18 8 8 4 4 20 3 16 1 1-Carry-on 6	1 114 114 1 1 2 2 5 5 5 44 6 34 4 3 3	1 17 17 17 16 2 2 34 6 24 1 3 3 2 2	10 1 9 2 2 1 1 36 10 24 2 6	3 16 1 15 3 3 1 1 33 11 21 1 5 5	1 12 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 5 18 1 1 4 4 1 17 17 1 12 4 7	19 19 5 5 2 2 13 2 10	1 24 24 2 2 2 18 3 13 1 1 1 4 2 2	1 22 2 20 3 3 1 2 3 3 3 4 16 1 2 2 7 5 2 2	1 21 21 3 3 2 2 2 12 1 9	22 344 11 324 34 44 24 29 55 55 55 56 33 34
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Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Nobelity I Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Prosthesi	1 nnsgender 30 4 26 ic 4 4 4 25 1 6 1 18 1 1 nrrayed Items- 2 2 1 1 Garments/Dre mpairment Medical Dev v Necessary N 1 Disability (Not Dostomates is/Amputees Animals version (pain/tt	1 32 2 30 1 1 1 8 8 4 4 20 3 16 6 1 1-Carry-on 6 6 3 sssings/Ma 1 1 fledicatior Wheelch 1 rauma)	1 114 114 1 1 1 2 2 5 5 5 44 6 34 3 3 3 6 1 1 asks	1 17 17 17 16 2 2 34 4 6 24 1 3 3 2 2 1	10 1 9 2 2 1 1 36 10 24 2 6 6	3 16 17 15 3 3 11 11 21 15 5 5	1 12 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 5 18 1 1 4 4 1 1 17 1 12 4 7 7	19 19 5 5 2 2 13 2 10 1 2 2 6 1 1 1 1 1	1 24 24 2 2 2 18 3 13 1 1 4 2 2 2 2 1	1 22 20 3 3 1 1 2 3 3 3 4 4 166 1 1 2 2 7 5 5 2 1 1 1 1 2 2 1 1	1 21 21 3 3 2 2 12 1 9 2 6 5	22 344 11 324 344 44 24 29 29 55 55 55 55 56 66 66 66 66 66
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/(Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/(Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Service A	1 nnsgender 30 4 26 ic 4 4 4 25 1 6 1 18 1 1 nrrayed Items- 2 2 1 1 Garments/Dre mpairment Medical Dev v Necessary N 1 Disability (Not Dostomates is/Amputees Animals version (pain/tt	1 32 2 30 1 1 1 8 8 4 4 20 3 16 6 1 1-Carry-on 6 6 3 sssings/Ma 1 1 fledicatior Wheelch 1 rauma)	1 114 114 1 1 1 2 2 5 5 5 44 6 34 4 3 3 3 6 1	1 17 17 17 16 2 2 34 4 6 24 1 3 3 2 2 1	10 1 9 2 2 1 1 36 10 24 2 6 6	3 16 17 15 3 3 11 11 33 11 15 5 5	1 12 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 5 18 1 1 4 4 1 1 17 1 1 12 4 7 7	19 19 5 5 2 2 13 2 10 1 2 2 6 1 1 1	1 24 24 2 2 2 18 3 13 1 1 4 2 2 2 2 1	1 22 2 20 3 1 1 2 3 3 3 23 4 166 1 1 2 2 6 6 1 1 1	1 21 21 3 3 2 2 12 1 9 2 6 5	22 344 11 324 44 22 29 55 50 55 55 55 55 55 6 6 6
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Nobelity I Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Prosthesi	1 nnsgender 30 4 26 ic 4 4 4 25 1 6 1 18 1 1 nrrayed Items- 2 2 1 1 Garments/Dre mpairment Medical Dev v Necessary N 1 Disability (Not Dostomates is/Amputees Animals version (pain/tt	1 32 2 30 1 1 1 8 8 4 4 20 3 16 6 1 1-Carry-on 6 6 3 sssings/Ma 1 1 fledicatior Wheelch 1 rauma)	1 114 114 1 1 1 2 2 5 5 5 44 6 34 3 3 3 6 1 1 asks	1 17 17 17 16 2 2 34 4 6 24 1 3 3 2 2 1	10 1 9 2 2 1 1 36 10 24 2 6 6	3 16 17 15 3 3 11 11 33 11 15 5 5	1 12 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 5 18 1 1 4 4 1 1 17 1 12 4 7 7	19 19 5 5 2 2 13 2 10 1 2 2 6 1 1 1 1 1	1 24 24 2 2 2 18 3 13 1 1 4 2 2 2 2 1	1 22 20 3 3 1 1 2 3 3 3 4 4 166 1 1 2 2 7 5 5 2 1 1 1 1 2 2 1 1	1 21 3 3 3 2 2 12 1 9 9 2 6 5 5 1 1 1	22 344 11 324 44 22 29 55 50 55 55 55 55 55 6 6 6
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch A	1 nnsgender 30 4 26 ic 4 4 4 4 25 1 6 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 32 30 11 18 8 8 4 4 20 3 16 1 -Carry-on 6 6 3 sssings/Ma 1 1ledicatior Wheelch 1 rauma) Segway	1 114 114 1 1 1 2 2 5 5 44 6 34 4 3 3 3 1 6 1 1 asks	1 17 17 17 16 2 2 34 4 6 24 1 3 3 2 2 1	10 1 9 2 2 1 1 36 10 24 2 6 6	3 16 17 15 3 3 11 11 33 11 15 5 5	1 12 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 5 18 1 1 4 4 1 1 17 1 12 4 7 7	19 19 5 5 2 2 13 2 10 1 2 2 6 1 1 1 1 1	1 24 24 2 2 2 18 3 13 1 1 4 2 2 2 2 1	1 22 20 33 1 1 2 3 3 3 4 166 1 1 2 2 6 6 1 1 1 1 2 2 1 1 1 1 1	1 21 21 3 3 2 2 2 12 1 9 2 6 5	22 344 11 324 24 22 29 55 50 50 50 50 60 60 60 60 60 60 60 60 60 60 60 60 60
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/al Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/c Persons w/ Disabilities (PWD) - Diapers/c Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Postnesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items	1 nnsgender 30 4 26 ic 4 4 4 4 25 1 6 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 32 30 11 18 8 8 4 4 20 3 16 1 -Carry-on 6 6 3 sssings/Ma 1 1ledicatior Wheelch 1 rauma) Segway	1 114 114 1 1 1 2 2 5 5 44 6 34 4 3 3 3 1 6 1 1 asks	1 17 17 17 16 2 2 34 4 6 24 1 3 3 2 2 1	10 1 9 2 2 1 1 36 10 24 2 6 6	3 16 17 15 3 3 11 11 33 11 15 5 5	1 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 5 18 1 1 4 4 1 17 1 1 12 4 7 7	19 19 5 5 2 2 13 2 10 1 2 2 6 1 1 1 1 1	1 24 24 2 2 2 18 3 13 1 1 4 2 2 2 2 1 1 1 1	1 22 2 20 33 1 1 2 3 3 3 23 4 4 166 1 1 2 7 7 5 2 2 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	1 21 3 3 3 2 2 2 12 1 9 2 6 5	22 344 11 323 344 44 26 29 55 50 33 43 44 44 45 46 47 47 48 48 49 49 49 49 49 49 49 49 49 49
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Posthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av	1 nnsgender 30 4 26 ic 4 4 4 25 1 6 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 32 30 11 18 8 8 4 4 20 3 16 1 -Carry-on 6 3 sssings/Ma 1 fledicatior Wheelch 1 rauma) Segway arp Object	1 114 114 1 1 1 2 2 5 5 44 6 34 4 3 3 3 1 6 1 1 asks	1 17 17 17 16 2 2 34 4 6 24 1 3 3 2 2 1	10 1 9 2 2 1 1 36 10 24 2 6 6	3 16 17 15 3 3 11 11 33 11 15 5 5	1 12 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 5 18 1 1 1 4 4 1 1 17 1 1 12 4 7 7 7	19 19 5 5 5 2 2 13 2 10 1 1 2 2 1 1 1 1 1 1 1	1 24 24 2 2 2 18 3 13 1 1 4 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 22 2 20 3 3 1 2 3 3 3 2 3 4 4 166 1 1 2 2 7 5 2 2 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 21 3 3 3 2 2 2 12 1 9 9 5 5 1 1 1 1	11 22 3 3 3 3 4 4 4 4 5 3 3 2 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapetes Persons w/ Disabilities (PWD) - Diapetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Notal Im Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - T	1 nnsgender 30 4 26 icic 4 4 4 4 25 6 18 18 1 1 1 irrayed Items- 2 2 2 1 3 30 4 1 26 icic 4 4 1 4 1 25 6 6 1 18 7	1 32 2 30 30 11 11 8 8 8 4 4 20 3 3 166 11 -Carry-on 6 6 6 3 3 sssings/Ma 1 1 1 Medication Wheelch 1 1 rauma) Segway arp Objection	1 114 114 1 1 1 2 2 5 5 44 6 34 4 3 3 3 1 6 1 1 asks	1 17 17 17 16 2 2 34 4 6 24 1 3 3 2 2 1	10 1 9 2 2 1 1 36 10 24 2 6 6	3 16 17 15 3 3 11 11 33 11 15 5 5	1 12 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 5 18 1 1 1 1 1 17 1 1 12 4 7 7 7	19 19 5 5 2 2 13 2 10 1 1 2 2 6 1 1 1 1 1 1 1 1 1 2 2	1 24 24 2 2 2 18 3 3 13 1 1 1 4 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 22 2 20 3 3 1 2 3 3 3 4 4 166 1 2 2 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	1 21 3 3 2 2 12 1 9 9 2 6 5 5 1 1 1 1 1 1 1 1 1	11 222 33 344 44 33 441 228 291 555 500 22 33 39 22 23 31 11 66 33 55 55 50 50 50 50 50 50 50 50 50 50 50
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Posthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av	1 nnsgender 30 4 26 ic 4 4 4 25 1 6 1 18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 32 2 30 1 1 1 8 8 4 4 20 3 166 1 1-Carry-on 6 6 3 sssings/Ma 1 fledicatior Wheelch 1 rauma) Gegway arp Object On d	1 114 114 1 1 1 2 2 5 5 44 6 34 4 3 3 3 1 6 1 1 asks	1 17 17 17 16 2 2 34 4 6 24 1 3 3 2 2 1	10 1 9 2 2 1 1 36 10 24 2 6 6	3 16 17 15 3 3 11 11 33 11 15 5 5	1 12 12 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 23 5 18 1 1 1 4 4 1 1 17 1 1 12 4 7 7 7	19 19 5 5 2 2 13 2 10 1 1 2 2 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 24 24 2 2 2 18 3 13 1 1 4 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 22 20 33 1 1 2 3 3 3 4 4 166 1 1 2 2 7 5 5 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 21 3 3 3 2 2 12 1 9 9 2 6 5 5 1 1 1 1 1 1 1 4 4	34 32 4 2 2 2 5 5 5

Cotomonico	1001				TCC) Data T				•••		20.1		
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Iter	ns - Checked						4	1	1	7	2	3	18
Request for Assistance			1										1
Request for Assistance - Wounded Warri	or (MSIJSOC		1										1
Screening	9	5	10	20	7	10	3	9	7	6	6	10	102
Screening - Crew Member or Airline Emp	loyee				1								1
Screening - Inconsistency	3	2	2	3	3	1		2		2		2	17
Screening - Lengthy Lines	1			1			1	2		1	1	4	11
Screening - Procedures/Process	3	3	6	15	6	9	2	4	6	3	5	4	66
Screening - Retrieving Abandoned/Confis				1				1	1				4
Screening - Security Breach	1		2										3
TSA Contact Information	'			1		2					1		4
TSA Contact Information - General				1		2					1		4
2018	89	81	86	79		84	94	83	82	92		47	951
		01	00	19	40	1	94	03	02		00	47	
Advanced Imaging Technology (AIT)	2									1			4
Advanced Imaging Technology (AIT) - Fly	2					1				1			4
Civil Rights		3	3	2	! 1	3	3	9	2	3		3	37
Civil Rights - Constitutional Rights											1		1
Civil Rights - Hair Patdowns						1		1					2
Civil Rights - Headwear								1	1	1			3
Civil Rights - National Origin							1				1		2
Civil Rights - Perceived Religion			1										1
Civil Rights - Racial Profiling or Discrimin	ation	1	2	1		2	2	4	1	2	3	1	19
Civil Rights - Sex/Gender/Gender Identity	- Not Transc	2		1	1			2				2	8
Civil Rights - Transgender Screening	, ·							1					1
Customer Service	33	30	32	24	15	18	34	29	28	27	28	22	320
Customer Service - Others	7	8	2	1		8	9	2	7	2			52
Customer Service - TSO	26	22	30	23		10	25	27	21	25			268
	1			20	10	10	20	21	21	20	20	21	200
Identification (ID) Requirements Identification (ID) Requirements - Domest						1							2
Locks	2	6	1		1	3		4	3	8	4		33
Locks - Missing or Damaged Lock	2	6	1		1	3		4	3	8	4		33
Lost and Found	1	3	5	1	1	5	3	2	4	4	9	1	39
Lost and Found - 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
Mishandling of Passenger Property - Dan	3	3	2	5	1	2	3	1		2			22
Mishandling of Passenger Property - Dam		7		12		12	9	4	11	10	11	8	115
Mishandling of Passenger Property - Dan							1			1			2
Mishandling of Passenger Property - Disa		, itomio o	4	2)	1	1	1	1	3	2		18
Patdown		3						4		7			
	6			5		5	6		8				51
Patdown - Flyer	5	2	4	4	2	5	6	3	7	7	1		46
Patdown - Flyer as Observer		1						1	1				3
Patdown - Non-Flyer	1			1									2
Persons w/ Disabilities (PWD)	4	3	2	5	3	1	10	5	3	2	7	3	48
Persons w/ Disabilities (PWD) - Autism S	pectrum										1		1
Persons w/ Disabilities (PWD) - Cognitive	1			1							1		3
Persons w/ Disabilities (PWD) - Diabetes			1	1				1					3
Persons w/ Disabilities (PWD) - Diapers/0	Garments/D	1											1
Persons w/ Disabilities (PWD) - General	2			1							1		4
Persons w/ Disabilities (PWD) - Hearing I											1		1
Persons w/ Disabilities (PWD) - Internal M		00	1										1
			'		4		4	4		4			5
Persons w/ Disabilities (PWD) - Medically		1			1		1	1		1			
Persons w/ Disabilities (PWD) - Metal Im	0 /							1					1
Persons w/ Disabilities (PWD) - Mobility I		Wheelch	air or Scoot	1			3		1	1	2		9
Persons w/ Disabilities (PWD) - Ostomy/0												1	1
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	1			1		1						3
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)			1								1
Persons w/ Disabilities (PWD) - Visual Im	pairment							1					1
Persons w/ Disabilities (PWD) - Wheelch	1			1		1	4	1	2		1	1	12
Persons w/ Disabilities (PWD) - Wounded							1						1
Property - Special Handling	10	13	6	13	13	13	11	13	10	17	11	4	134
Property - Special Handling - Damaged It		13	1	3		13	3	10	10	17	2		134
Property - Special Handling - Damaged It		3		3		3	3	4	2	3			27
			1										
Property - Special Handling - Missing Item		4	,	2		3	6	4	3	6			36
Property - Special Handling - Missing Iter		5		7		6	2	5	5	8			58
Screening	14	10	13	10	2	19	13	11	12	7	10	5	126
Screening - Inconsistency	1		1			1	1	1	1				6
Screening - Lengthy Lines	7	2	2	2	! 1	6	3	2	2	1	2		30
Screening - Procedures/Process	6	8	10	8	1	9	9	8	9	6	8	4	86
Screening - Retrieving Abandoned/Confis	cated Items					3							3
Screening - Security Breach												1	1
2019	80	75	80	52	52	75	95	89	97	97	97		975
Civil Rights	6	5	6	2		3	1	2	3	5			50
Civil Rights - Age	"	1			. 4	3	- 1		J	3	- 1	U	2
		- 1	2					4			1		5
Civil Rights - Constitutional Rights					1			1			1		
Civil Rights - Headwear		1											1
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimin		3	2	1		3	1	1		3	5		27
Civil Rights - Sex/Gender/Gender Identity	2			1	1				3	1	1	3	12
Civil Rights - Sexual Orientation - Not Tra	nsgender									1			1
Civil Rights - Transgender Screening			1										1
Customer Service	23	20	26	14	10	21	28	23	28	32	30	26	281
Customer Service - Others	1	3		14		2	20	23	1	4			25
Customer Service - Others Customer Service - TSO							00						
	22	17	22	13		19	28	21	27	28			256
Locks	1	1	3	5		2	7	3	3	2			38
Locks - Missing or Damaged Lock	1	1	3	5	1	2	7	3	3	2	5	5	38

		Т	SA Contac	ct Center (ГСС) Data	ΓοοΙ - FΟΙΑ	ı						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found	4	5	1	4	5	6	10	3	7	7	8	9	69
Lost and Found - Airport/TSA	4	5	1	4	5	6	10	3	7	7	8	9	69
Mishandling of Passenger Property	11	14	14	5	6	10	11	11	14	13	8	14	131
Mishandling of Passenger Property - Dam	1	4	2	1	3	3	1		1	2		2	20
Mishandling of Passenger Property - Dam	8	8	11	3	2	6	9	8	10	10	8	8	91
Mishandling of Passenger Property - Disa	2	2	1	1	1	1	1	3	3	1		4	20
Patdown	4	6		1	2	7	6	4	5	5	5	2	47
Patdown - Children					1				1	1			3
Patdown - Flyer	3	6		1		6	6	4	3	4	5	2	40
Patdown - Flyer as Observer	1					1							2
Patdown - Non-Flyer					1				1				2
Persons w/ Disabilities (PWD)	5	6	6	3	3	5	7	7	8	8	8	5	71
Persons w/ Disabilities (PWD) - Autism S									2			1	3
Persons w/ Disabilities (PWD) - Breast Ca										1			1
Persons w/ Disabilities (PWD) - Cancer (g													2
Persons w/ Disabilities (PWD) - Cognitive		ental /Menta	al Disability				1						1
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Diapers/0	3arments/D	ressings/Ma					1						1
Persons w/ Disabilities (PWD) - General	1		2		1		1			1			6
Persons w/ Disabilities (PWD) - Hearing I			1		1			1	1				4
Persons w/ Disabilities (PWD) - Internal N										1	1		2
Persons w/ Disabilities (PWD) - Medical [1	1						2
Persons w/ Disabilities (PWD) - Medically			and Medic		1	1		1	1		2	3	9
Persons w/ Disabilities (PWD) - Metal Imp		1		1			2		4		1		6
Persons w/ Disabilities (PWD) - Mobility [2		1		2	1		1	3	3		13
Persons w/ Disabilities (PWD) - Ostomy/C			0	4		1							1
Persons w/ Disabilities (PWD) - Prosthesi		and Casts	2	1				1					3
Persons w/ Disabilities (PWD) - Service A		/k==	1					1					1
Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im	- 4	virauma) 1	1										
Persons w/ Disabilities (PWD) - Visual IIII Persons w/ Disabilities (PWD) - Wheelcha		2						4	2	1 1	1	1	2
Prohibited & Permitted Items								4		- 1	- 1	1	12 1
Prohibited & Permitted Items - Chemical/h	 	Producto										1	1
Property - Special Handling	13	9	11	12	9	10	16	20	11	9	15	12	147
Property - Special Handling - Damaged It	3	3	- 11	12	1	2	4	3	2	2		12	22
Property - Special Handling - Damaged It	2		2		2	4	2	4	4	2		2	30
Property - Special Handling - Missing Iten	4	1	2		2	2	7	5	3	3		6	49
Property - Special Handling - Missing Iten	4	2	7			2	3	8	2	2		3	46
Request for Assistance	7		- 1	- 3				0		1		J	1
Request for Assistance - Other										1			1
Screening	13	9	13	6	12	11	9	16	18	15	11	6	139
Screening - Crew Member or Airline Empl		<u> </u>	10	0	12	- ''		10	10	10	1	1	2
Screening - Inconsistency	1	1		1		1			1		'	1	6
Screening - Lengthy Lines	1	2	5		1	1	2	3	2	3	3	1	24
Screening - Procedures/Process	11	6	8	5		8	7	13	14	10		3	102
Screening - Retrieving Abandoned/Confis					.0		,		1	.0	,		1
Screening - Security Breach					1	1				2			4
out out in grant of the state o													

Catamarian	40.0-4	44 М				C) Data To		04.4	05.14	00 1	07 1.1	00.4	00.0	T-4-1
Categories	10-Oct 27	11-Nov 2		ec u 28	1-Jan 12		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LGB 2016	27	2	1	28		25	29	30	28	21	25 6		34	310
					1	8 1	5	12	9	5	ь	4	10	60
Civil Rights Civil Rights - Racial Profiling or Discrimina	ation					I							2	2
Civil Rights - Transgender Screening	auon					1								1
Customer Service						1	4	4	4	3		1	3	20
Customer Service - Others						1	2	4	1	3		- 1	1	4
Customer Service - TSO						1	2	4	3	3		1	2	16
Lost and Found						ı		4	1	3		2		3
Lost and Found - Airport/TSA									1			2		3
Mishandling of Passenger Property					1	3	1	7	4	1	6		3	27
Mishandling of Passenger Property - Dam	ogod/Missin	a Itoma	Corny on	Luggoo		3	- 1	1	4	1	0		3	1
Mishandling of Passenger Property - Dam					ge 1	3	1	5	4	1	5	1	3	
Mishandling of Passenger Property - Disa					1	3	- 1	1	4	1	1		3	24
Patdown	nayed items	Carry-c	on or one	eckeu		4		1		1	I			2
						1 1								2
Patdown - Flyer										1				2
Persons w/ Disabilities (PWD)	A 44		de Deste			2								2
Persons w/ Disabilities (PWD) - Medical E		acned to	the Body	/		1								1
Persons w/ Disabilities (PWD) - Ostomy/C)siomales					1		4					0	1
Screening								1					2	3
Screening - Procedures/Process			_		_			1	_				2	3
2017	11	1:	3	7	5	3	6	4	5	3	1	9		76
Civil Rights	1			2						1			1	5
Civil Rights - Racial Profiling or Discrimina	1			2						1			1	5
Customer Service	3		4		2	2	2		2	2	1	2	3	23
Customer Service - Others	2		1											3
Customer Service - TSO	1		3		2	2	2		2	2	1	2		20
Locks	1		1										1	3
Locks - General													1	1
Locks - Missing or Damaged Lock	1		1											2
Lost and Found					1								1	2
Lost and Found - Airport/TSA					1								1	2
Mishandling of Passenger Property	4		2	4	2		3	1	1			2	2	21
Mishandling of Passenger Property - Dam	1		1											2
Mishandling of Passenger Property - Dam	2		1	4	2		2	1	1			2	2	17
Mishandling of Passenger Property - Disa	1						1							2
Patdown	1		1						1			1		4
Patdown - Flyer	1		1						1					3
Patdown - Non-Flyer												1		1
Persons w/ Disabilities (PWD)			1	1									1	3
Persons w/ Disabilities (PWD) - Internal M	ledical Dev		1										1	2
Persons w/ Disabilities (PWD) - Wheelcha		Segway		1										1
Property - Special Handling								2				2		4
Property - Special Handling - Damaged Ite	ems - Checke	ed						1				1		2
Property - Special Handling - Missing Item	ns - Checked							1				1		2
Screening	1		4			1	1	1	1			2		11
Screening - Inconsistency			1					1						2
Screening - Lengthy Lines	1		1											2
Screening - Procedures/Process			2				1		1			2		6
Screening - 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
Civil Rights - Racial Profiling or Discrimina	ation		1						1			1		3
Civil Rights - Sex/Gender/Gender Identity		ender				1								1
Customer Service	1		1	1	1	2	3	5	1	1	2		2	20
Customer Service - TSO	1		1	1	1	2	3	5	1	1	2		2	20
Locks	1		1	1	- 1		3	3		1	3			6
Locks - Missing or Damaged Lock	1		1	1							3			6
Lost and Found	1			-		1	1			1	1		1	5
Lost and Found - Airport/TSA						1	1			1	1		1	5
Mishandling of Passenger Property	1		2	3		2	4	1	1	3	2		3	22
Mishandling of Passenger Property - Dam			_	3			4	1	1	3 1	1		3	3
			2	2		4	4	1	1	2	1 1		9	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa						1	4	1	1	2	1		3	17
Patdown	nayeu ilems I	Carry-0	л	1	1	1 1		2						2
						1			2	2	2			11
Patdown - Flyer				1	1			2	2	2	2			10
Patdown - Non-Flyer						1								1
Persons w/ Disabilities (PWD)	2		1	1		1	1	1				2		9
Persons w/ Disabilities (PWD) - Cancer (g	1													1
Persons w/ Disabilities (PWD) - Diabetes			1											1
Persons w/ Disabilities (PWD) - General												1		1
Persons w/ Disabilities (PWD) - Medically		Medicatio	or	1		1								2
Persons w/ Disabilities (PWD) - Metal Imp	,						1							1
Persons w/ Disabilities (PWD) - Mobility D		t Wheeld	hair or S	Scooter)								1		1
Persons w/ Disabilities (PWD) - Wheelcha	1							1						2
Property - Special Handling				2	1	1	2		2	2	1	2	2	15
Property - Special Handling - Damaged Ite							1		1					2
Property - Special Handling - Damaged Ite	ems - Checke	ed		2			1		1	1			1	6
Property - Special Handling - Missing Item										1				1
Property - Special Handling - Missing Item	s - Checked				1	1					1	2	1	6
Request for Assistance	1													1
Request for Assistance - Wounded Warrio	1													1
Screening	1		1	2			1		1	1	1	1	1	10
Screening - Inconsistency												1		1
Screening - Lengthy Lines	1		1	1										3

			TSA Contac	ct Center (1	rcc) Data	Fool - FOL	\						
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Procedures/Process			1					1	1	1		1	5
Screening - Security Breach						1							1
2019	9	7	10	3	5	6	5	6	3	6	5	6	71
Civil Rights	1			1			1			1	2	2	3
Civil Rights - Headwear											1		
Civil Rights - Perceived Religion										1			
Civil Rights - Racial Profiling or Discrimina	1			1			1				1	1	
Civil Rights - Sex/Gender/Gender Identity-	Not Transo	jender										1	
Customer Service	1		5		2		1		1	3	2		1
Customer Service - TSO	1		5		2		1		1	3	2		1
Locks										1			
Locks - Missing or Damaged Lock										1			
Lost and Found								1				2	
Lost and Found - Airport/TSA								1				2	
Mishandling of Passenger Property		4		1	2		1	1		1			1
Mishandling of Passenger Property - Dam	aged/Missir	1											
Mishandling of Passenger Property - Dam	aged/Missir	3		1	2		1			1			
Mishandling of Passenger Property - Disar	rrayed Items	sCarry-or	or Checked	d				1					
Patdown	1	2			1	1							į
Patdown - Flyer	1	1			1	1							4
Patdown - Flyer as Observer		1											
Persons w/ Disabilities (PWD)	2	1	2					3				1	
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1						1					
Persons w/ Disabilities (PWD) - Diabetes	1		1										
Persons w/ Disabilities (PWD) - General								1					
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)		1										
Persons w/ Disabilities (PWD) - Mobility [1												
Persons w/ Disabilities (PWD) - Service A	nimals											1	
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain	/trauma)						1					
Property - Special Handling			2	1		2		1			1	1	
Property - Special Handling - Damaged Ite	ems - Check	red	1	1									
Property - Special Handling - Missing Item	ns - Carry-O	n						1			1		
Property - Special Handling - Missing Item	ns - Checke	d	1			2						1	
Screening	4		1			3	2		2				1:
Screening - Inconsistency							1						
Screening - Lengthy Lines	1												
Screening - Procedures/Process	3		1			3	1		1				ç
Screening - Retrieving Abandoned/Confisc	cated Items								1				

ategories	40.0-4		1SA Cor			C) Data Too 02-Feb (04-Apr	OF Mass	00 1	07 1	00 4	09-Sep	Total
LIH	10-Oct	11-Nov 25		21	-Jan (29	31	03-Mar 47	04-Apr	05-May 45	06-Jun 34	07-Jul 40	08-Aug 28		405
2016	36	25		21	4	3	11	10	10	7	6			62
Civil Rights						•			2	,		1		3
Civil Rights - Sexual Orientation - Not Tra	ınsgender											1		1
Civil Rights - Transgender Screening									2					2
Customer Service					1		1	1	2	1		1	2	9
Customer Service - Others									1	1		1		3
Customer Service - TSO					1		1	1	1				2	6
Locks								2	1	1		1	1	6
Locks - Missing or Damaged Lock								2	1	1		1	1	6
Mishandling of Passenger Property		l4= C			2	3	8	4	4	2	5	2	1	31
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam					1	3	8	4	4	1	5	2	1	29
Patdown	laged/ivilssilig	itemsc	JIIECKEU I	Jai		3	0	1	4				1	29
Patdown - Flyer								1					1	2
Persons w/ Disabilities (PWD)					1		1		1	1				4
Persons w/ Disabilities (PWD) - Cognitive	 	tal /Men	tal Disabi	ility	1									1
Persons w/ Disabilities (PWD) - Diapers/0									1					1
Persons w/ Disabilities (PWD) - Medically	Necessary M	edicatio	n and Me	dical Su	pplies		1							1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway								1				1
Screening							1	2		2	1	1		7
Screening - Inconsistency								1		1		1		3
Screening - Lengthy Lines											1			1
Screening - Procedures/Process							1	1		1				3
2017	14	6	i	5	7	6	13	6	11	10	8	10	9	105
Advanced Imaging Technology (AIT)	 	_							1					1
Advanced Imaging Technology (AIT) - Fly Civil Rights	rer as Observe	I					1	1	1					1
Civil Rights - Racial Profiling or Discrimina	otion						1	1						
Civil Rights - Radial Froming of Discriming Civil Rights - Sex/Gender/Gender Identity		nder					- 1	1						<u>'</u>
Customer Service	- Not Transger	2)		1		1	1	2	1		1	1	9
Customer Service - Others							1			'			· ·	1
Customer Service - TSO		2)		1				2	1		1	1	8
Locks	2	1		1	3		1	1	1	1		1	3	15
Locks - Missing or Damaged Lock	2	1		1	3		1	1	1	1		1	3	15
Lost and Found										1				1
Lost and Found - Airport/TSA										1				1
Mishandling of Passenger Property	10	3		3	2	6	9	3	5	4	3	5	4	57
Mishandling of Passenger Property - Dam					1	1	1							3
Mishandling of Passenger Property - Dam		3		2	1	5	7	2	4	4	2		4	48
Mishandling of Passenger Property - Disa				1			1	1	1		1			6
Patdown	1			1			1			1				4
Patdown - Flyer	1			1			1		4	1				4
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically	/ Necessary M	edicatio	n and Me	dical Si	ınnlies				1		1			3
Persons w/ Disabilities (PWD) - Wheelcha			i and we	ulcai oc	ipplies				1		- 1	1		2
Property - Special Handling		egway						1	1	2	1		1	7
Property - Special Handling - Damaged Ite	i ems - Checke	d .						1		2		1		4
Property - Special Handling - Missing Item		-							1		1		1	3
Screening	1				1						3	1		6
Screening - Inconsistency					1									1
Screening - Lengthy Lines												1		1
Screening - Procedures/Process	1										2			3
Screening - Retrieving Abandoned/Confis	1										1			1
2018	10	7	•	10	11	12	12	12	12	8	9	6	7	116
Customer Service	2			2										
Customer Service - Others					2	3	1	1	1	1	1	3		17
Customer Service - TSO				_								3 1		1
	2			2	2	3	1	1	1	1	1	3 1		1 16
Locks Missing or Domogod Lock	2	1		1		3 1	1	1		1 2		3 1	1	1 16 8
Locks - Missing or Damaged Lock		1		1	2	3 1 1	1 1 1	1 1 1	1	1 2 2	1	3 1 2	1	1 16 8 8
Locks - Missing or Damaged Lock Mishandling of Passenger Property	5			1		3 1	1	1		1 2		3 1 2	1 1 1	1 16 8 8 41
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	5	1		1 1 4	3	3 1 1	1 1 1 4	1 1 1 6	1	1 2 2 1	1	3 1 2	1 1 1 1	1 16 8 8 41 2
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	5 1 3	1		1 1 4 3	2	3 1 1	1 1 1 4	1 1 1	5	1 2 2	1	3 1 2	1 1 1 1	1 16 8 8 41 2 33
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	5 1 3	1		1 1 4	3	3 1 1	1 1 1 4 3 1	1 1 1 6	5 2 3	1 2 2 1	1	3 1 2	1 1 1 1	1 16 8 8 41 2 33 6
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	5 1 3	1		1 1 4 3	3	3 1 1	1 1 1 4	1 1 1 6	5	1 2 2 1	1	3 1 2	1 1 1	1 16 8 8 41 2 33
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	5 1 3	1		1 1 4 3	3	3 1 1	1 1 1 4 3 1 2	1 1 1 6 6	5 2 3 2	1 2 2 1 1 1	1	3 1 2	1 1 1 1	1 16 8 8 41 2 33 6 7
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	5 1 3	1		1 1 4 3	3	3 1 1	1 1 1 4 3 1 2	1 1 1 6 6	5 2 3 2 1	1 2 2 1 1 1	1	3 1 2	1 1 1 1	1 16 8 8 41 2 33 6 7
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	5 1 3 1	4		1 1 4 3 1	3 3	3 1 1 1	1 1 1 4 3 1 2	1 1 1 6 6	1 5 2 3 2 1	1 2 2 1 1 1 1 1	1	3 1 2	1 1 1 1 1	1 16 8 8 41 2 33 6 7 6
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	5 1 3 a 1	1 4 4 edicatio		1 1 4 3 1	2 3 3 1 upplies 1	3 1 1 1 1	1 1 1 4 3 1 2 2	1 1 1 6 6	1 5 2 3 2 1 1	1 2 2 1 1 1 1 1	1	3 1 2	1 1 1 1 1 1 1	1 16 8 8 41 2 33 6 7 6 1 6
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche	5 1 3 1 1 V Necessary Mair/ Scooter/ S	1 4 4 edication egway 1	n and Me	1 1 4 3 1	2 3 3 1 upplies	3 1 1 1 1	1 1 1 4 3 1 2	1 1 1 6 6	1 5 2 3 2 1 1	1 2 2 1 1 1 1	1	3 1 2	1 1 1 1 1 1 1 1 2	1 16 8 8 41 2 33 6 7 6 1 6 1 6
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling	5 1 1 3 3 1 1 y Necessary Mair/ Scooter/ S 1 ems - Carry-O	1 4 4 edication egway 1	n and Me	1 1 4 3 1	3 3 1 upplies 1 2	3 1 1 1 1 1 1 1 3 1	1 1 1 4 3 1 2 2	1 1 1 6 6 1 1	1 5 2 3 2 1 1	1 2 2 1 1 1 1	5 5	3 1 2	1 1 1 1 1 1 1	1 16 8 8 41 2 33 6 7 6 1 6 2 4 17
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	5 1 3 1 1 3 1 1 Vecessary Mair/ Scooter/ S 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4 4 edication egway 1	n and Me	1 1 4 3 1	2 3 3 1 upplies 1 2	3 1 1 1 1 1 1 1 3 1 1	1 1 1 4 3 1 2 2	1 1 1 6 6	1 5 2 3 2 1 1	1 2 2 1 1 1 1	5 5 2 2	3 1 2 3 2 3 2	1 1 1 1 1 1 1 1	1 16 8 8 41 2 33 6 7 6 1 6 1 6 2 4 17 2
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	5 1 1 3 1 1 Vecessary Mair/ Scooter/ S I 1 ems - Carry-O 1 ns - Carry-On	1 4 4 edication egway 1	n and Me	1 1 4 3 1 1 1 edical Su	3 3 1 upplies 1 2	3 1 1 1 1 1 1 1 3 1	1 1 1 4 3 1 1 2 2	1 1 1 6 6	1 5 2 3 2 1 1	1 2 2 1 1 1 1 1	5 5	3 1 2 3 2 3 2	1 1 1 1 1 1 1 1 2	1 16 8 8 41 2 33 6 7 6 1 6 2 4 17 2 5
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	5 1 1 3 1 1 Vecessary Mair/ Scooter/ S 1 ems - Carry-On ns - Carcy-On ns - Checked	1 4 4 edication egway 1 n	n and Me	1 1 4 3 1 1 dical St	2 3 3 3 1 Lupplies 1 2 1 1 1	3 1 1 1 1 1 1 3 1 1 1	1 1 1 4 3 1 2 2	1 1 1 6 6 1 1 1	1 5 2 3 2 1 1 1 1	1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 5 2 2 2	3 1 2 3 2 3 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 16 8 8 41 2 33 6 7 6 1 6 2 4 17 2 5 5
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	Necessary Mair/ Scooter/ S 1 tems - Carry-On s - Carry-On s - Checked 2	1 4 4 edication egway 1	n and Me	1 1 4 3 1 1 1 edical Su	2 3 3 1 upplies 1 2	3 1 1 1 1 1 1 1 3 1 1	1 1 1 4 3 1 1 2 2	1 1 1 6 6	1 5 2 3 2 1 1	1 2 2 1 1 1 1 1	5 5 2 2	3 1 2 3 2 3 2	1 1 1 1 1 1 1 1	1 16 8 8 8 41 2 33 6 7 6 1 6 2 4 17 2 5 5 5 5 5 20
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl	Necessary Mair/ Scooter/ S 1 tems - Carry-On s - Carry-On s - Checked 2	1 4 4 edication egway 1 n	n and Me	1 1 4 3 1 1 dical St	2 3 3 3 1 Lupplies 1 2 1 1 1	3 1 1 1 1 1 1 3 1 1 1	1 1 1 4 3 1 2 2	1 1 1 6 6 1 1 1	1 5 2 3 2 1 1 1 1	1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 5 2 2 2	3 1 2 3 2 3 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 16 8 8 8 41 2 33 6 7 6 1 6 2 4 17 2 5 5 5 20 1 1
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency	Necessary Mair/ Scooter/ S 1 tems - Carry-On s - Carry-On s - Checked 2	1 4 4 edication egway 1 n	n and Me	1 1 4 3 1 1 dical St	2 3 3 3 1 Lupplies 1 2 1 1 1	3 1 1 1 1 1 1 1 3 1 1 1 1	1 1 1 4 3 1 2 2 2	1 1 1 6 6 1 1 1	1 5 2 3 2 1 1 1 1	1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 5 2 2 2	3 1 2 3 2 3 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 16 8 8 8 41 2 33 6 7 6 1 6 1 7 5 5 5 5 5 20 1 2
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines	Necessary Mair/ Scooter/ S 1 tems - Carry-On s - Carry-On s - Checked 2	1 4 4 edication egway 1 n	n and Me	1 1 4 3 1 1 dical St	2 3 3 1 upplies 1 2 1 1	3 1 1 1 1 1 1 3 1 1 1	1 1 1 4 3 1 2 2	1 1 1 6 6 1 1 1	1 5 2 3 2 1 1 1 1 1	1 2 2 1 1 1 1 1 1 1	5 5 2 2 2	3 1 2 3 2 3 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 16 8 8 8 41 2 33 6 7 6 1 6 2 4 17 2 5 5 5 5 20 1 1 2 4
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	y Necessary Mair/ Scooter/ S The second of	edication egway 1 n	n and Me	1 1 4 3 1 1 1 1 1 1	2 3 3 3 1 Lupplies 1 2 1 1 1	3 1 1 1 1 1 1 3 1 1 1 3	1 1 1 4 3 1 2 2 2	1 1 1 6 6 1 1 1	1 5 2 3 2 1 1 1 1	1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 5 2 2 2	3 1 2 3 2 3 2 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 16 8 8 8 41 2 33 6 7 6 1 6 1 7 5 5 5 5 5 20 1 2
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines	y Necessary Mair/ Scooter/ S The second of	edication egway 1 n	n and Me	1 1 4 3 1 1 1 1 1 1	2 3 3 1 upplies 1 2 1 1	3 1 1 1 1 1 1 3 1 1 1 3	1 1 1 4 3 1 2 2 2	1 1 1 6 6 1 1 1	1 5 2 3 2 1 1 1 1 1	1 2 2 1 1 1 1 1 1 1	1 5 5 5	3 1 2 3 2 3 2 1 1	1 1 1 1 1 1 1 2 1 1	1 16 8 8 41 2 33 6 7 6 1 6 2 4 17 5 5 5 20 1 2 4 12
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	y Necessary Mair/ Scooter/ S 1 1 3 1 1 1 y Necessary Mair/ Scooter/ S 1 1 1 ems - Carry-O 1 1 1 s - Carry-On 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	edication egway 1 n 1	n and Me	1 1 4 3 1 1 edical Su 1 1	2 3 3 1 upplies 1 2 1 1 1	3 1 1 1 1 1 1 3 1 1 1 1 3	1 1 1 4 3 1 2 2 2	1 1 1 6 6 1 1 1	1 5 2 3 2 1 1 1 1 1 1	1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 1 1	3 1 2 2 2 3 1 1	1 1 1 1 1 1 1 2 1 1	1 16 8 8 8 41 2 33 6 7 6 1 1 6 2 4 17 2 5 5 5 20 1 2 4 12 1
Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise	y Necessary Mair/ Scooter/ S 1 1 3 1 1 1 y Necessary Mair/ Scooter/ S 1 1 1 ems - Carry-O 1 1 1 s - Carry-On 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	edication egway 1 n 1	n and Me	1 1 4 3 1 1 edical Su 1 1	2 3 3 3 1 1upplies 1 2 1 1 1 3	3 1 1 1 1 1 1 3 1 1 1 1 1 2	1 1 1 4 3 1 2 2 2	1 1 1 6 6 1 1 1	1 5 2 3 2 1 1 1 1 1 1 2	1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 1 1 17	3 1 2 2 2 3 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 16 8 8 8 41 2 33 6 7 6 1 6 2 4 17 2 5 5 5 20 1 1 2 4 12 1 1 122

		_	TSA Conta	ct Center (*	TCC) Data	Tool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service	4	3	2		3	4	1		3	2	2	3	27
Customer Service - Others		2			1	1						1	5
Customer Service - TSO	4	1	2		2	3	1		3	2	2	2	22
Locks	1		1	1			1	4		1	1		10
Locks - Missing or Damaged Lock	1		1	1			1	4		1	1		10
Mishandling of Passenger Property	1	1		4	3	3	2	4	2	4		3	27
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	gage			1					1	2
Mishandling of Passenger Property - Dan	naged/Missiı	1		4	2	2		2	2	4		2	19
Mishandling of Passenger Property - Disa	1				1	1	1	2					6
Patdown	1	1				1	1	1		1			6
Patdown - Flyer	1	1					1	1					4
Patdown - Flyer as Observer						1				1			2
Persons w/ Disabilities (PWD)		1	1						1	2			5
Persons w/ Disabilities (PWD) - Cancer (general) Not	Breast Car	ncer							1			1
Persons w/ Disabilities (PWD) - Diabetes	:	1											1
Persons w/ Disabilities (PWD) - Medically	y Necessary	Medication	and Medic	al Supplies						1			1
Persons w/ Disabilities (PWD) - Touch Av	version (pain	/trauma)	1										1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway							1				1
Property - Special Handling	2	4			2	1	3	1	1	3	3		20
Property - Special Handling - Damaged II	ems - Carry	1											1
Property - Special Handling - Damaged II	tems - Checl	1				1	1			1	1		5
Property - Special Handling - Missing Iter	ns - Carry-O	n			2			1	1		1		5
Property - Special Handling - Missing Iter	T 2	2					2			2	1		9
Screening	3	2	2	1	1	2	2	1	2	3		3	22
Screening - Lengthy Lines	2	1											3
Screening - Procedures/Process	1	1	2	1	1	2	2	1	2	3		3	19

Coto movino	10.0.1	44.51			(TCC) Data								
Categories	10-Oct	11-Nov				03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LIT	19	2	0		33 17		15	24	22	32			285
2016					12 3	8 6	5	7	5	10	6	5	59
Civil Rights	L				1					1			2
Civil Rights - General Complaint and Disc					1								1
Civil Rights - Racial Profiling or Discrimina	ation				0 4		4			1	-		1
Customer Service					2 1	3	1			1	1		9
Customer Service - CSM					1								1
Customer Service - Others						3							3
Customer Service - TSO					1 1		1			1	1		5
Locks					2								2
Locks - Missing or Damaged Lock					2	_							2
Mishandling of Passenger Property			_		6 2	2 3	2	5	3	7		3	36
Mishandling of Passenger Property - Dam					1			2			1		4
Mishandling of Passenger Property - Dam					3 2		2	3	3	7	4	3	29
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-c	on or Chec	ke	2	1							3
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)							1					1	2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	on and Me	dical Suppli	es							1	1
Screening					1		1	2	1	1		1	7
Screening - Inconsistency							1	1					2
Screening - 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
Civil Rights - Constitutional Rights						1							1
Civil Rights - Racial Profiling or Discrimina	ation					1							1
Customer Service			2	1	1			1		1		1	7
Customer Service - TSO			2	1	1			1		1		1	7
Locks					1			1			1	2	5
Locks - Missing or Damaged Lock					1			1			1	2	5
Mishandling of Passenger Property	3		6	1	3 2	2 7	2	4	2	3			43
Mishandling of Passenger Property - Dam				•		1							2
Mishandling of Passenger Property - Dam			5	1	3 1		2	3	2	3	6	1	34
Mishandling of Passenger Property - Dam					0			0		0	1		1
Mishandling of Passenger Property - Disa			1	ou Luggugo	1	1 1		1			2		6
Patdown	l ayou nom		1		1			1	1				4
Patdown - Flyer			1		1			1	1				4
Persons w/ Disabilities (PWD)			1	1				1		1			2
Persons w/ Disabilities (PWD) - Breast Ca	ancer									1			1
Persons w/ Disabilities (PWD) - Diabetes				1						- 1			1
Property - Special Handling				-				2	2		1	1	6
Property - Special Handling - Damaged It	ome Chock	od						1	1		'	1	3
Property - Special Handling - Damaged to								1	1		1	ı	3
Screening	is - Checked	1		4	1 1	1		ļ	- 1		1		7
				3	1 1								6
Screening - Procedures/Process				1	1	ı ı							
Screening - Security Breach 2018	8		4	10	9 7	,	-	2		•		10	1 76
	•		4	10	9 /		5		6	9	6	10	76
Advanced Imaging Technology (AIT)							1						1
Advanced Imaging Technology (AIT) - Fly	er				4					4	4		
Civil Rights					1		1		1	1			5
Civil Rights - National Origin	L										1		1
Civil Rights - Racial Profiling or Discrimina					1		1		1				3
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender								1			1
Customer Service					1 1				2		1	1	6
Customer Service - TSO					1 1				2		1	1	6
Locks											1	1	2
Locks - Missing or Damaged Lock											1	1	2
Mishandling of Passenger Property	1		3	2	3 1		2			3		3	19
Mishandling of Passenger Property - Dam			3	1	2 1		1				1	2	12
Mishandling of Passenger Property - Disa		sCarry-c	on	1	1		1			3		1	7
Patdown	2			3	1		1	1	1	1		1	11
Patdown - Flyer	2			3	1		1	1	1			1	10
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)			1		1 1				1	1			5
Persons w/ Disabilities (PWD) - Diapers/0	3arments/Dr	essings/N	Masks						1				1
Persons w/ Disabilities (PWD) - Internal N	ledical Dev		1										1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	on and Me	dic	1 1								2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway								1			1
Property - Special Handling	3			2	2 2	2		1		3		3	16
Property - Special Handling - Damaged It	2			2	1					3		1	9
Property - Special Handling - Missing Iten	ns - Carry-O	n			1 1								2
Property - Special Handling - Missing Iten					1			1				2	5
Screening	2			3	2)			1		2		11
Screening - Lengthy Lines				3									3
					2)			1		2	1	8
Screening - Procedures/Process	2							_		8			74
Screening - Procedures/Process 2019	2 8		7	8	6 3	3 6	3	6	6	Ω.	.,	8	/4
2019			7	1	6 3	3 6	3	6	1	0	J	8	
2019 Civil Rights	8		7		6 3	3 6	3	6		•	,	8	2
2019 Civil Rights Civil Rights - Racial Profiling or Discrimin	8 ation		7		6 3	3 6	3	6	1	0		8	2
Civil Rights Civil Rights - Racial Profiling or Discrimin- Civil Rights - Sex/Gender/Gender Identity	8 ation		7	1				6	1			8	2 1 1
Civil Rights Civil Rights - Racial Profiling or Discrimin- Civil Rights - Sex/Gender/Gender Identity Customer Service	8 ation		7	1 1 1	1 1		1	6	1	2		8	1 1 6
2019 Civil Rights Civil Rights - Racial Profiling or Discrimin- Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO	8 ation	ender	1	1	1 1			6	1			8	2 1 1 6 6
2019 Civil Rights Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO Locks	8 ation	ender	1	1 1 1	1 1 1 1 1 1 1		1	6	1	2	1	8	2 1 1 6 6 3
2019 Civil Rights Civil Rights - Racial Profiling or Discrimin- Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - TSO	8 ation	ender		1 1 1	1 1		1	2	1	2	1	5	2 1 1 6 6

			ISA Conta	a center (ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	aged/Missin	ng ItemsC	arry-on Lug	gage						1			1
Mishandling of Passenger Property - Dam	2	1	2	2		3	1	2	1	1		5	20
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checked	d					1	1			2
Patdown	_	2	1					1	3	2		1	10
Patdown - Flyer		1	1					1	3	2		1	9
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	2			2		1		1			1	1	8
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	al Disability	1									1
Persons w/ Disabilities (PWD) - Medical I	Devices - Att	ached to th	ne Body	1									1
Persons w/ Disabilities (PWD) - Mobility [2							1					3
Persons w/ Disabilities (PWD) - Service A	nimals					1							1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)									1	1	2
Property - Special Handling	2	1	1		2	2	1	1		1	2	1	14
Property - Special Handling - Damaged It	ems - Carry-	-On			1	1		1					3
Property - Special Handling - Damaged It	2		1		1	1	1						6
Property - Special Handling - Missing Iten	ns - Carry-O	n										1	1
Property - Special Handling - Missing Iten	ns - Checke	1								1	2		4
Screening	2	2	2					1			1		8
Screening - Inconsistency	1												1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process	1	1	2					1			1		6

				t Center (T									
Categories			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNK	5	9	5	3	7	5	7	7	7	10		9	85
2016					2	1	1	5	2	6		4	26
Customer Service								1			1		2
Customer Service - CSM								1					1
Customer Service - TSO											1		1
Locks						1		1		1	1		4
Locks - General						1							1
Locks - Missing or Damaged Lock								1		1			3
Mishandling of Passenger Property					2		1	2	2			4	18
Mishandling of Passenger Property - Dam					2		1	2		3		4	14
Mishandling of Passenger Property - Disa	rrayed Items(Carry-on or	Checked						2	1			4
Screening								1		1			2
Screening - Inconsistency										1			1
Screening - Lengthy Lines								1					1
2017	4	3	2		3	1	2	1	3	4	. 2	5	30
Customer Service	1									1		1	3
Customer Service - TSO	1									1		1	3
Locks	1	1											2
Locks - Missing or Damaged Lock	1	1											2
Mishandling of Passenger Property	2	2	2		3	1	2	1	3	3	1	1	21
Mishandling of Passenger Property - Dam	1	2	2		3	1	1	1	3	2		1	17
Mishandling of Passenger Property - Disa	1						1			1	1		4
Patdown												1	1
Patdown - Flyer												1	1
Property - Special Handling											1	1	2
Property - Special Handling - Missing Item	ns - Checked										1	1	2
Screening												1	1
Screening - Procedures/Process												1	1
2018	1	5	1	1	1	2	3		1		2		17
Customer Service		2	1	1							1		5
Customer Service - TSO		2	1	1							1		5
Mishandling of Passenger Property	1				1	1	1		1				5
Mishandling of Passenger Property - Dam	laged/Missing I	temsChe	cked Bag	gage	1		1		1				3
Mishandling of Passenger Property - Disa	1					1							2
Patdown		1											1
Patdown - Non-Flyer		1											1
Property - Special Handling		1				1	2						4
Property - Special Handling - Damaged Ite	ems - Checl	1				1	1						3
Property - Special Handling - Missing Item	ns - Checked						1						1
Screening		1									1		2
Screening - Inconsistency		1									1		2
2019		1	2	2	1	1	1	1	1		2		12
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimina	ation										1		1
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property				1		1		1			1		4
Mishandling of Passenger Property - Dam	aged/Missing I	temsChe	cked Baç	1		1		1			1		4
Persons w/ Disabilities (PWD)			2										2
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not V	Vheelch	1										1
Persons w/ Disabilities (PWD) - Service A			1										1
Property - Special Handling					1								1
Property - Special Handling - Missing Item	ns - Checked				1								1
. , , ,													0
Screening				1			1		1				3

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNS			1					1			2		4
2016											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	arry-on Lug	gage							1		1
2017			1										1
Screening			1										1
Screening - Procedures/Process			1										1
2019								1			1		2
Civil Rights								1					1
Civil Rights - Transgender Screening								1					1
Screening											1		1
Screening - Retrieving Abandoned/Confis	cated Items										1		1

				ct Center (
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LNY	3	1		1	2	2	3	2	1	1	2		18
2016					1	1	1			1	1		5
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dam	aged/Missir	ig ItemsC	hecked Ba	ggage	1								1
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Diabetes						1							1
Screening							1				1		2
Screening - Procedures/Process							1				1		2
2017	2							1					3
Mishandling of Passenger Property	2							1					3
Mishandling of Passenger Property - Dam	1							1					2
Mishandling of Passenger Property - Dam	1												1
2018	1	1		1		1	1	1			1		7
Customer Service		1				1					1		3
Customer Service - TSO		1				1					1		3
Mishandling of Passenger Property	1			1			1						3
Mishandling of Passenger Property - Dam	1			1			1						3
Screening								1					1
Screening - Inconsistency								1					1
2019					1		1		1				3
Customer Service									1				1
Customer Service - TSO									1				1
Patdown							1						1
Patdown - Flyer							1						1
Property - Special Handling					1								1
Property - Special Handling - Damaged Ite	ems - Check	ed			1								1

				ct Center (
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LRD	3			1		4		1	2	4		2	17
2016				1		1			1	4			7
Civil Rights										1			1
Civil Rights - Racial Profiling or Discrimina	ation									1			1
Customer Service						1				1			2
Customer Service - TSO						1				1			2
Mishandling of Passenger Property										2			2
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Checked Bag	ggage						2			2
Screening				1					1				2
Screening - Inconsistency				1									1
Screening - Procedures/Process									1				1
2018	2					3							5
Civil Rights	1												1
Civil Rights - Racial Profiling or Discrimina	1												1
Patdown						1							1
Patdown - Flyer						1							1
Property - Special Handling	1												1
Property - Special Handling - Damaged Ite	1												1
Screening						2							2
Screening - Procedures/Process						2							2
2019	1							1	1			2	5
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property									1			2	3
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Checked Bag	ggage					1			2	3
Screening	1			_									1
Screening - Crew Member or Airline Empl	1												1

						Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LSE	2	3	1	1		2	1	3	1	5	3	4	26
2016										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	ggage						1			1
2017	2	1	1			1		1				1	7
Civil Rights		1											1
Civil Rights - National Origin		1											1
Mishandling of Passenger Property	1		1					1				1	4
Mishandling of Passenger Property - Dam	1		1					1				1	4
Patdown						1							1
Patdown - Flyer						1							1
Screening	1												1
Screening - Procedures/Process	1												1
2018		1				1	1		1	3	1	2	10
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property		1							1	1			3
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	ggage						1			1
Mishandling of Passenger Property - Disa	rrayed Item	1							1				2
Property - Special Handling							1					1	2
Property - Special Handling - Damaged Ite	ems - Carry-	On					1						1
Property - Special Handling - Missing Item	s - Checked	i										1	1
Screening										2	1	1	4
Screening - Lengthy Lines											1		1
Screening - Procedures/Process										2			2
Screening - Security Breach												1	1
2019		1		1				2		1	2	1	8
Customer Service		1											1
Customer Service - TSO		1											1
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	ggage						1	1		2
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway						1					1
Screening											1	1	2
Screening - Procedures/Process											1	1	2

			ISA Conta	ct Center (ICC) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LWB	3							1			2		E
2016											1		1
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	d							1		
2017	2												;
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Mobility [1												
2019	1							1			1		;
Civil Rights	1												
Civil Rights - Sexual Orientation - Not Tra	1												
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	ggage							1		
Property - Special Handling								1					
Property - Special Handling - Missing Iten	ns - Checke	d						1					

		7	SA Conta	ct Center (1	CC) Data	rool - FOI	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LWS	1	5	3	4	6	1		2	2	6	1	4	35
2016				1	2					3			6
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property				1	1					3			5
Mishandling of Passenger Property - Dam	naged/Missir	g ItemsC	arry-on Lug	gage						1			1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	1	1					2			4
2017		1	2	2	3			2		1		3	14
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimina	ation				1								1
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property		1	1		1					1		3	7
Mishandling of Passenger Property - Dam	naged/Missir	1	1		1					1		3	7
Patdown					1			1					2
Patdown - Flyer					1			1					2
Screening			1	1				1					3
Screening - Procedures/Process			1	1				1					3
2018	1	3	1		1	1			2	1	1		11
Customer Service	1				1				1				3
Customer Service - TSO	1				1				1				3
Patdown			1			1							2
Patdown - Flyer			1			1							2
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)								1				1
Screening		3								1	1		5
Screening - Inconsistency		1											1
Screening - Lengthy Lines		1											1
Screening - Procedures/Process		1								1	1		3
2019		1		1						1		1	4
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	1									1
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Screening												1	1
Screening - Procedures/Process												1	1

		1			CC) Data								
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LYH	4	6	7	5	4	4			4	7		-	63
2016					1	3	2	2		1	1		12
Customer Service												2	2
Customer Service - TSO												2	2
Locks						2							3
Locks - Missing or Damaged Lock						2							3
Mishandling of Passenger Property					1	1		2		1	1		7
Mishandling of Passenger Property - Dam					1	1	1	1		1	1		6
Mishandling of Passenger Property - Dam	naged/Missing	ItemsU						1					1
2017	1		4	2	1	1		1	1	2		1	14
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property			4		1	1		1		2		1	11
Mishandling of Passenger Property - Dam					1	1		1		1		1	8
Mishandling of Passenger Property - Disa	arrayed Items-	-Carry-on	1							1			3
Patdown				1									1
Patdown - Non-Flyer				1									1
Screening									1				1
Screening - Procedures/Process									1				1
2018		4	3	3	2		1	3	3	1	2	2	24
Customer Service			1								1		2
Customer Service - TSO			1								1		2
Locks			1								1		2
Locks - Missing or Damaged Lock			1								1		2
Lost and Found								1					1
Lost and Found - Airport/TSA								1					1
Mishandling of Passenger Property		2	1	2	2		1	2	3	1		1	15
Mishandling of Passenger Property - Dam		2		1			1	1	3	1		1	11
Mishandling of Passenger Property - Disa	arrayed Items-		or Checke	1	2			1					4
Property - Special Handling		1										1	2
Property - Special Handling - Damaged It												1	1
Property - Special Handling - Missing Iten	ns - Checke	1											1
Screening		1		1									2
Screening - Procedures/Process		1		1									2
2019	3	2					2	2		3	1		13
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service		1								1			2
Customer Service - TSO		1								1			2
Mishandling of Passenger Property	2						1	2			1		6
Mishandling of Passenger Property - Dam		itemsC	arry-on Lug	gage							1		1
Mishandling of Passenger Property - Dam	2						1	2					5
Property - Special Handling	Charles I						1			1			2
Property - Special Handling - Missing Iten	ns - Checked						1			1			2
Screening Provide (Provide Provide Pro		1								1			2
Screening - Procedures/Process		1								1			2

						-	Tool - FOIA							
ategories	10-Oct	11-Nov	12-De		Jan –	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MAF	6	12	2	11	7	7	12	10	8	15	12	12	12	124
2016						2	2	5		4	2	3	1	19
Civil Rights Civil Rights - Racial Profiling or Discrimin	ation							1 1						1
Customer Service	allon					1		1		1	1			3
Customer Service - Others						'				1				1
Customer Service - TSO						1					1			2
Identification (ID) Requirements							1							1
Identification (ID) Requirements - Domest	tic						1							1
Mishandling of Passenger Property						1	1	4		3	1	2	1	13
Mishandling of Passenger Property - Dam	naged/Missin	g Items0	Carry-on	Luggage									1	1
Mishandling of Passenger Property - Dam						1	1	3		3	1	2		11
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsI	Jnspecifi	ed Lugga	ge			1						1
Screening												1		1
Screening - Procedures/Process												1		1
2017	2	- 4	ı	2	4	1	2	1	2	5	1	4	5	33
Civil Rights Region Profiling or Discrimin	otion											1		1
Civil Rights - Racial Profiling or Discrimin Customer Service	auon I		`			4						1	4	1
Customer Service - Others			2			1						2	<u> </u>	3
Customer Service - Others Customer Service - TSO)			1							Į.	3
Mishandling of Passenger Property	2		<u>²</u> I	2	3	1	1		1	2				12
Mishandling of Passenger Property - Dam					3		- 1			1				- 12
Mishandling of Passenger Property - Dam		9 11011191	Jan y-UII	2	1		1		1	1				
Mishandling of Passenger Property - Dam		a ItemsI	Jnsnecifi	ed Lunna			1		'	1				
Mishandling of Passenger Property - Disa		9 11011131	STIOPGOIII	ou Lugga	ge 2					'				
Patdown	1				1		1	1					1	
Patdown - Flyer					1		1	1					1	
Persons w/ Disabilities (PWD)										2	1			
Persons w/ Disabilities (PWD) - Internal M	n Medical Devid	ces									1			1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/									2				
Property - Special Handling									1			1	1	3
Property - Special Handling - Damaged It	ems - Check	ed							1				1	2
Property - Special Handling - Missing Iten	ns - Checked											1		
Screening										1			2	3
Screening - Lengthy Lines										1			2	3
2018	1		5	6	3	3	5	2	4	3	6	2	4	44
Customer Service				2		1	2	2			1	2	1	12
Customer Service - Others				1		1	1	2						6
Customer Service - TSO				1			1		4		1	2	1	6
Locks									1					1
Locks - Missing or Damaged Lock Mishandling of Passenger Property			ı	1	1	1			1		2			1
Mishandling of Passenger Property - Dam	naged/Missi			1	1	1								- 6
Mishandling of Passenger Property - Disa					- 1	1					2			3
Patdown	lirayed items		l Olici	okou		· · ·			1		2		1	5
Patdown - Flyer									1		2		1	
Patdown - Non-Flyer			l											
Persons w/ Disabilities (PWD)	1												1	2
Persons w/ Disabilities (PWD) - Breast Ca	ancer												1	
Persons w/ Disabilities (PWD) - General	1													
Property - Special Handling				1	2									3
Property - Special Handling - Damaged It	ems - Carry-	On			1									
Property - Special Handling - Damaged It	ems - Check	ed			1									
Property - Special Handling - Missing Iten	ns - Checked			1										
Screening		2	2	2		1	3		2	3	1		1	1
Screening - Lengthy Lines				1		1			1					
Screening - Procedures/Process			2	1			3		1	3	1		1	12
2019	3		3	3		1	3	2	2	3	3	3	2	28
Customer Service							1			2				4
Customer Service - TSO			l				1			2				4
Locks							1				1			2
Locks - Missing or Damaged Lock							1				1			
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	T T	a Itama (Cormi on	Luanono					2		1	2	2	3
		g items	Jany-on	Luggage					1		1	- 1	- 1	1
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa		Carry o	n or Cha	cked					1		1	1 1	1 1	2
Patdown	mayou iteliis		i oi one	oneu		1	1					1	1	
Patdown - Flyer						1	1							
Persons w/ Disabilities (PWD)						'	1			1				
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway								1				
Property - Special Handling	1			2				1			1	1		-
Property - Special Handling - Damaged It	ems - Check			_				1			1	'		2
Property - Special Handling - Missing Iten				1				'						
Property - Special Handling - Missing Iten				1								1		4
Screening	1			1				1						4
Screening - Procedures/Process	1			1				1						3
Screening - Security Breach														1

				t Center (T									
Categories			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MBS	4	2	2	5	2	2	2	3	1	2	9	3	37
2016				2			2	1		1	4	1	11
Customer Service								1					1
Customer Service - TSO								1					1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property				2			2			1	2	1	8
Mishandling of Passenger Property - Dan				1			1			1	2	1	6
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on or	Checked	1			1						2
Screening											1		1
Screening - Retrieving Abandoned/Confis	scated Items										1		1
2017	3			1				1	1	1			7
Customer Service	1												1
Customer Service - TSO	1												1
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	2								1	1			4
Mishandling of Passenger Property - Dan	naged/Missing	ItemsCarr	y-on Lugg	gage						1			1
Mishandling of Passenger Property - Dan	1												1
Mishandling of Passenger Property - Disa	1								1				2
Property - Special Handling								1					1
Property - Special Handling - Missing Iter	ns - Checked							1					1
2018		1	1		1						3		6
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimin	ation										1		1
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property		1			1								2
Mishandling of Passenger Property - Dan	naged/Missii	1			1								2
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling			1										1
Property - Special Handling - Damaged II	tems - Checked		1										1
2019	1	1	1	2	1	2		1			2	2	13
Locks				1									1
Locks - Missing or Damaged Lock				1									1
Mishandling of Passenger Property		1		1	1	1		1					5
Mishandling of Passenger Property - Dan	naged/Missii	1		1	1			1					4
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on or	Checked			1							1
Patdown											1		1
Patdown - Flyer											1		1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Medically	Necessary Me	edication ar	nd Medica	I Supplies								1	1
Property - Special Handling											1	1	2
Property - Special Handling - Damaged It	tems - Checked										1		1
Property - Special Handling - Missing Iter												1	1
Screening	1		1			1							3
Screening - Procedures/Process	1		1			1							3

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCE		1						2				1	4
2017								1				1	2
Mishandling of Passenger Property								1				1	2
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	or Checke	d				1				1	2
2019		1						1					2
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property		1											1
Mishandling of Passenger Property - Disa	rrayed Item	1											1

Catamaniaa	10.0) Data Too								
Categories		11-Nov	12-De					04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCI	60	57		49	72	46	80	56	79	81	73			787
2016					14	13	21	12	17	21	13	18	21	150
Advanced Imaging Technology (AIT)										1				1
Advanced Imaging Technology (AIT) - Fly	er					4	4		4	1				1
Civil Rights Regist Profiling or Discrimin	otion					1	1		1	3	1	1	1	9
Civil Rights - Racial Profiling or Discrimina		ndor				1	1		1	3		1	1	8
Civil Rights - Sex/Gender/Gender Identity- Customer Service	- Not Transge	ridei			5	2	5		8	4	5	8	3	1 42
Customer Service - CSM					5		5	2	0	4	5	0	1	1
Customer Service - Others					1	2		1	5	1				10
Customer Service - Others Customer Service - TSO					4		5	1	3	3	5	8	2	31
Identification (ID) Requirements					4		1	I	3	3	1	0		2
Identification (ID) Requirements - Domest	ic						1				1			2
Locks							4				'	1	1	6
Locks - Missing or Damaged Lock							4					1	1	6
Lost and Found								1						1
Lost and Found - Airport/TSA								1						1
Mishandling of Passenger Property					8	7	4	4	3	3	6	1	7	43
Mishandling of Passenger Property - Dam	l naged/Missing	Items P	rivate Sc	ree	3	2					1		1	7
Mishandling of Passenger Property - Dam					1		1	3		1	1	1	2	10
Mishandling of Passenger Property - Dam					4	5	3	1	3	2	3	'	3	24
Mishandling of Passenger Property - Disa					-	<u> </u>	3	<u>'</u>	J		1		1	2
Patdown	linayed items-	-Carry-or	ii oi chec	oneu		1	2	2		2	'	1	1	9
Patdown - Flyer						1	1	2		2			1	7
Patdown - Flyer as Observer						ı	1					1		2
Persons w/ Disabilities (PWD)					1		1	1	1	1		2		7
	Cormonto/Drog	nainaa/M	looko						1	ļ		1		
Persons w/ Disabilities (PWD) - Diapers/G					1									1
Persons w/ Disabilities (PWD) - Medical E		cried to t	ne bouy					- 1						
Persons w/ Disabilities (PWD) - Metal Imp		\A/I I . I						1						1
Persons w/ Disabilities (PWD) - Mobility D			nair or Sc	cooter)					1	1				2
Persons w/ Disabilities (PWD) - Touch Av	- "											1		1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway					1							1
Screening						2	3	2	4	7		4	8	30
Screening - Crew Member or Airline Empl	loyee						1					1		2
Screening - Inconsistency													1	1
Screening - Lengthy Lines						1								1
Screening - Procedures/Process						1	2	1	2	5		3		19
Screening - Retrieving Abandoned/Confis	cated Items												2	2
Screening - Security Breach								1	2	2				5
2017	17	23	3	26	22	15	25	19	25	21	20	21	13	247
Civil Rights					1	1		1	2	2	3		1	11
Civil Rights - Constitutional Rights														
<u> </u>					1									1
Civil Rights - Perceived Religion					1					1				1
Civil Rights - Racial Profiling or Discrimina	ation				1	1			1	1	3		1	7
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening						1		1	1		3			1 7 2
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service	ation 2	8	3	7	8	1	5	1 6			3	7		1 7 2 63
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others	2			2	8 2	1	1	6	1	1		1	5	1 7 2 63 6
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service		8			8	1			1	4		1	5	1 7 2 63 6 57
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	2 2 1			2 5 1	8 2 6	1	1	6 6 1	1 4	4 2	7	1 6 2	5	1 7 2 63 6 57
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	2			2 5	8 2 6		1	6	1 4	4	7	1	5	1 7 2 63 6 57 9
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	2 2 1			2 5 1	8 2 6	1	1	6 6 1	1 4	4 2	7	1 6 2	5	1 7 2 63 6 57
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	2 2 1		3	2 5 1	8 2 6	1	1	6 6 1	1 4	4 2	7	1 6 2	5	1 7 2 63 6 57 9
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	2 2 1 1	8	3	2 5 1 1	8 2 6 1 1	1	1 4	6 1 1	4	4 2	7	1 6 2	5	1 7 2 63 6 57 9 9 2 2 61
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	2 2 1 1	1		2 5 1 1 1 1	8 2 6 1	1 1	1 4	6 1 1	4	4 2 2	7	1 6 2 2	5	1 7 2 63 6 57 9
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	2 2 1 1	1 1 8		2 5 1 1 1 1	8 2 6 1 1	1 1 3	1 4	6 1 1	4	4 2 2	7	1 6 2 2	5	1 7 2 63 6 57 9 9 2 2 61
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 2 1 1 1 6 agged/Missii 2	1 1 8	3	2 5 1 1 1 1 1	8 2 6 1 1	1 1 3	1 4	6 1 1	4	4 2 2	7	1 6 2 2 2	5 5	1 7 2 63 6 57 9 9 2 2 61
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 2 1 1 1 6 naged/Missir 2 3	1 1 8 2	3	2 5 1 1 1 1 1 10	8 2 6 1 1 1 5 3 1	1 1 3 1	1 4 8 4	6 6 1 1 1 4 3	4 3	1 4 4 2 2 5	7 7 4	1 6 2 2 2	5 5	1 7 2 63 6 57 9 2 2 2 61
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 2 1 1 1 6 naged/Missir 2 3	1 1 8 2	3 3 3 2 5 5	2 5 1 1 1 1 1 10	8 2 6 1 1 1 5 3 1	1 1 3 1	1 4 8 4	6 6 1 1 1 4 3	4 3	1 4 4 2 2 5	7 7 4 4	1 6 2 2 2	5 5 3	1 7 2 63 6 57 9 9 2 2 2 61 16 5 5
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 8 2	3 3 3 2 5 5	2 5 1 1 1 1 1 10	8 2 6 1 1 5 3 1	1 1 3 1	8 4	6 1 1 1 4 3 1	4 3	1 4 4 2 2 5	7 7 4 4	1 6 2 2 2 1 1	5 5 3	1 7 2 63 6 57 9 9 2 2 2 61 16 5 5 36
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 8 2	3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 5 3 1	1 1 3 1	8 4	6 1 1 1 4 3 1	4 3	1 4 4 2 2 5	7 7 4 4	1 6 2 2 2 1 1	5 5 3	1 7 2 63 6 57 9 9 2 2 61 16 5 5 36 4
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children	2 2 1 1 1 6 naged/Missin 2 3 1 1 2	1 1 1 8 2 6	3 2 5	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 5 3 1 1	1 1 3 1 1 1 3	8 4 4 6	6 6 1 1 4 3 1	4 3	1 4 4 2 2 5 5	7 7 4 4	1 6 2 2 2 1 1 1 3	5 5 3	1 7 2 63 6 57 9 9 2 2 61 16 5 36 4 26
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer	2 2 1 1 1 6 naged/Missin 2 2 3 1 1 2	1 1 1 8 2 6	3 2 5	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 5 3 1 1	1 1 3 1 1 1 3	8 4 4 6 5	6 6 1 1 4 3 1	4 3	1 4 4 2 2 5 5	7 7 4 4	1 6 2 2 2 1 1 1 3	5 5 3	1 7 2 63 6 57 9 9 2 2 61 16 5 36 4 26 1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer	2 2 1 1 1 6 naged/Missin 2 2 3 1 1 2	1 1 1 8 2 6	3 2 2 2	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 3 1 1 1 3	8 4 4 6 5	6 6 1 1 4 3 1	4 3	1 4 4 2 2 5 5	7 7 4 4	1 6 2 2 2 1 1 3	5 5 3 3	1 7 2 63 6 57 9 9 2 2 61 16 5 36 4 26 1 20
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 1 1 1 8 2 6 2 2	3 2 2 2	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 1 3 1 1 1 3	8 4 4 6 5	6 6 1 1 4 3 1	4 3	1 4 4 2 2 5 5 3	7 7 4 2 2 2	1 6 2 2 2 1 1 3	5 5 3 3	1 7 2 63 6 57 9 9 2 2 61 16 5 36 4 26 1 20 3
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 1 1 1 8 2 6 2 2	3 3 2 2 3 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 1 3 1 1 1 3	8 4 4 6 5	6 6 1 1 4 3 1	1 4 4 3 1	1 4 4 2 2 5 5 3	7 7 4 2 2 2	1 6 2 2 1 1 3 3	5 5 3 3	1 7 2 63 6 57 9 9 2 2 2 61 16 5 36 4 26 1 20 3
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - General	2 2 1 1 1 6 naged/Missin 2 2 2 2 2 1 1 pectrum	8 1 1 1 8 2 6 2 2 1 1	3 3 2 2 3 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 1 3 1 1 1 3	8 4 4 6 5	6 6 1 1 4 3 1	1 4 4 3 1	1 4 4 2 2 5 5 3	7 7 4 4 2 2 2	1 6 2 2 1 1 3 3	5 5 3 3	1 7 2 63 6 57 9 9 2 2 61 16 5 36 4 26 1 20 3 2
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In	2 1 1 6 aged/Missir 2 3 1 2 2 1 pectrum	8 11 18 8 22 6 6 2 11 11	3 3 2 2 3 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 3 1 1 1 3 1 1 1 1 1 2	8 4 4 6 5	6 6 1 1 4 3 1	1 4 4 3 1	1 4 4 2 2 5 5 3	7 7 4 4 2 2 2	1 6 2 2 1 1 3 3	5 5 3 3	1 7 2 63 6 57 9 9 2 2 61 16 5 36 4 26 1 20 3 2
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sy Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal M	2 1 1 6 aged/Missin 2 3 1 2 2 1 pectrum	8 11 18 8 22 6 6 2 11 11	3 3 2 2 3 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 1 1 1 3 1 1 1 1 1 2	8 4 4 6 5	6 6 1 1 4 3 1	1 4 4 3 1	1 4 4 2 2 5 5 3	7 7 4 4 2 2 2	1 6 2 2 1 1 3 3	5 5 3 3	1 7 2 63 6 57 9 9 2 61 16 5 36 4 26 1 20 3 2
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal Mersons w/ Disabilities (PWD) - Internal Mersons w/ Disabilities (PWD) - Metal Imp	2 1 1 1 6 naged/Missin 2 3 1 2 2 1 pectrum mpairment fledical Device plants (joint)	8 11 18 8 22 6 6 2 11 11	3 3 2 2 3 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 3 1 1 1 3 1 1 1 1 1 2	8 4 4 6 5	6 6 1 1 4 3 1	1 4 4 3 1	1 4 4 2 2 5 5 3	7 7 4 4 2 2 2	1 6 2 2 1 1 3 3	5 5 3 3	1 7 2 63 6 57 9 9 2 2 61 16 5 36 4 26 1 20 3 2
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal Mersons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Ostomy/C	2 2 1 1 1 6 aged/Missin 2 3 1 2 2 1 pectrum Inpectrum Indical Device Interview (Joint) 1	8 1 1 1 8 8 2 2 6 6 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 1 1 1 3 1 1 1 1 1 2	8 4 4 6 5	6 6 1 1 4 3 1	1 4 4 3 1	1 4 4 2 2 5 5 3 3	7 7 4 4 2 2 2	1 6 2 2 1 1 3 3	5 5 3 3	1 7 2 63 6 57 9 9 2 2 2 61 16 5 36 4 26 1 20 3 3 2
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi	2 1 1 1 6 aged/Missi 2 3 1 1 2 2 2 1 pectrum mpairment Medical Device olants (joint) 1 1 ss/Amputees a	8 8 1 1 1 1 1 8 2 2 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 1 1 1 3 1 1 1 1 1 2	8 4 4 6 5	6 6 1 1 4 3 1	1 4 4 3 1	1 4 4 2 2 5 5 3	7 7 4 4 2 2 2	1 6 2 2 1 1 3 3	5 5 3 3	1 7 2 63 6 57 9 9 2 2 2 61 16 5 36 4 26 1 20 10 11 3 11 11
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Ghildren Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal I Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi	2 1 1 1 6 aged/Missi 2 3 1 1 2 2 2 1 pectrum mpairment Medical Device olants (joint) 1 1 ss/Amputees a	8 8 1 1 1 1 1 8 2 2 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 3 1 1 1 3 1 1 1 2	8 4 4 6 5	6 6 1 1 4 3 1	1 4 4 3 1	1 4 4 2 2 5 5 3 3	7 7 4 4 2 2 2	1 6 2 2 1 1 3 3	5 5 3 3	1 7 2 63 6 57 9 9 2 2 61 16 5 36 4 26 1 20 3 2 10 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Netal Imp Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi	2 2 1 1 1 6 aged/Missin 2 3 1 2 2 2 1 pectrum mpairment dedical Device olicats (joint) 1 ss/Amputees a	8 8 1 1 1 1 1 8 2 2 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 1 1 1 1 3 1 1 1 1 2	8 4 4 6 5	6 6 1 1 4 3 1	1 4 4 3 1	1 4 4 2 2 5 5 3 3	7 7 4 4 2 2 2	1 6 2 2 1 1 3 3	5 5 3 3	1 7 2 63 6 57 9 9 2 2 61 16 5 36 4 26 1 20 3 3 2 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sy Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items Prohibited & Permitted Items	2 2 1 1 1 6 aged/Missin 2 3 1 2 2 2 1 pectrum mpairment dedical Device olicats (joint) 1 ss/Amputees a	8 8 1 1 1 1 1 8 2 2 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 3 1 1 1 3 1 1 1 2	8 4 4 6 5	6 6 1 1 1 2 2 2	1 4 4 3 1	1 4 4 2 2 5 5 3 3	7 7 4 4 2 2 2 2 2	1 6 2 2 1 1 3 3	5 5 3 3	1 7 2 63 6 57 9 9 2 2 61 16 5 36 4 26 1 20 3 2 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Netal Imp Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Venethesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Wheelcha Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items	2 1 1 1 6 naged/Missin 2 3 1 1 2 2 2 1 1 pectrum mpairment (dedical Device clants (joint) 1 s/Amputees a aair/ Scooter/ Satches	1 1 8 2 2 6 6 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 1 1 1 1 3 1 1 1 1 2	8 4 4 6 5	6 6 1 1 4 3 1	1 4 4 3 1	1 4 4 2 2 5 5 3 3	7 7 4 4 2 2 2 2 2 2 3 3 3 3	1 6 2 2 1 1 3 3	5 5 3 3	1 7 2 63 6 57 9 9 2 2 2 61 16 5 36 4 26 1 20 3 2 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism Sy Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Netal Imp Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Wheelche Prohibited & Permitted Items - Lighters/Mareners - Special Handling Property - Special Handling	2 1 1 1 6 6 agged/Missin 2 3 1 2 2 2 2 1 pectrum mpairment //edical Device olants (joint) 1 is/Amputees a air/ Scooter/ S atches ems - Carry-O	8 11 18 22 66 22 11 11 11 11 11 11 11 12 12 13 14 15 15 16 17 17 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18	3 3 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 1 1 1 1 3 1 1 1 1 2	8 4 4 6 5	6 6 1 1 1 2 2 2	1 4 4 3 1	1 4 4 2 2 5 5 3 3	7 7 4 4 2 2 2 2 2 2 2 2 3 3 1 1	1 6 2 2 1 1 3 3	5 5 3 3	1 7 2 63 6 57 9 9 2 2 2 61 16 55 36 4 26 1 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Venothesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Special Handling Property - Special Handling - Damaged Ite	2 1 1 1 6 6 aged/Missin 2 3 1 1 2 2 2 1 1 pectrum Medical Device Dlants (joint) 1 1 is/Amputees a air/ Scooter/ S atches ems - Carry-Oems - Checker	8 11 18 22 66 22 11 11 11 11 11 11 11 12 12 13 14 15 15 16 17 17 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18	3 3 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 1 1 1 1 3 1 1 1 1 2	8 4 4 6 5	6 6 1 1 1 2 2 2	1 4 4 3 1 1 1 1 1	1 4 4 2 2 5 5 3 3 1	7 7 4 4 2 2 2 2 2 2 3 3 3 3	1 6 2 2 1 1 3 3	5 5 3 3	1 7 2 63 6 57 9 9 9 2 2 61 6 55 36 4 26 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Ghildren Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Netal Imp Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Votomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	2 1 1 1 6 aged/Missin 2 3 1 1 2 2 2 1 1 pectrum mpairment Medical Device Jolants (joint) 1 1 ss/Amputees a air/ Scooter/ S atches ems - Carry-Oems - Checkens - Carry-On	8 11 18 22 66 22 11 11 11 11 11 11 11 12 12 13 14 15 15 16 17 17 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18	3 3 2 2 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 1 1 1 1 3 1 1 1 1 2	8 4 4 6 5	6 6 1 1 1 2 2 2	1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4 4 2 2 5 5 3 3	7 7 7 4 4 2 2 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1	1 6 2 2 1 1 3 3 1	5 5 3 3 1	1 7 2 63 6 6 57 9 9 2 2 61 16 5 36 4 26 1 20 3 3 2 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sy Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Netal Imp Persons w/ Disabilities (PWD) - Ostomy/G Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Special Probibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	2 2 1 1 1 6 aged/Missin 2 3 1 2 2 2 1 pectrum mpairment Medical Device oblants (joint) 1 ss/Amputees a air/ Scooter/ S atches ems - Carry-O ems - Checked ns - Carry-On ns - Checked	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 3 2 2 1 1 1	2 5 1 1 1 1 1 10 2 8 3 1 2	8 2 6 1 1 1 5 3 1 1 1 2	1 1 1 3 1 1 1 3 1 1 1 2	8 4 4 6 5 1	6 6 1 1 1 2 2 2	1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4 4 2 2 5 5 3 3 1	7 7 7 4 4 2 2 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1	1 6 2 2 1 1 3 3 1	5 5 3 3 1 1 2	1 7 2 63 6 6 57 9 9 2 2 61 16 5 36 4 26 1 20 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sy Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Netal Imp Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Datomy/C Persons w/ Disabilities (PWD) - Datomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Datomy/C Persons w/ Disabilities (PWD) - Datomy/C Persons w/ Disabilities (PWD) - Datomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Datomy/C Persons w/ Disabilities (PWD) - Datomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Datomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Datomy/C Persons w/ Disabilities (PWD) - Datomy/C Persons w/ Disabilities (PWD) - Prosthesi	2 1 1 1 1 6 aaged/Missin 2 3 1 1 2 2 1 pectrum mpairment //edical Device olants (joint) 1 s/Amputees a aiir/ Scooter/ S atches ems - Carry-O ems - Checket ns - Carry-On ns - Checked 5	8 1 1 1 8 2 6 6 2 1 1 1 1 1 1 ess	3 1 1 3 2 2 2 1 1 1	2 5 1 1 1 1 1 10 2 8	8 2 6 1 1 1 5 3 1 1 1 2 2 1 1	1 1 1 1 1 1 3 1 1 1 1 2	8 4 4 6 5	6 6 1 1 1 2 2 2	1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4 4 2 2 5 5 3 3 1	7 7 7 4 4 2 2 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1	1 6 2 2 1 1 3 3 1	5 5 3 3 1 1 2	1 7 2 63 6 6 57 9 9 2 2 61 16 5 36 4 26 1 20 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Netal Imp Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Dostomy/C	2 1 1 1 1 6 aaged/Missin 2 3 1 1 2 2 1 pectrum mpairment //edical Device olants (joint) 1 s/Amputees a aiir/ Scooter/ S atches ems - Carry-O ems - Checket ns - Carry-On ns - Checked 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 3 2 2 2 1 1 1	2 5 1 1 1 1 1 10 2 8 3 1 2	8 2 6 1 1 1 2 1 1	1 1 1 1 1 3 1 1 1 1 2	1 4 8 4 4 6 5 1	6 6 1 1 1 2 2 2	1 4 4 3 1 1 1 1 1 1 1 1 2	1 4 4 2 2 5 5 3 3 1	7 7 7 4 4 2 2 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1	1 6 2 2 1 1 3 3 1	5 5 3 3 1 1 2	1 7 2 63 6 57 9 9 2 2 2 61 16 5 36 4 26 1 20 3 3 2 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sy Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Netal Imp Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Desconse Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Desconse Prohibited & Permitted Items - Lighters/Marcial Handling - Damaged Item Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Crew Member or Airline Empl Screening - Inconsistency	2 1 1 1 1 6 aaged/Missin 2 3 1 1 2 2 1 pectrum mpairment //edical Device olants (joint) 1 s/Amputees a aiir/ Scooter/ S atches ems - Carry-O ems - Checket ns - Carry-On ns - Checked 5	8 1 1 1 8 2 6 6 2 1 1 1 1 1 1 ess	3 1 1 3 2 2 2 1 1 1	2 5 1 1 1 1 1 10 2 8 3 1 2	8 2 6 1 1 1 2 1 1	1 1 1 3 1 1 1 3 1 1 1 2	1 4 8 4 4 6 5 1	6611112222	1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4 4 2 2 5 5 3 3 1	7 7 7 4 4 2 2 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1	1 6 2 2 1 1 3 3 1	5 5 3 3 1 1 2 2	1 7 2 63 6 57 9 9 2 2 2 61 16 5 36 4 26 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling (PWD) - Autism St Persons w/ Disabilities (PWD) - Autism St Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	2 1 1 1 6 6 aged/Missin 2 3 1 2 2 2 2 1 1 1 5 2 2 1 3 3 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 8 2 2 6 6 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3	2 5 1 1 1 1 1 10 2 8 3 1 2	8 2 6 6 1 1 1 5 3 3 1 1 1 1 2 1 1 1 1 5 5 5 1 1 1 1 1 1 1 1	1 1 1 1 1 1 3 1 1 1 2	1 4 8 4 4 6 5 1	6611112222	1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4 4 2 2 5 5 3 3 1 1	7 7 7 4 4 2 2 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1	1 6 2 2 1 1 3 3 1	5 5 3 3 1 1 2 2 1	1 7 2 63 6 57 9 9 9 2 2 2 61 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Netal Imp Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Vheelche Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	2 1 1 1 6 6 aged/Missin 2 3 1 1 2 2 2 1 1 pectrum mpairment Medical Device Jolants (joint) 1 1 ss/Amputees a air/ Scooter/ S atches ems - Carry-Oems - Checked 5 loyee 5	8 1 1 1 8 2 6 6 2 1 1 1 1 1 1 ess	3	2 5 1 1 1 1 1 10 2 8 3 1 2	8 2 6 1 1 1 2 1 1	1 1 1 1 1 3 1 1 1 1 2	1 4 8 4 4 6 5 1	6611112222	1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4 4 2 2 5 5 3 3 1 1	7 7 7 4 4 2 2 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1	1 6 2 2 2 1 1 1 3 3 3 1 1 2 4 4 3 3 3	5 5 3 3 1 1 2 2 1	1 7 2 63 6 57 9 9 9 2 2 61 16 5 36 4 26 1 20 3 3 2 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling (PWD) - Autism St Persons w/ Disabilities (PWD) - Autism St Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Hearing In Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	2 1 1 1 6 6 aged/Missin 2 3 1 1 2 2 2 1 1 pectrum mpairment Medical Device Jolants (joint) 1 1 ss/Amputees a air/ Scooter/ S atches ems - Carry-Oems - Checked 5 loyee 5	1 1 1 8 2 2 6 6 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3	2 5 1 1 1 1 1 10 2 8 3 1 2	8 2 6 6 1 1 1 5 3 3 1 1 1 1 2 1 1 1 1 5 5 5 1 1 1 1 1 1 1 1	1 1 1 1 1 1 3 1 1 1 2	1 4 8 4 4 6 5 1	6611112222	1 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 4 4 2 2 5 5 3 3 1 1	7 7 7 4 4 2 2 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1	1 6 2 2 1 1 3 3 1	5 5 3 3 1 1 2 2 1	1 7 2 63 6 57 9 9 9 2 2 2 61 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

	40.0-4) Data Tool			- 14	00 1	07 11	00 4	00.0	T-4-1
tegories 2018			2-Dec 01 17	-Jan 0: 19	2-Feb 03 12	3-Mar 0- 19		5-May 18	06-Jun 23	07-Jul 22	08-Aug	09-Sep 12	Total
	23	17 1	17	19	12	19	17	18		1	18	2	217 13
Civil Rights		ı	ı	1		1		ļ	'	· ·			13
Civil Rights - Age	4			1								4	
Civil Rights - Hair Patdowns	1											1	2
Civil Rights - Perceived Religion							1		-				1
Civil Rights - Racial Profiling or Discrimina		1				1	1		1			1	6
Civil Rights - Sex/Gender/Gender Identity	- Not Transgei I	naer	1										1
Civil Rights - Transgender Screening								1		1			2
Customer Service	3	4	7	6	1	4	2	4	7	8	4	1	51
Customer Service - CSM								1					1
Customer Service - Others			3					1	1				5
Customer Service - TSO	3	4	4	6	1	4	2	2	6	8	4	1	45
Locks	2	1			1	1		2				2	9
Locks - 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
Mishandling of Passenger Property - Dam		1							1		2	1	5
Mishandling of Passenger Property - Dam	1										1		2
Mishandling of Passenger Property - Dam	4	3	1	2	4	2		1	1	4	1	2	25
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	2		1							1	4
Patdown	2	1	1	4	2	4	3	1	3		1	1	23
Patdown - Flyer	2		1	2	2	4	2	1	3		1		18
Patdown - Flyer as Observer							1					1	2
Patdown - Non-Flyer		1		2									3
Persons w/ Disabilities (PWD)	5	1		1		1	2	3	2		1	1	17
Persons w/ Disabilities (PWD) - Breast Ca		•					_		_				1
Persons w/ Disabilities (PWD) - Cognitive		1											1
Persons w/ Disabilities (PWD) - Hearing I		'							1				2
Persons w/ Disabilities (PWD) - Healing in									- 1				
		Mhaolahair -	or Scootari					1				1	
Persons w/ Disabilities (PWD) - Mobility E		vvneelchalf C	n Scooler)					I				1	2
Persons w/ Disabilities (PWD) - Ostomy/C		-104											1
Persons w/ Disabilities (PWD) - Prosthesi									1				1
Persons w/ Disabilities (PWD) - Touch Av		auma)				1							1
Persons w/ Disabilities (PWD) - Visual Im				1							1		3
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S						2	2					4
Property - Special Handling	2	2	1	2	1	2	4	2	3	2	3		24
Property - Special Handling - Damaged Ite									3		2		5
Property - Special Handling - Damaged Ite	ems - Checl	1					1	1		1			4
Property - Special Handling - Missing Item	ns - Carry-On				1	1	1						3
Property - Special Handling - Missing Item	2	1	1	2		1	2	1		1	1		12
Screening	2	3	4	3	2	4	4	4	5	7	5	1	44
Screening - Children													1
						1							
Screening - Inconsistency		2				1				1	1	1	
Screening - Inconsistency Screening - Lengthy Lines		2						1	3	1 2	1 2	1	6
		2	4	3	2		4	1 3	3 2			1	6 8
Screening - Lengthy Lines	cated Items	2	4	3	2	1	4			2	2	1	6 8 24
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis			4	3	2	1	4			2	2	1	6 8 24 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	cated Items		4	3	2	1	4			3	2	1	6 8 24 1 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Shoe Screening	2	1				1 1		3	2	2 3	2 2		6 8 24 1 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Shoe Screening	2 20	1	6	17	6	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8	19		3	2	1 15	6 8 24 1 3 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights	2 20 2	1				1 1		3	2	2 3	2 2		6 8 24 1 3 1 173
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion	2 20 2	1	6	17	6 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		19	2	2 3	2 2 16		6 8 24 1 3 1 173 13
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina	20 20 1	1 17 3	6 2	17	6	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		19	2	2 3	2 2		6 8 24 1 3 1 173 13 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity	2 20 2 1 1 1 - Not Trans(1	6 2	17 2	6 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		19	2	2 3	2 2 16		6 8 24 1 3 1 173 13 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	2 20 2 1 1 1 - Not Trans(1 17 3	6 2	17	6 1	1 1 1 1 15		19	2	2 3	2 2 16		66 88 24 1 3 1 173 13 1 5 5
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening	20 2 1 1 - Not Transq nsgender	1 17 3 3 3	6 2 1 1	17 2 1	6 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8	3 19 1	16	2 3 1 18	2 2 16 1	15	66 88 24 1 3 1 173 13 1 5 5 5
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service	2 20 2 1 1 1 - Not Trans(1 17 3	6 2	17 2	6 1	1 1 1 1 15		3 19 1	2	2 3	2 2 2 16 1	15	66 88 24 1 33 1 173 13 15 5 5 1 1 14 41
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others	20 2 1 1 1 - Not Transquasgender 5	1 17 3 3 3 5	6 2 1 1	17 2 1 1	6 1 1 1	1 1 1 1 1 1 1 1 1 5 1 5 1 1 5 1 1 5 1 1 5 1 1 1 5 1 1 1 5 1 1 1 1 5 1	8	19 1 1	16	2 3 1 18	2 2 2 16 1 1 5 5 1	15 4 1	66 88 24 1 3 1 173 13 1 5 5 5 5 1 1 1 1 1 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	20 2 1 1 - Not Transq nsgender	1 17 3 3 3	6 2 1 1	17 2 1	6 1	1 1 1 1 1 1 1 1 1 5 5 5 5	8	19 1 1 5 1 4	16	2 3 1 18 3 3	2 2 2 16 1	4 1 3	66 88 24 1 3 1 173 13 1 5 5 5 1 1 1 1 1 3 3 1 3 1 3 1 3 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	20 2 1 1 1 - Not Transquasgender 5	1 17 3 3 3 5	6 2 1 1	17 2 1 1	6 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8	19 1 1 5 1 4 2	16	2 3 1 18 3 3	2 2 2 16 1 1 5 5 1	15 4 1 3 1	66 88 24 1 1 33 1 173 133 1 1 5 5 5 1 1 1 1 1 1 3 3 3 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	20 2 1 1 1 - Not Transquasgender 5	1 17 3 3 3 5	6 2 1 1	17 2 1 1	6 1 1 1	1 1 1 1 5 1 5 5 1 1 1 1	8	19 1 1 5 1 4	16	2 3 1 18 3 3	2 2 2 16 1 1 5 5 1	4 1 3	66 88 24 1 3 1 173 13 13 15 5 5 1 1 1 41 41 3 3 8 5 5 5
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	20 2 1 1 1 - Not Transquasgender 5	1 17 3 3 3 5	6 2 1 1	17 2 1 1	6 1 1 1	1 1 1 1 1 5 5 5 1 1 1 1 1 1	8	19 1 1 5 1 4 2	16	2 3 1 18 3 3	2 2 2 16 1 1 5 5 1	15 4 1 3 1	66 88 24 1 13 173 13 15 5 5 11 41 3 38 5 5
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	20 20 2 1 1 - Not Trans(nsgender	1 17 3 3 3 5 5 5	6 2 1 1 1	17 2 1 1 3 3	6 1 1	1 1 1 1 5 1 5 5 1 1 1 1	1 1	19 1 1 5 1 4 2 2	16 3 3	2 3 1 18 3 3	2 2 16 1 1 1	15 4 1 3 1	66 88 244 1 1 33 13 13 15 55 55 11 41 41 33 38 55 55
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	20 20 2 1 1 1- Not Trans; nsgender 5 5	1 17 3 3 3 5	6 2 1 1	17 2 1 1 3 3	6 1 1 1	1 1 1 1 1 5 5 5 1 1 1 1 1 1	1 1 3	3 19 1 1 1 2 2 3	3 3	2 3 1 18 3 3	2 2 2 16 1 1 5 5 1	15 4 1 3 1	66 88 24 1 33 13 13 15 55 5 1 1 41 3 3 8 5 5 5
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	20 2 1 1 1 - Not Transq nsgender 5 5	1 17 3 3 3 5 5 5	6 2 1 1 1	17 2 1 1 3 3	6 1 1 1	1 1 1 1 1 5 5 5 1 1 1 1 1 1	1 1	19 1 1 5 1 4 2 2	16 3 3	2 3 1 18 3 3	2 2 16 1 1 1	4 1 3 1 1	66 88 24 1 3 1 173 13 13 15 5 5 1 1 14 41 3 3 8 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 20 2 1 1 1-Not Transe nsgender 5 5 3 2 aged/Missing	1 17 3 3 3 5 5 5 2 ItemsCarry	6 2 1 1 1	17 2 1 1 3 3 3 2 e	6 1 1	1 1 1 1 1 5 5 5 1 1 1 1 1 1	1 1 1	3 19 1 1 1 5 1 4 2 2 3 1	3 3 4 1	2 3 1 18 3 3	2 2 16 1 1 5 1 4	15 4 1 3 1 1	66 88 24 11 33 13 13 15 55 11 11 41 41 33 38 55 55 11 12 44 77
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2 20 2 1 1 1-Not Transe nsgender 5 5 3 2 aged/Missing	1 17 3 3 3 5 5 5	6 2 1 1 1	17 2 1 1 3 3	6 1 1 1	1 1 1 1 1 5 5 5 1 1 1 1 1 1	1 1 3	3 19 1 1 1 2 2 3	3 3	2 3 1 18 3 3	2 2 16 1 1 1	4 1 3 1 1	66 88 24 1 33 1 173 13 15 5 5 1 1 41 41 3 3 8 5 5 5 5 1 2 4 7 7 7 7 8 7 8 7 8 7 8 7 8 7 8 7 8 7 8
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	20 20 1 1 1-Not Transe nsgender 5 5 3 2 agged/Missing agged/Missin	1 17 3 3 3 5 5 5 2 ItemsCarry	6 2 1 1 1	17 2 1 1 3 3 3 2 e	6 1 1 1	1 1 1 1 1 5 5 5 1 1 1 1 1 1	1 1 3 1 1 1 1 1	3 19 1 1 1 5 1 4 2 2 3 1	3 3 4 1	2 3 1 18 3 3	2 2 16 1 1 5 1 4	15 4 1 3 1 1	66 88 24 1 173 13 13 15 5 5 5 14 141 3 3 8 5 5 5 5 5 5 5 7 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	20 20 1 1 1-Not Transe nsgender 5 5 3 2 agged/Missing agged/Missin	1 17 3 3 3 5 5 5 2 ItemsCarry	6 2 1 1 1	17 2 1 1 3 3 3 2 e	6 1 1 1	1 1 1 1 1 5 5 5 1 1 1 1 1 1	1 1 1 1 1 1 1 1	3 19 1 1 1 5 1 4 2 2 3 1	3 3 4 1	2 3 1 18 3 3	2 2 16 1 1 2 2	15 4 1 3 1 1	66 88 244 1 133 131 155 55 54 141 141 33 388 55 55 14 17 17 24 77 22 23 33
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	20 20 2 1 1 1-Not Transe nsgender 5 5 2 aged/Missing naged/Missi 1	1 17 3 3 5 5 5 5 2 2 ItemsCarry 2	6 2 1 1 1	17 2 1 1 3 3 3 3 2 e 1 1	6 1 1 1	1 1 1 1 15 1 5 5 1 1 1 1	1 1 3 1 1 1 1 1	3 19 1 1 1 5 1 4 2 2 3 1	3 3 3	2 3 1 18 3 3 1	2 2 16 1 1 2 2	15 4 1 3 1 1	66 88 244 1 133 131 155 55 55 14 41 24 7 2 2 2 3 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Patdown	20 20 2 1 1-Not Transe nsgender 5 5 5 3 2 aaged/Missing naged/Missing na	1 17 3 3 3 5 5 5 2 Items—Carry 2 1	6 2 1 1 1	17 2 1 1 3 3 3 3 2 e 1 4	6 1 1 1	1 1 1 1 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 2	3 19 1 1 1 5 1 4 2 2 3 1	3 3 3 3	2 3 1 18 3 3 1	2 2 16 1 1 1 2 2	15 4 1 3 1 1 2 1 1	66 88 244 1 33 13 13 15 55 55 11 41 41 24 7 7 22 23 33
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	2 20 2 1 1 - Not Transe insgender 5 5 5 3 2 agged/Missing inaged/Missin in i	1 17 3 3 3 5 5 5 2 Items—Carry 2 1	6 2 1 1 1	17 2 1 1 3 3 3 3 2 e 1 4	6 1 1 1	1 1 1 1 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 2	3 19 1 1 1 5 1 4 2 2 3 1	3 3 3 3	2 3 1 18 3 3 1	2 2 16 1 1 1 2 2	15 4 1 3 1 1 2 1 1	66 88 24 11 33 13 13 15 55 55 11 14 14 24 77 22 12 24 21 21
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General	20 20 1 1 1-Not Transe nsgender 5 5 3 2 aged/Missing naged/Missin 1 3 2 1 2 1 2	1 17 3 3 3 5 5 5 2 ItemsCarry 2 1 1 1 2	6 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	17 2 1 1 3 3 3 3 2 e 1 4	6 1 1 1 1	1 1 1 1 15 1 5 5 1 1 1 1	1 1 1 1 1 1 1 1 2	3 19 1 1 1 5 1 4 2 2 3 1 2	3 3 3 3 3 3 3	2 3 1 18 3 3 1 1	2 2 16 1 1 1 2 2	15 4 1 3 1 1 2 1 1	66 88 24 1 1 173 13 15 5 5 1 1 14 1 24 7 2 2 12 2 11 14
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Service - Others Customer Service - TSO Locks Lost of Pound - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD)	2 20 2 1 1 1- Not Transe nsgender 5 5 3 2 aaged/Missing naged/Missin 1 3 2 quentral 1 2 general) Not B	1 17 3 3 3 5 5 5 1 1 2 1 1 1 2 2 reast Cancer	6 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	17 2 1 1 3 3 3 3 2 e 1 4	6 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 2	3 19 1 1 1 5 1 4 2 2 3 1 2	3 3 3 3 3 3 3	2 3 1 18 3 3 1 1	2 2 16 1 1 1 2 2	15 4 1 3 1 1 2 1 1	66 88 24 1 173 13 13 15 5 5 14 14 13 38 5 5 5 5 5 1 1 1 1 2 4 1 2 2 4 1 2 2 2 2 2 2 2 2 2
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Cancer (g	2 20 2 1 1 1- Not Transe nsgender 5 5 5 3 2 aged/Missing aged/Missis 1 3 2 general) Not B	1 17 3 3 3 5 5 5 1 1 2 1 1 1 2 2 reast Cancer	6 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	17 2 1 1 3 3 3 3 2 e 1 4	6 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 2	3 19 1 1 1 5 1 4 2 2 2	3 3 3 3 3 3 3	2 3 1 18 3 3 1 1	2 2 16 1 1 1 2 2	15 4 1 3 1 1 2 1 1	66 88 24 1 173 13 13 15 5 5 5 14 14 14 24 7 7 22 21 21 14 14 14 14 15 15 16 16 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	2 20 2 1 1 1-Not Transe nsgender 5 5 3 2 aged/Missing laged/Missi 1 3 2 general) Not B //Developmen 1	1 17 3 3 3 5 5 5 ltemsCarry 2 1 1 2 reast Cancertal /Mental D	6 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	17 2 1 1 3 3 3 3 2 e 1 4	6 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 2	3 19 1 1 1 5 1 4 2 2 2	3 3 3 3 3 3 3	2 3 1 18 3 3 1 1	2 2 16 1 1 1 2 2	15 4 1 3 1 1 2 1 1	66 88 24 1 33 13 13 15 55 55 14 41 41 24 7 7 2 2 2 21 11 14 14 14 15 16 17 18 18 18 18 18 18 18 18 18 18 18 18 18
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passen	20 20 2 1 1 - Not Trans(nsgender 5 5 5 3 2 aaged/Missing aaged/Missin 1 2 general) Not B //Developmen 1 mpairment	1 17 3 3 3 5 5 2 Items—Carry 2 1 1 2 reast Cancer tal /Mental D 1	6 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	17 2 1 1 3 3 3 3 2 e 1 4	6 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 2	3 19 1 1 1 5 1 4 2 2 2	3 3 3 3 1	2 3 1 18 3 3 1 1	2 2 16 1 1 1 2 2	15 4 1 3 1 1 2 1 1	66 88 24 11 33 13 13 15 55 11 41 41 33 388 55 55 52 24 24 77 22 22 21 11 14 14 14 14 14 15 16 16 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Pound Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam M	2 20 2 1 1 1-Not Transe nsgender 5 5 5 3 2 aaged/Missing naged/Missi 1 2 general) Not B 7/Developmen 1 mpairment Devices - Attace	1 17 3 3 3 5 5 2 Items—Carry 2 1 1 2 reast Cancer tal /Mental D 1 thed to th	6 2 1 1 1 1 1 1 -on Luggage 1	17 2 1 1 3 3 3 3 2 e 1 4	6 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 2	3 19 1 1 1 5 1 4 2 2 2	3 3 3 3 1	2 3 1 18 3 3 1 1	2 2 16 1 1 1 2 2	15 4 1 3 1 1 2 1 1	6 8 8 24 1 1 3 3 1 1 1 1 1 1 1 1 2 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Lognitive Persons w/ Disabilities (PWD) - Learing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I	2 20 2 1 1 1- Not Transe insgender 5 5 5 3 2 aged/Missing aged/Missin 1 3 2 general) Not B //Developmen 1 mpairment Devices - Attac Disability (Not	1 17 3 3 3 5 5 5 2 Items-Carry 2 1 1 2 reast Cancer tal /Mental D 1 thed to th	6 2 1 1 1 1 1 1 -on Luggage 1	17 2 1 1 3 3 3 3 2 e 1 4	6 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 2	3 19 1 1 1 5 1 4 2 2 2	3 3 3 3 1	2 3 1 18 3 3 1 1 1	2 2 16 1 1 1 2 2	15 4 1 3 1 1 2 1 1	6 8 8 24 1 1 3 3 1 1 1 5 5 5 1 1 1 1 1 1 1 1 2 2 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Sexenger Property Mishandling of Passenger Property - Dam Mishandling of Passen	20 20 1 1 1- Not Transe insgender 5 5 3 2 agged/Missing agged/Missin 1 3 2 general) Not B // Developmen 1 1 mpairment Devices - Attaco Disability (Not version (pair	1 17 3 3 3 5 5 2 Items—Carry 2 1 1 2 reast Cancer tal /Mental D 1 thed to th	6 2 1 1 1 1 1 1 -on Luggage 1	17 2 1 1 3 3 3 3 2 e 1 4	6 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 2	3 19 1 1 1 5 1 4 2 2 2 1	3 3 3 3 1	2 3 1 18 3 3 1 1	2 2 16 1 1 1 2 2	15 4 1 3 1 1 2 1 1	6 6 8 8 24 1 1 3 3 1 1 1 1 1 1 2 2 3 3 3 3 3 3 3 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Touch Aw	20 20 1 1 1- Not Transe insgender 5 5 5 3 2 aged/Missing	1 17 3 3 3 5 5 5 2 Items-Carry 2 1 1 2 reast Cancer tal /Mental D 1 thed to th Wheelchair c 1	6 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	17 2 1 1 3 3 3 2 9 1 4 4 4	6 1 1 1 1 1	1 1 1 1 1 5 5 1 1 1 1 1 1	3 1 1 1 1 2 2	3 19 1 1 1 2 2 1 1 1	2 16 3 3 3 1 1	2 3 1 18 3 3 1 1 1	2 2 16 1 1 1 2 2	15 4 1 3 1 1 2 1 1 2 2 2	6 6 8 8 24 1 1 3 3 1 1 1 1 1 1 1 1 2 2 3 3 3 3 3 3
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av	20 20 2 1 1 - Not Transe insgender 5 5 5 3 2 aged/Missing aged/Missing 1 2 general) Not B 2 general) Not B 2 generat Devices - Attac Devices - Attac Devices - Attac Devices - Attac Toevices - Attac	1 17 3 3 3 5 5 5 2 Items-Carry 2 1 1 2 reast Cancer tal /Mental D 1 wheel to the Wheelchair of 1 1	6 2 1 1 1 1 1 1 -on Luggage 1	17 2 1 1 3 3 3 3 2 e 1 4	6 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 2	3 19 1 1 1 5 1 4 2 2 2 1	2 16 3 3 3 1 1 1	2 3 1 18 3 3 1 1 1	2 2 16 1 1 1 2 2	15 4 1 3 1 1 2 1 1	66 88 24 11 33 13 13 15 55 55 14 41 24 77 22 21 11 14 14 15 15 24 25 21 11 11 11 11 11 11 11 11 11 11 11 11
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property -	20 20 2 1 1 - Not Transe insgender 5 5 5 3 2 aged/Missing aged/Missing 1 2 general) Not B //Developmen 1 mpairment Devices - Attac Disability (Not recrision (pair 1 1 ems - Carry-O	1 17 3 3 3 5 5 5 2 Items-Carry 2 1 1 2 reast Cancer tal /Mental D 1 wheel to the Wheelchair of 1 1	6 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	17 2 1 1 3 3 3 2 9 1 4 4 4	6 1 1 1 1 1	1 1 1 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 1 2 2	3 19 1 1 1 2 2 1 1 1	2 16 3 3 3 1 1 1 3 1	2 3 1 18 3 3 1 1 1	2 2 16 1 1 1 2 2 1 1 1 3 3 3	15 4 1 3 1 1 2 2 2	6 8 8 24 1 1 3 3 1 1 5 5 5 5 5 5 5 5 5 5 5 5 5 5
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Pound Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Oam Mishandling of Passenger Property - Mishandling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	20 20 1 1 1-Not Trans(nsgender 5 5 5 3 2 naged/Missing naged/Missin 1 2 peneral) Not B 2 peneral) Not B 7 pevices - Attac Disability (Not version (pair 1 1 ems - Carry-O	1 17 3 3 3 5 5 5 2 Items-Carry 2 1 1 2 reast Cancer tal /Mental D 1 wheel to the Wheelchair of 1 1	6 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	17 2 1 1 3 3 3 2 9 1 4 4 4	6 1 1 1 1 1	1 1 1 1 1 5 5 1 1 1 1 1 1	3 1 1 1 2 2	3 19 1 1 1 5 1 4 2 2 3 1 2 1 1 2	2 16 3 3 3 1 1 1	2 3 1 18 3 3 1 1 1	2 2 16 1 1 1 2 2	15 4 1 3 1 1 2 2 2 4 4	66 88 244 11 33 11 173 13 11 15 55 55 11 14 11 24 77 22 21 21 21 21 21 21 21 21 21 21 21 21
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	20 20 1 1 1-Not Transe nsgender 5 5 3 2 aged/Missing naged/Missing aged/Missing aged/Missing aged/Missing aged/Missing aged/Missing 1 2 general) Not B //Developmen 1 mpairment Devices - Attac Disability (Not rersion (pair 1 1 ems - Carry-O 1 ns - Carry-O	1 17 3 3 3 5 5 2 Items—Carry 2 1 1 2 reast Cancer tal /Mental D 1 thed to th Wheelchair of 1 1 1	ference of the second of the s	17 2 1 1 3 3 3 2 2 e 1 4 4 4	6 1 1 1 1 1	1 1 1 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 2 2	3 19 1 1 1 2 2 1 1 1	16 3 3 3 1 1 1 1	2 3 1 18 3 3 1 1 1	2 2 16 1 1 1 2 2 1 1 3 3	15 4 1 3 1 1 2 2 2	6 8 8 24 1 1 3 3 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (Q Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Nedical D Persons w/ Disabilities (PWD) - Nedical D Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	20 20 1 1 1-Not Transe insgender 5 5 3 2 aaged/Missing aaged/Missin 1 3 2 ageneral) Not B // Developmen 1 1 mpairment Devices - Attac Disability (Not version (pair 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 17 3 3 3 5 5 5 2 ItemsCarry 2 1 1 2 reast Cancer tal /Mental D 1 thed to th Wheelchair of 1 1 n	6 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	17 2 1 1 3 3 3 2 2 9 1 4 4 4 1 1 1	6 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 2 2	3 19 1 1 1 5 1 4 2 2 3 1 1 2 1 2 2	2 16 3 3 3 1 1 1 1 1	2 3 1 18 3 3 1 1 1	2 2 16 1 1 1 2 2 2 2 1 1 1	15 4 1 3 1 1 1 2 1 1 4 4 2 2 2	6 8 8 24 1 1 3 3 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Shoe Screening 2019 Civil Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	20 20 1 1 1-Not Transe nsgender 5 5 3 2 aged/Missing naged/Missing aged/Missing aged/Missing aged/Missing aged/Missing aged/Missing 1 2 general) Not B //Developmen 1 mpairment Devices - Attac Disability (Not rersion (pair 1 1 ems - Carry-O 1 ns - Carry-O	1 17 3 3 3 5 5 2 Items—Carry 2 1 1 2 reast Cancer tal /Mental D 1 thed to th Wheelchair of 1 1 1	ference of the second of the s	17 2 1 1 3 3 3 2 2 e 1 4 4 4	6 1 1 1 1 1	1 1 1 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1 1 2 2	3 19 1 1 1 5 1 4 2 2 3 1 2 1 1 2	16 3 3 3 1 1 1 1	2 3 1 18 3 3 1 1 1	2 2 16 1 1 1 2 2 1 1 3 3	15 4 1 3 1 1 2 2 2 4 4	66 88 244 11 33 13 13 13 14 14 13 38 85 55 55 11 11 24 24 22 21 11 11 12 22 21 11 11 12 22 21 11 1

													-
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines	1							1					2
Screening - Procedures/Process	3	2		4	1	2		3	2	1	2	2	22
Screening - Security Breach										1	1		2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCK			2	1						1	1		5
2017			1	1						1	1		4
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Baç	1									1
Patdown			1										1
Patdown - Flyer			1										1
Screening											1		1
Screening - Procedures/Process											1		1
2018			1										1
Customer Service			1										1
Customer Service - TSO			1										1

			15A Contac	ct Center (i CC) Data	1001 - FUIA	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCN	1	1	1	1			3	4		2	3	2	18
2017											1	1	2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checked	d							1		1
Property - Special Handling												1	1
Property - Special Handling - Damaged It	tems - Checl	ked										1	1
2018			1	1			2	2		2	1	1	10
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property			1	1			1	1		1		1	6
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	1				1		1		1	4
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	1				1						2
Screening							1			1	1		3
Screening - Procedures/Process							1			1			2
Screening - Shoe Screening											1		1
2019	1	1					1	2			1		6
Mishandling of Passenger Property	1	1						1			1		4
Mishandling of Passenger Property - Dan	1	1						1					3
Mishandling of Passenger Property - Disa	irrayed Item	sCarry-or	or Checked	d							1		1
Property - Special Handling								1					1
Property - Special Handling - Missing Iter	ns - Checke	d						1					1
Screening							1						1
Screening - Procedures/Process							1						1

Outropoles			TSA Contac		•								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MCO	601	602	626	806	777	872	829	789	665	709	775	591	8,642
2016				200	197	268	235	232	156	173	221	198	1,880
Advanced Imaging Technology (AIT)									1	1	1		3
Advanced Imaging Technology (AIT) - Fly	er								1	1	1		3
Civil Rights				1	3	4	5	4	3	1	4	3	28
Civil Rights - Constitutional Rights							1						1
Civil Rights - General Complaint and Disc	rimination				2								2
Civil Rights - National Origin									1		1	1	3
Civil Rights - Racial Profiling or Discrimina	ation				1	2	2	3	2	1	3	2	16
Civil Rights - Transgender Screening				1		2	2	1					6
Customer Service				27	26	44	44	46	21	24	21	25	278
Customer Service - CSM				2,	20			-10		2-1	2		2
Customer Service - Others				1		4	2	3	2		1		13
Customer Service - TSO				26	26	40	42	43	19	24	18	25	263
				20	20		42	43	19	1	10		
Identification (ID) Requirements	_					2						2	5
Identification (ID) Requirements - Domest	IC			10	40	2	40		40	1		2	5
Locks				18	13	20	12	17	13	18	22		158
Locks - General					2	2		1	1	2	1	2	11
Locks - 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
Lost and Found - 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
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	Carry-on Lug	10	17	15	20	17	10	12	18	16	135
Mishandling of Passenger Property - Dam				94	91	114	96	86	83	87	119	100	870
Mishandling of Passenger Property - Dam	-			uagage		2	1			2			5
Mishandling of Passenger Property - Disa				8	12	10	9	6	2	5	4	6	62
Patdown		oung on			2	2	3	6	4	6	7	2	32
Patdown - Children								1		1	· ·		2
Patdown - Flyer					2	2	2	5	4	4	5	2	26
- · · · · · · · · · · · · · · · · · · ·								5	4				
Patdown - Flyer as Observer										1	1		2
Patdown - Non-Flyer							1				1		2
Persons w/ Disabilities (PWD)				3	7	9	5	7	2	3	2	4	42
Persons w/ Disabilities (PWD) - Autism S					1				1				2
Persons w/ Disabilities (PWD) - Breast Ca							2						2
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Ca	ncer				1						1
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	tal Disability	2		1							3
Persons w/ Disabilities (PWD) - Diabetes					2				1	2			5
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dre	essings/Ma	asks									1	1
Persons w/ Disabilities (PWD) - General										1			1
Persons w/ Disabilities (PWD) - Internal M	ı ledical Devid	es						1					1
Persons w/ Disabilities (PWD) - Medical D			ne Body				1						1
Persons w/ Disabilities (PWD) - Medically				al Supplies	1	1	1	1			1	1	6
Persons w/ Disabilities (PWD) - Mobility [1	1	4		2			1	1	10
Persons w/ Disabilities (PWD) - Respirato								1					1
Persons w/ Disabilities (PWD) - Touch Av			CITE			1							1
Persons w/ Disabilities (PWD) - Visual Im		tradina)			1	- '							1
		Common			1	2		2				1	
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway			1	2		2				1	6
Request for Assistance										1	1	1	3
Request for Assistance - Other										1	1	1	3
Screening				36	20	34	28	35	15	5	16	9	198
Screening - Children					1								1
Screening - Crew Member or Airline Empl	oyee					2							2
Screening - Inconsistency					2	2	1	3	2	2	3	1	16
Screening - Lengthy Lines				24	4	15	15	19	1				78
Screening - Procedures/Process				9	12	15	11	12	12	2	10	6	89
Screening - Retrieving Abandoned/Confis	cated Items				1		1			1			3
Screening - Security Breach				3				1			3	2	9
TSA Contact Information								1					1
TSA Contact Information - General								1					1
2017	160	200	220	235	215	218	186	213	165	193	203	138	2,346
Civil Rights		7		7	3	4	5	5	2	3	2		44
Civil Rights - Hair Patdowns		,		,		-	1						1
Civil Rights - Headwear									1				1
Civil Rights - National Origin							2						2
		4	4										
Civil Rights - Perceived Religion		1											2
Civil Rights - Racial Profiling or Discrimina		5	3	4	3	2	2	5		3	1	2	30
Civil Rights - Screening of Religious or Cu				1							1		2
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1		2		1			1				5
Civil Rights - Transgender Screening						1							1
Customer Service	20	32	35	38	38	35	28	43	23	36	25	27	380
Customer Service - CSM			1	1	1					1			4
Customer Service - Others	1	1	2			1	3	1	2		1		12
Customer Service - TSO	19	31		37	37	34	25	42	21	35	24	27	364
Locks	14	17		15	15	20	18	17	18	14	17		190
Locks - General	1	.,,	2	1	13	2	1		2	1		1	12
Locks - Missing or Damaged Lock	13	17		14	14	18	17	17	16	13	17	8	178
Lost and Found	5	4		7	7	10	8	6	7	6	5		75
Lost and Found - Airport/TSA	5	4		7	7	10	8	6	7	6	5		75
· · · · · · · · · · · · · · · · · · ·													
Mishandling of Passenger Property	97	108		142	115	115	62	59	63	68	70		1,067
Mishandling of Passenger Property - Dam	16	18		18	18	22	2	3	3	11	6		139
Mishandling of Passenger Property - Dam	73	78		109	91	89	52	43	55	54	54		824
Mishandling of Passenger Property - Dam	1		2		2			2		1		1	9
Mishandling of Passenger Property - Disa		12		15	4	4	8	11	5	2	10		95
Patdown	7	5		2	6	12	2	7	5	5	6		66
Patdown - Flyer	6	4	3	2	6	9	2	6	4	5	5	1	53

				enter (TCC	•								
gories	10-Oct 1			1-Jan 0	2-Feb 0		04-Apr 0		06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer	1	1	2			1		1	4		1	0	6
Patdown - Non-Flyer	8	11	<u>1</u> 4		12	2	0	11	7	0	11	7	7
Persons w/ Disabilities (PWD)		11	4	5 1	13	4	9	11	1	8	11	1	98
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (g		1		1				ı	ı		ı	1	
Persons w/ Disabilities (PWD) - Cantel (g		'			3		1	1		2			8
Persons w/ Disabilities (PWD) - Diabetes				1	1		1		1	2	2	1	9
Persons w/ Disabilities (PWD) - Diapers/0		sings/Masks		- '	'		'	1	'				1
Persons w/ Disabilities (PWD) - General	1	1	1		1		1	'		1	2		8
Persons w/ Disabilities (PWD) - Hearing I		1			1		'		1		1		5
Persons w/ Disabilities (PWD) - Internal M		1	2					1					4
Persons w/ Disabilities (PWD) - Medical D									1				1
Persons w/ Disabilities (PWD) - Medically			1	1				1	1	1		2	10
Persons w/ Disabilities (PWD) - Metal Imp		1					1	1		1	1		5
Persons w/ Disabilities (PWD) - Mobility D	. ,	1		1	2	1		3		1	3		12
Persons w/ Disabilities (PWD) - Ostomy/0	1												1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees an	d Casts			2			1			1	1	5
Persons w/ Disabilities (PWD) - Respirato	ory and Inhaler	Equipment		1	1								2
Persons w/ Disabilities (PWD) - Service A	nimals						2		1				3
Persons w/ Disabilities (PWD) - Visual Im	pairment						1						1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	4			2	3	1	1	1			2	14
Persons w/ Disabilities (PWD) - Wounded	Warrior						1						1
Prohibited & Permitted Items										2			2
Prohibited & Permitted Items - Alcohol and	d Tobacco									1			1
Prohibited & Permitted Items - Firearm/An	nmunition									1			1
Property - Special Handling							41	50	29	33	46	21	220
Property - Special Handling - Damaged Ite	ems - Carry-On	1					3	7	1	2	3		16
Property - Special Handling - Damaged Ite							5	9	10	11	15	5	55
Property - Special Handling - Missing Item	ns - Carry-On						7	11	2	4	6	7	37
Property - Special Handling - Missing Item	ns - Checked						26	23	16	16	22	9	112
Request for Assistance							1				3	1	5
Request for Assistance - Other							1				1	1	3
Request for Assistance - Wounded Warrio	or (MSIJSOC)										2		2
Screening	8	16	25	19	18	18	12	15	11	18	18	20	198
Screening - Children							1						1
Screening - Inconsistency		2	4	1	1		2	4		3		2	19
Screening - International Screening								1					1
Screening - Lengthy Lines	2	2	1	2	3	2	1	2	3	4	3	2	27
Screening - Procedures/Process	6	11	18	14	13	16	6	6	8	9	15	15	137
Screening - Retrieving Abandoned/Confis	cated Items		2	1	1		1	1		1			7
Screening - Security Breach		1		1			1			1		1	5
Screening - Traveling with Cash								1					1
TSA Contact Information	1												1
TSA Contact Information - General	1												1
2018	1 263	224	219	224	197	206	200	181	182	182	172	123	2,373
2018 Advanced Imaging Technology (AIT)	263	224	219	224	197	206	200	2	182	182	2	1	2,373 5
2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	263							2			2	1 1	1 2,373 5 5
2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights	263	224	4	224	197	206	6	2	182	182	2	1	2,373 5 5
2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age	263							2	10	7	2 2 6	1 1 6	1 2,373 5 5 5 58 2
2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights	263	4	4				6	2 2 5	10		2 2 6	1 1 6	2,373 5 5 5 58 2 5
2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns	263		4				6	2	10	7	2 2 6	1 1 6	1 2,373 5 5 5 58 2
2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear	263	4	4	3		3	6	2 2 5	10 2 2 1	7	2 2 6	1 1 6	2,373 5 5 58 2 5 7
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin	263	4	4	3			6	2 2 5	10	7 1	2 2 6	1 1 6	5 5 58 2 5 7 1 5
2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion	263 er 3	1	4	1 1	1	3	6 1	2 2 5 1	10 2 2 1 1	7 1 1 1 1	2 2 6 1 1	1 1 1 1	1 2,373 5 5 58 2 5 7 1 1 5
2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina	263 er 3	1 3	4	3		3	6	2 2 5	10 2 2 1	7 1 1 1 1 3	2 2 6	1 1 6	1 2,373 5 5 58 2 5 7 1 1 5 2 2
2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultured	er 3	1 3	4	1 1	1	1	6 1 1 1	2 2 5 1 1 2	10 2 2 1 1	7 1 1 1 1	2 2 6 1 1 1	1 1 6	2,373 5 5 58 2 5 7 1 5 2 2 24
2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity	er 3	1 3	4	1 1	1	3	6 1 1 1 1	2 2 5 1	10 2 2 1 1	7 1 1 1 1 3	2 2 6 1 1	1 1 1 1	2,373 5 5 5 5 2 5 7 1 5 2 2 24 1
2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sexuel Profiling or Discriming Civil Rights - Sexuel Orientation - Not Tra	er 3 er 2 gral and Ceremon 1 nsgender	4 1 3 onial Items	3	1 1 1	1	1 1 1	6 1 1 1 1 1 2	2 2 5 1 1 2	10 2 2 1 1 2	7 1 1 1 3 1	2 2 6 1 1 1 3 3	1 1 6 1 1 1 2 2 2	2,373 5 5 58 2 5 7 1 5 2 2 4 1 9
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Sereening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	er 3	1 3	4	1 1	1	1	6 1 1 1 1	2 2 5 1 1 2	10 2 2 1 1	7 1 1 1 1 3	2 2 6 1 1 3 3	1 1 6 1 1 1 2 2 2 1 1 4	2,373 5 5 58 2 5 7 1 5 2 24 1 9 2 373
2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - CSM	er 3 2 aral and Ceremon 1 nsgender 60	4 1 3 onial Items	3	1 1 1	1	1 1 1 27	6 1 1 1 1 2 27	2 2 5 1 1 2 1 21	10 2 2 2 1 1 1 2 2 2	7 1 1 1 3 1	2 2 6 1 1 1 3 3	1 1 6 1 1 1 2 2 2	2,373 5 5 5 58 2 5 7 1 5 2 24 1 9 2 373
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Culture Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trace Customer Service Customer Service - CSM Customer Service - Others	er 3 2 Iral and Ceremon 1 nsgender 60 2	4 1 3 onial Items 39 3	3 39	1 1 1 36	1 1 27	1 1 1 27	6 1 1 1 1 1 2 27 27	2 2 5 5 1 1 2 1 21	10 2 2 2 1 1 1 2 2 2 2 4	7 1 1 1 1 3 1	2 2 6 1 1 3 1	1 1 6 1 1 1 2 2 2 1 1 4 1	2,373 5 5 58 2 5 7 1 5 2 24 1 9 2 373 2
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO	er 3 2 aral and Ceremon 1 nsgender 60	4 1 3 onial Items	3	1 1 1	1	3 1 1 1 27 3 24	6 1 1 1 1 2 27	2 2 5 1 1 2 1 21	10 2 2 2 1 1 1 2 2 2	7 1 1 1 3 1	2 2 6 1 1 3 3	1 1 6 1 1 1 2 2 2 1 1 4	2,373 5 5 58 2 5 7 1 5 2 24 1 9 2 373 2 4 1 9 2 4 1 9 2 4 1 4 4 5 6 7 7 8 8 8 8 8 8 8 8 8 8 8 8 8
2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trac Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements	2 2 ral and Ceremo 1 nsgender 60 2 58	4 1 3 onial Items 39 3	3 39	1 1 1 36	1 1 27	3 1 1 1 27 3 24 1	6 1 1 1 1 1 2 27 27	2 2 5 5 1 1 2 1 21	10 2 2 2 1 1 1 2 2 2 2 4	7 1 1 1 1 3 1	2 2 6 1 1 3 1	1 1 6 1 1 1 2 2 2 1 1 4 1	2,373 5 5 5 5 7 1 5 2 24 1 9 2 373 2 14 357
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Secreening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trac Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements	2 gral and Ceremo 1 nsgender 60 2 58	4 1 3 onial Items 39 3 36	3 39 1 38	3 1 1 1 1 36	1 27 27	3 1 1 1 27 3 24 1 1	6 1 1 1 1 2 27 25	2 2 5 1 1 2 1 21 21	10 2 2 1 1 1 2 2 2 24 24 2 22	7 1 1 1 1 3 1 3 3 5	2 2 6 1 1 3 3 1 24 1	1 1 6 1 1 1 2 2 2 14 1	2,373 5 5 5 5 7 1 5 2 24 1 9 2 373 2 14 357 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sexu/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trat Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	2 2 ral and Ceremo 1 nsgender 60 2 58	4 1 3 onial Items 39 3	3 3 39 1 38	1 1 1 36	1 1 27 27	3 1 1 1 27 3 24 1 1 17	6 1 1 1 1 1 2 27 27	2 2 5 5 1 1 2 1 21	10 2 2 2 1 1 1 2 2 2 2 4	7 1 1 1 1 3 1 35 35	2 2 6 1 1 1 3 3 1 24 1 23	1 1 6 1 1 1 2 2 2 2 14 1 1 3	2,373 5 5 5 5 7 1 5 2 24 1 9 2 373 2 14 357 1 1 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General	2 2 1 2 2 1 2 1 2 2 1 2 2 2 2 2 2 2 2 2	3 onial Items 39 3 36	3 3 39 1 38	3 1 1 1 1 36 36	1 1 27 27 4 1	3 1 1 1 27 3 24 1 1 17 1	6 1 1 1 1 2 27 27 2 25	2 2 5 1 1 2 1 21 21 17	10 2 2 1 1 1 2 2 24 22 21	7 1 1 1 1 3 1 35 35	2 2 6 1 1 1 1 3 3 1 24 1 23 7 1	1 1 6 1 1 1 2 2 2 14 1 13	2,373 5 5 5 5 7 1 5 2 24 1 9 2 373 2 14 357 1 1 142
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks Locks - General Locks - Missing or Damaged Lock	2 2 2 3 4 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4	3 onial Items 39 3 36	3 3 39 1 38 13 2 11	3 1 1 1 1 36 36 11	1 27 27 4 1 3	3 1 1 1 27 3 24 1 17 17 16	6 1 1 1 1 2 27 27 2 25	2 2 5 1 1 2 1 21 21 20	10 2 2 1 1 1 2 2 24 2 22 17	7 1 1 1 1 3 1 35 35	2 2 6 1 1 1 3 3 1 24 1 23 7 1 6	1 1 6 1 1 1 2 2 2 2 14 1 1 3	2,373 5 5 5 5 8 2 5 7 1 5 2 24 1 9 2 373 2 14 357 1 142 7 135
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	2 2 3 3 3 3 4 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	3 onial Items 39 3 36 11 11 11 10	3 3 39 1 38 13 2 11 3	3 1 1 1 1 36 36 36 11 11 6	1 27 27 4 1 3 6	3 1 1 1 27 3 24 1 17 1 16 3	6 1 1 1 1 2 27 2 25	2 2 5 1 1 2 1 21 21 21 17 17 3	10 2 2 1 1 1 2 2 24 2 2 22 17 17	7 1 1 1 1 3 1 35 35	2 2 6 1 1 1 3 3 1 24 1 1 23 7 1 6 2 2	1 1 6 1 1 1 2 2 2 14 1 13	2,373 5 5 58 2 5 7 1 5 2 24 1 9 2 373 2 14 357 1 1 142 7 135 49
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Sereening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trac Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA	2 2 ral and Ceremo 1 nsgender 60 2 58 ic 12 4 4 4	3 3 3 3 3 6 11 1 1 1 1 1 0 1 0 1 0	3 3 39 1 38 13 2 11 3 3	36 36 36 11 11 6 6	1 27 27 4 1 3 6 6	3 1 1 1 27 3 24 1 1 7 1 16 3 3 3	6 1 1 1 1 2 27 25 14 14 8 8	2 2 5 1 1 2 1 21 1,20	10 2 2 1 1 1 2 2 24 24 22 27 17 17 4 4	7 1 1 1 1 3 1 35 35 12 1 11	2 2 6 6 1 1 1 1 2 3 2 3 7 1 6 2 2 2	1 1 6 1 1 1 2 2 2 14 1 13	2,373 5 5 5 5 5 7 1 5 2 24 1 9 2 373 2 14 357 1 1 142 7 135 49
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trac Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	2 2 3 4 4 57	3 3 3 3 3 6 11 1 10 10 64	3 3 39 1 38 13 2 11 3 3 64	3 1 1 1 1 36 36 36 11 11 6	1 27 27 4 1 3 6 6 6 59	3 1 1 1 27 3 24 1 1 17 16 3 3 53	6 1 1 1 1 2 27 25 14 14 8 8 8 63	2 2 5 1 1 2 21 1 20 17 17 3 3 45	10 2 2 1 1 1 2 2 24 22 27 17 17 4 4 47	7 1 1 1 1 3 1 35 35	2 2 6 1 1 1 3 3 1 24 1 1 23 7 1 6 2 2	1 1 6 1 1 1 2 2 2 14 1 13	2,373 5 5 5 5 5 8 2 5 7 1 5 2 24 1 9 2 373 2 14 357 1 142 7 135 49 49 49 656
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trace Customer Service Customer Service - CSM Customer Service - CSM Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property	2 2 2 3 4 4 4 57 6 6	39 3 36 11 11 11 10 10 64 5	3 3 39 1 38 13 2 11 3 3 64 7	36 36 36 11 11 6 6 6 74 4	1 27 27 4 1 3 6 6 6 59 2	3 1 1 1 27 3 24 1 1 17 1 16 3 3 53 55	6 1 1 1 1 2 27 25 14 14 8 8 63 6	2 2 5 1 1 2 1 21 1 20 17 17 17 3 3 45 2	10 2 2 1 1 1 2 2 24 2 22 17 17 4 4 47 2	7 1 1 1 1 3 1 35 35 12 1 11 41 41	2 2 6 6 1 1 1 1 2 3 2 3 7 1 6 6 2 2 5 3 6 6	1 1 6 1 1 1 2 2 2 14 1 1 3 7 1 6	2,373 5 5 5 5 5 7 1 5 2 24 1 9 2 373 2 14 357 1 1 142 7 135 49 49 656 50
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Sercening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trace Customer Service Customer Service - CSM Customer Service - CSM Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2 2 2 3 3 3 4 4 4 5 7 6 6 4 4 6 4 5 3 4 5 5 6 5 6 6 4 6 5 6 5 6 6 6 6 6 6 6 6	3 onial Items 39 3 36 11 11 10 10 64 5 52	3 3 39 1 38 13 2 11 3 3 64	3 1 1 1 1 36 36 11 11 6 6 74	1 27 27 4 1 3 6 6 6 59	3 1 1 1 27 3 24 1 1 17 16 3 3 53	6 1 1 1 1 2 27 25 14 14 8 8 8 63	2 2 5 1 1 2 21 1 20 17 17 3 3 45	10 2 2 1 1 1 2 2 24 22 27 17 17 4 4 47	7 1 1 1 1 3 1 35 35 35 12 1 11 41	2 2 6 6 1 1 1 1 2 3 2 3 7 1 6 2 2 5 3 5 3	1 1 6 1 1 1 2 2 2 14 1 1 3	2,373 5 5 5 5 5 5 7 1 1 5 2 24 1 9 2 373 2 14 357 1 1 142 7 135 49 656 50 513
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexice - CSM Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	2 2 2 3 4 4 4 57 6 6 46 agged/Missin	3 onial Items 39 3 36 11 11 10 10 64 5 52 2	3 39 1 38 13 2 11 3 3 64 7	3 1 1 1 1 1 36 36 11 11 6 6 74 4 65	1 27 27 4 1 3 6 6 5 9 2 45	3 1 1 1 27 3 24 1 1 17 1 16 3 3 53 5 35	6 1 1 1 1 2 27 25 14 14 8 8 63 6 48 1	2 2 5 1 1 2 1 21 21 17 3 3 45 2 29	10 2 2 1 1 2 24 2 22 17 17 4 4 47 2 39	7 1 1 1 3 3 1 35 35 12 1 11 11	2 2 6 6 1 1 1 1 23 2 3 5 3 6 4 1 1 1	1 1 6 1 1 1 2 2 2 14 1 1 3 7 1 6	2,373 5 5 5 5 5 7 1 5 2 24 1 9 2 373 2 14 357 1 142 7 135 49 49 656 50 513
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam	2 2 ral and Ceremo 1 nsgender 60 2 58 ic 12 4 4 57 6 46 agged/Missin 5	3 onial Items 39 3 36 11 11 10 10 64 5 52	3 3 39 1 38 13 2 11 3 3 64 7 50	36 36 36 11 11 6 6 6 74 4 65	1 27 27 4 1 3 6 6 6 59 2	3 1 1 1 27 3 24 1 17 16 3 3 53 5 35	6 1 1 1 1 2 27 25 14 14 8 8 63 6 48	2 2 5 1 1 2 1 21 1 20 17 17 17 3 3 45 2	10 2 2 1 1 1 2 2 24 2 22 17 17 4 4 47 2	7 1 1 1 1 3 1 35 35 35 12 1 11 11 41 41 43 33	2 2 6 6 1 1 1 2 3 3 1 2 4 1 1 6 6 2 2 2 5 3 6 6 4 1 1 5 5	1 1 6 1 1 1 2 2 2 14 1 1 3 7 1 6 3 6 1 3 0 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	2,373 5 5 58 2 5 7 1 5 2 24 1 9 2 373 2 14 357 1 142 7 135 49 656 50 513 4 89
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trace Customer Service Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Pound Lost and Found Possenger Property - Dam Mishandling of Passenger Property - Disa	2 2 2 3 4 4 4 57 6 6 46 agged/Missin	3 3 3 3 3 6 11 11 10 10 64 5 52 2 5 5	3 39 1 38 13 2 11 3 3 64 7	3 1 1 1 1 1 36 36 11 11 6 6 74 4 65	1 27 27 4 1 3 6 6 5 9 2 45	3 1 1 1 27 3 24 1 1 17 1 16 3 3 53 5 35	6 1 1 1 1 2 27 25 14 14 8 8 63 6 48 1 8	2 2 5 1 1 2 1 21 21 21 17 3 3 45 2 29	10 2 2 1 1 1 2 2 24 2 2 2 2 17 17 4 4 4 4 7 2 39	7 1 1 1 3 3 1 35 35 12 1 11 11	2 2 6 6 1 1 1 1 23 2 3 5 3 6 4 1 1 1	1 1 6 1 1 1 2 2 2 14 1 1 3 7 1 6	2,373 5 5 5 5 5 7 1 5 2 24 1 9 2 373 2 14 357 1 142 7 135 49 49 656 50 513
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trace Customer Service Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children	2 2 3 4 4 4 57 6 46 46 aged/Missii 5 5	39 3 36 11 11 10 10 64 5 52 2 5 4	3 39 1 38 13 2 11 3 3 64 7 50	36 36 36 11 11 6 6 6 74 4 65 5	1 27 27 4 1 3 6 6 5 9 2 45	3 1 1 1 27 3 24 1 1 17 1 6 3 3 5 5 35 13 5	6 1 1 1 1 2 27 25 25 14 14 8 8 63 6 48 1 8 7	2 2 5 1 1 2 1 21 21 21 17 3 3 45 2 29	10 2 2 1 1 1 2 2 24 2 22 17 17 4 4 47 2 39 6 3	7 1 1 1 1 3 1 35 35 35 12 1 11 41 43 33 4 6	2 2 6 1 1 1 3 3 1 24 1 23 7 1 6 2 2 2 5 3 6 4 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 6 1 1 1 1 2 2 2 2 14 1 1 3 7 1 6 3 6 1 3 6 1 3 3 3 3 3 3 3 3 3 3 3 3	2,373 5 5 5 5 5 5 7 1 1 5 2 24 1 9 2 373 2 14 357 1 142 7 135 49 49 656 50 513 4 89 61 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trace Customer Service Customer Service - CSM Customer Service - CSM Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer	2 2 ral and Ceremo 1 nsgender 60 2 58 ic 12 4 4 57 6 46 agged/Missin 5	3 3 3 3 3 6 11 11 10 10 64 5 52 2 5 5	3 3 39 1 38 13 2 11 3 3 64 7 50	36 36 36 11 11 6 6 6 74 4 65	1 27 27 4 1 3 6 6 5 9 2 45	3 1 1 1 27 3 24 1 17 16 3 3 53 5 35	6 1 1 1 1 2 27 25 14 14 8 8 63 6 48 1 8	2 2 5 1 1 2 1 21 1, 20 17 17 3, 3, 45 2, 29 14 4	10 2 2 1 1 1 2 2 24 2 2 2 2 17 17 4 4 4 4 7 2 39	7 1 1 1 1 3 1 35 35 35 12 1 11 11 41 41 43 33	2 2 6 1 1 1 3 3 1 24 1 23 7 1 6 2 2 5 3 6 4 1 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 6 1 1 1 2 2 2 14 1 1 3 7 1 6 3 6 1 3 0 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	2,373 5 5 5 5 5 7 1 1 5 2 24 1 9 2 373 2 14 357 1 142 7 135 49 49 656 50 513 4 89 61 1 50
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trace Customer Service Customer Service - CSM Customer Service - CSM Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer	2 2 1 2 1 2 4 4 57 6 4 46 aged/Missil 5 5 5	39 3 36 11 11 10 10 64 5 52 2 5 4	3 3 39 1 38 13 2 11 3 3 64 7 50	36 36 36 11 11 6 6 6 74 4 65 5	1 27 27 27 4 1 3 6 6 5 9 2 45 12 4	3 1 1 1 27 3 24 1 1 17 1 6 3 3 5 5 35 13 5	6 1 1 1 1 2 27 25 14 14 8 8 63 6 48 1 8 7	2 2 5 1 1 2 1 21 1, 20 17 17 3, 3, 45 2, 29 14 4	10 2 2 1 1 1 2 2 24 2 22 17 17 4 4 47 2 39 6 3	7 1 1 1 1 3 1 35 35 12 1 11 41 43 33 4 6	2 2 6 1 1 1 1 23 3 4 1 1 6 2 2 53 6 41 1 1 5 10 1 6 1 1 6 1 1	1 1 1 6 1 1 1 1 2 2 2 2 14 1 1 3 7 1 6 3 6 1 3 6 1 3 3 3 3 3 3 3 3 3 3 3 3	2,373 5 5 5 5 5 5 7 1 1 5 2 24 1 9 2 373 2 14 357 1 142 7 135 49 49 656 50 513 4 89 61 1
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Sereening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trac Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer	2 2 2 3 4 4 5 7 6 4 4 6 4 4 5 5 5 5 4 4 1 1	3 onial Items 39 3 36 11 11 10 64 5 52 2 5 4	3 3 39 1 38 13 2 11 3 3 64 7 50 7 5	36 36 36 31 11 6 6 74 4 65 5 5	1 27 27 27 4 1 3 6 6 5 9 2 45 12 4	3 1 1 1 27 3 24 1 1 17 1 16 3 53 5 35 5 5	6 1 1 1 1 2 27 25 14 14 8 8 63 6 48 1 8 7	2 2 5 1 1 2 1 21 1 20 17 17 3 3 45 2 2 29	10 2 2 1 1 1 2 2 24 2 22 17 17 4 4 47 2 39 6 3 3	7 1 1 1 1 3 3 1 35 35 12 1 11 41 43 33 4 6 4 1 1	2 2 6 6 1 1 1 1 2 3 3 4 1 1 5 5 1 1 1 6 6 1 1 2 2 1 2 1 1 1 1 1 1 1 1 1	1 1 1 6 1 1 1 1 2 2 2 14 1 1 3 3 6 1 3 0 5 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	2,373 5 5 58 2 5 7 1 1 5 2 24 1 9 2 373 2 14 357 1 142 7 135 49 49 656 50 513 4 89 61 1 50 6 4
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trat Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam	2 2 ral and Ceremo 1 nsgender 60 2 58 ic 12 4 4 57 6 46 aged/Missin 5 5 4 1 1 14	3 3 3 3 3 3 3 6 11 1 1 1 1 1 1 1 1 1 1 1	3 3 39 1 38 13 2 11 3 3 64 7 50	3 1 1 1 1 1 36 36 36 11 11 6 6 74 4 65 5 5	1 27 27 27 4 1 3 6 6 5 9 2 45 12 4	3 1 1 1 27 3 24 1 1 17 1 6 3 3 5 5 35 13 5	6 1 1 1 1 2 27 25 14 14 8 8 63 6 48 1 8 7	2 2 5 1 1 2 1 21 1, 20 17 17 3, 3, 45 2, 29 14 4	10 2 2 1 1 2 24 2 22 17 17 4 4 4 4 7 2 39 6 3	7 1 1 1 1 3 1 35 35 12 1 11 41 43 33 4 6 4 1	2 2 6 6 1 1 1 1 2 3 3 4 1 1 5 5 1 1 1 6 6 1 1 2 2 1 1 7	1 1 1 6 1 1 1 1 2 2 2 2 14 1 1 3 7 1 6 3 6 1 3 6 1 3 3 3 3 3 3 3 3 3 3 3 3	2,373 5 5 58 2 5 7 1 5 2 24 1 9 2 373 2 14 357 1 142 7 135 49 656 50 513 4 89 61 1 50 6 4 149
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trac Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Aust and Found Possenger Property - Dam Mishandling of Passenger Property - Dam	2 2 raal and Ceremo 1 1 nsgender 60 2 58 ic 12 4 4 57 6 46 aged/Missin 5 5 5 4 1 1 14 1 1	3 3 3 3 3 3 3 6 11 1 1 1 1 1 1 1 1 1 1 1	3 3 39 1 38 13 2 11 3 3 64 7 50 7 5	36 36 36 31 11 6 6 74 4 65 5 5	1 27 27 27 4 1 3 6 6 5 9 2 45 12 4	3 1 1 1 27 3 24 1 1 17 1 16 3 53 5 35 5 5	6 1 1 1 1 2 27 25 14 14 8 8 63 6 48 1 8 7	2 2 5 1 1 2 1 21 1 20 17 17 3 3 45 2 2 29	10 2 2 1 1 1 2 2 24 2 22 17 17 4 4 47 2 39 6 3 3	7 1 1 1 1 3 3 1 35 35 12 1 11 41 43 33 4 6 4 1 1	2 2 6 6 1 1 1 1 2 3 3 4 1 1 5 5 1 1 1 6 6 1 1 2 2 1 2 1 1 1 1 1 1 1 1 1	1 1 1 6 1 1 1 1 2 2 2 14 1 1 3 3 6 1 3 0 5 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	2,373 5 5 5 5 5 5 7 1 5 2 24 1 9 2 373 2 14 357 1 142 7 135 49 49 656 50 513 4 89 61 1 50 6 4 149 6
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trace Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Aust and Found - Airport/TSA Mishandling of Passenger Property - Dam	2 2 3 4 4 57 6 46 46 46 4 1 1 4 1 ancer	39 3 36 11 11 10 64 5 52 2 5 4 3 17	3 3 39 1 38 13 2 11 3 3 64 7 50 7 5	3 1 1 1 1 1 36 36 36 11 11 6 6 74 4 65 5 5	1 27 27 27 4 1 3 6 6 5 9 2 45 12 4	3 1 1 1 27 3 24 1 1 17 1 16 3 53 5 35 5 5	6 1 1 1 1 2 27 25 25 14 14 8 8 63 6 48 1 1 8 7	2 2 5 1 1 2 1 21 1 20 17 17 3 3 45 2 2 29	10 2 2 1 1 1 2 2 24 22 27 17 17 4 4 47 2 39 6 3 3	7 1 1 1 1 3 3 1 35 35 12 1 11 41 43 33 4 6 4 1 1	2 2 6 6 1 1 1 1 2 3 3 4 1 1 5 5 1 1 1 6 6 1 1 2 2 1 1 7	1 1 1 6 1 1 1 1 2 2 2 14 1 1 3 3 6 1 3 0 5 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	2,373 5 5 5 5 5 5 7 1 1 5 2 24 1 9 2 373 2 14 357 1 142 7 135 5 6 50 513 4 89 61 1 50 6 4 149 6 6
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Recial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trace Customer Service Customer Service - CSM Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g	2 2 3 4 4 57 6 46 46 46 46 47 1 1 4 1 2 1 2 1 2 1 4 4 1 1 2 1 2 1 2 1	39 3 36 11 11 10 64 5 52 2 5 4 3 17	3 39 1 38 13 2 11 3 3 64 7 50 7 5	3 1 1 1 1 1 36 36 36 11 11 6 6 74 4 65 5 5	1 27 27 27 4 1 3 6 6 5 9 2 45 12 4	3 1 1 1 27 3 24 1 1 17 1 16 3 3 53 5 35 13 5 12	6 1 1 1 1 2 27 25 25 14 14 8 8 63 6 48 1 1 8 7	2 2 5 1 1 2 1 21 1 20 17 17 3 3 45 2 2 29	10 2 2 1 1 1 2 2 24 22 27 17 17 4 4 47 2 39 6 3 3	7 1 1 1 1 3 3 1 35 35 35 12 1 11 41 4 4 3 3 4 6 6 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 6 6 1 1 1 1 2 3 3 4 1 1 5 5 1 1 1 6 6 1 1 2 2 1 1 7	1 1 6 1 1 1 1 2 2 2 14 1 1 3 7 1 6 3 6 1 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	2,373 5 5 5 5 5 5 7 1 1 5 2 24 1 9 2 373 2 14 357 1 142 7 135 49 49 656 50 513 4 89 61 1 50 6 4 149 6 2 3
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - National Origin Civil Rights - Racial Profiling or Discriming Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trace Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Aust and Found - Airport/TSA Mishandling of Passenger Property - Dam	2 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	3 3 3 3 3 3 6 11 1 10 10 64 5 52 2 5 4 3 3 1 7 east Cal	3 39 1 38 13 2 11 3 3 64 7 50 7 5	3 1 1 1 1 1 36 36 36 11 11 6 6 74 4 65 5 5	1 27 27 27 4 1 3 6 6 5 9 2 45 12 4	3 1 1 1 27 3 24 1 1 17 1 16 3 3 5 35 5 35 13 5 12	6 1 1 1 1 2 27 2 25 14 14 8 8 63 6 48 1 8 7	2 2 5 1 1 2 1 21 1 20 17 17 3 3 45 2 2 29	10 2 2 1 1 1 2 2 24 22 27 17 17 4 4 47 2 39 6 3 3	7 1 1 1 1 3 1 35 35 35 12 1 11 41 43 33 4 6 4 1 16	2 2 6 6 1 1 1 1 2 3 3 4 1 1 5 5 1 1 1 6 6 1 1 2 2 1 1 7	1 1 6 1 1 1 1 2 2 2 14 1 1 3 3 6 3 6 1 3 3 3 3 3 3 3 3 3 3 3 3	2,373 5 5 5 5 5 5 7 1 1 5 2 24 1 9 2 373 2 14 357 1 142 7 135 5 6 50 513 4 89 61 1 50 6 4 149 6 6

				Center (TCC									
Categories				1-Jan 0)2-Feb (03-Mar 0	4-Apr (05-May 0	6-Jun	07-Jul 0	8-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dres		1	•							1		2
Persons w/ Disabilities (PWD) - General	magirment	1	2	2	1	1	1	1	1	2	3	1	14
Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal M		1					1	1	1		1	1	5
Persons w/ Disabilities (PWD) - Medical D			odv					1		1		'	2
Persons w/ Disabilities (PWD) - Medically		1	ouj			4	3	1	1	3	2		16
Persons w/ Disabilities (PWD) - Metal Imp									1				1
Persons w/ Disabilities (PWD) - Mobility D	1	1		1		3	2	2	1	1	3		15
Persons w/ Disabilities (PWD) - Ostomy/C			1	1			1						3
Persons w/ Disabilities (PWD) - Prosthesi				1	2		1						4
Persons w/ Disabilities (PWD) - Respirato		Equipment			1			4	2	4	1		4
Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av		1		1				1 1	1	1			5
Persons w/ Disabilities (PWD) - Visual Im		ı		ı		1		ı	1	2			4
Persons w/ Disabilities (PWD) - Wheelcha			4	7	1	'	2	1	4	4	2	3	36
Persons w/ Disabilities (PWD) - Wounded							1						1
Property - Special Handling	42	35	50	45	53	51	30	46	39	39	24	34	488
Property - Special Handling - Damaged Ite			3	5	5	6	2	4	3	4	2	2	38
Property - Special Handling - Damaged Ite		10	10	10	7	18	8	13	12	8	5	8	123
Property - Special Handling - Missing Item		10	13	8	14	10	4	8	8	11	3	8	103
Property - Special Handling - Missing Item	20	15	24	22	27	17	16	21	16	16	14	16	224
Request for Assistance Request for Assistance - Other	1					<u> </u>	1	2		2			7
Screening	65	50	29	30	37	33	27	26	22	24	27	14	384
Screening - Children	00	1	20	00	01	1	21	20	22	1	21	17	3
Screening - Crew Member or Airline Empl	1		1										2
Screening - Gate Pass		1											1
Screening - Inconsistency	4		2	2	1	1	1	2	1		3		17
Screening - Lengthy Lines	19	14	8	8	11	8	9	6	3	3	2	2	93
Screening - Procedures/Process	41	31	17	19	24	23	16	16	16	20	20	10	253
Screening - Rail		1											1
Screening - Retrieving Abandoned/Confis	cated Items	1	1	1	1		1	1	1_		1 1	0	8
Screening - Security Breach 2019	178	1 178	187	147	168	180	208	1 163	1 162	161	179	132	2,043
Advanced Imaging Technology (AIT)	170	170	107	147	100	100	1	100	102	101	113	132	2,043
Advanced Imaging Technology (AIT) - Fly	ler						1						1
Civil Rights	8	4	11	6		4	8	2	8	3	5	1	60
Civil Rights - Age											1		1
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns	1		1				1						3
Civil Rights - National Origin	1									1	1		3
Civil Rights - Perceived Religion							1						1
Civil Rights - Racial Profiling or Discrimina		1	6	4		3	4	2	4	2	2	1	33
Civil Rights - Screening of Religious or Cu		1	0	0			0		1		4		2
Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	2	1	2	2		1	2		3		1		13
Customer Service	27	23	30	20	29	35	37	29	23	20	18	12	303
Customer Service - Others	2	1	1	3	2	3	1	1	2	1	10	12	17
Customer Service - TSO	25	22	29	17	27	32	36	28	21	19	18	12	286
Locks	10	14	19	9	10	19	13	11	5	8	13	8	139
Locks - General						2				1	1	1	5
Locks - Missing or Damaged Lock	10	14	19	9	10	17	13	11	5	7	12	7	134
Lost and Found	3	2	2	1	7	6	3	4	1	3	1	4	37
Lost and Found - Airport/TSA	3	2	2	1	7	6	3	4	1	3	1	4	37
Mishandling of Passenger Property	52	49	46	48	47	34	49	36	44	43	53	37	538
Mishandling of Passenger Property - Dam		3	7	2	4	1	3	2	2	3	5	3	40
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		40	36	42	38	31	39	29	29	37	44	31	437
Mishandling of Passenger Property - Disa		6	3	3	5	2	7	1 4	13	3	3	1 2	5 56
Patdown	5	6	4	2	2	9	6	3	9	10	7	6	69
Patdown - Children	Ü	1								10	,		1
Patdown - Flyer	5	1	3	2	2	8	4	3	9	8	6	5	56
Patdown - Flyer as Observer		3	1			1	2			1	1	1	10
Patdown - General		1											1
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	10	11	14	6	8	9	15	13	12	23	10	13	144
Persons w/ Disabilities (PWD) - Assistive		1											1
Persons w/ Disabilities (PWD) - Autism S		3			1		1	2	1	1	2	4	11
Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (c		east Canoor				1	1			1		1	3
Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive					1	1	2	2		1	1		6
Persons w/ Disabilities (PWD) - Cognitive		ai /ivientai D	เงสมเแบ	1	1	1		2	2	5	1		16
Persons w/ Disabilities (PWD) - Diapetes Persons w/ Disabilities (PWD) - Diapers/0			1	į.		· ·	1			J		1	3
Persons w/ Disabilities (PWD) - General		1	1	1	1	2	1			2		1	11
Persons w/ Disabilities (PWD) - Hearing I			1	1	1								4
Persons w/ Disabilities (PWD) - Internal M		S					1			1			2
Persons w/ Disabilities (PWD) - Medical D			ody				1		1				2
Persons w/ Disabilities (PWD) - Medically		1	3		1	1	1	1	4	3	2	2	19
Persons w/ Disabilities (PWD) - Metal Imp		1	1										3
Persons w/ Disabilities (PWD) - Mobility E			2		1	1	1	2	1	5	1	2	17
Persons w/ Disabilities (PWD) - Ostomy/C		.10 :								1			1
Persons w/ Disabilities (PWD) - Prosthesi					1							4	1
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A		Equipment		1			1					1	2
Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av		auma)					1			1			1
T CISOTIS W/ DISADIILLES (FWD) - TOUCHAY	Croion (pain/li	adirid)								1			

		1	SA Contac	ct Center (1	「CC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Visual Im	1						1	1					3
Persons w/ Disabilities (PWD) - Wheelcha	2	1	5	2	1	2	2	3	3	3	4	5	33
Prohibited & Permitted Items		1					1		1				3
Prohibited & Permitted Items - Alcohol and	d Tobacco	1							1				2
Prohibited & Permitted Items - Ice/Gel Pad	cks						1						1
Property - Special Handling	35	43	37	35	43	43	46	41	39	34	47	34	477
Property - Special Handling - Damaged Ite	2	2	1	4	2	4	6	9	2	2	6	3	43
Property - Special Handling - Damaged Ite	6	10	9	9	12	9	6	10	10	6	9	7	103
Property - Special Handling - Missing Item	9	11	8	6	13	10	13	7	8	10	8	7	110
Property - Special Handling - Missing Item	18	20	19	16	16	20	21	15	19	16	24	17	221
Request for Assistance	1	1	1	1		2	2	1		1	1	1	12
Request for Assistance - Other	1	1	1	1		2	2	1		1	1		11
Request for Assistance - Wounded Warrio	or (MSIJSO	C)										1	1
Screening	27	24	22	19	22	19	27	23	20	16	24	16	259
Screening - Children	1												1
Screening - Inconsistency	3	2	1	1		1		1		1	1		11
Screening - Lengthy Lines	2	3	4	2	1	6	11	7	1	1	3	1	42
Screening - Procedures/Process	20	18	16	16	18	12	16	15	18	13	18	15	195
Screening - Retrieving Abandoned/Confis	1	1	1		1				1	1	1		7
Screening - Security Breach					2						1		3
TSA Contact Information			1										1
TSA Contact Information - General			1										1

Cotomonico	10.0					CC) Data Too								
Categories		11-Nov					03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MDT	20	1	7	27	17	30	16	31	24	16	29			271
2016					6	6	4	9	5	3	7	1	3	44
Civil Rights											1			1
Civil Rights - Racial Profiling or Discrimina	ation										1			1
Customer Service					4	1	2	2	1		1			11
Customer Service - Others						1		1						2
Customer Service - TSO					4		2	1	1		1			9
Locks										1	1			2
Locks - Missing or Damaged Lock										1	1			2
Mishandling of Passenger Property					2	2	2	5	1	2	3	1	2	20
Mishandling of Passenger Property - Dam								1						1
Mishandling of Passenger Property - Dam					2	1	2	4	1	2	3	1	1	17
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-c	on or Chec	ked		1							1	2
Patdown						2			1					3
Patdown - Flyer						2			1					3
Persons w/ Disabilities (PWD)						1			1				1	3
Persons w/ Disabilities (PWD) - General													1	1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheeld	chair or Sc	ooter)		1			1					2
Screening								2	1		1			4
Screening - Inconsistency									1					1
Screening - Procedures/Process								2			1			3
2017	3		7	9	3	4	2	7	2	2	6	9	3	57
Civil Rights				2				1				1		4
Civil Rights - Perceived Religion				1										1
Civil Rights - Racial Profiling or Discrimina	ation							1				1		2
Civil Rights - Sexual Orientation - Not Tra				1										1
Customer Service	Ŭ		1	2	1	1	1	2	2		1	3		14
Customer Service - Others				1	1									2
Customer Service - TSO			1	1		1	1	2	2		1	3		12
Identification (ID) Requirements									_			1		1
Identification (ID) Requirements - Domest	ic											1		1
Locks				1							1			3
Locks - General				'							1	- 1		1
Locks - Missing or Damaged Lock				1								1		2
Mishandling of Passenger Property	1		4	3		2		3		1	1		1	17
Mishandling of Passenger Property - Dam	l laged/Missing			1		1		3		- 1	- 1		- 1	2
Mishandling of Passenger Property - Dam		items-	4	1		1		3		1	1	1	1	14
Mishandling of Passenger Property - Dam		Itomo	11	1		I		3		I	- 1		ı	14
Patdown	lageu/iviissiiig	items	-0	1		1					2	1	2	6
Patdown - Flyer						1						1	2	5
Patdown - Flyer as Observer						ı					1			1
											1			
Property - Special Handling	Charles d													1
Property - Special Handling - Missing Item			0	4	0		4	-		4	1			1
Screening	2		2	1	2		1	1		1		1		11
Screening - Inconsistency			•	1	1		1							3
Screening - Procedures/Process	1		2		1			1		1		1		7
Screening - Security Breach	1			_	_									1
2018	8		4	8	5	14	8	8	8	4	10	6	8	91
Advanced Imaging Technology (AIT)												1		1
Advanced Imaging Technology (AIT) - Fly	er											1		1
Civil Rights										1				1
Civil Rights - Racial Profiling or Discrimina										1				1
Customer Service	2			3	3	6	1	1	3		1	1	1	22
Customer Service - Others				1					1					2
Customer Service - TSO	2			2	3	6	1	1	2		1		1	20
Locks	1			1		1			1		1		1	7
Locks - Missing or Damaged Lock	1			1		1			1		1		1	7
Mishandling of Passenger Property	4		2					1	2	1	3	1	2	16
Mishandling of Passenger Property - Dam			1											1
Mishandling of Passenger Property - Dam								1	1	1	3	1	2	12
Mishandling of Passenger Property - Disa	1		1						1					3
Patdown								1	1	1				3
Patdown - Flyer								1	1	1				3
Persons w/ Disabilities (PWD)			1					1					2	4
Persons w/ Disabilities (PWD) - Diabetes			1											1
Persons w/ Disabilities (PWD) - Medically	Necessary N	1edication	on and Me	dical Supp	plies								1	1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)												1	1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheeld	chair or Sc	ooter)				1						1
Property - Special Handling			1	3	1	3	2	2	1	1	3		1	18
Property - Special Handling - Damaged Ite	ems - Carry-C	n				2		1	1					4
Property - Special Handling - Damaged Ite	ems - Checke	d		1	1	1	1	1			1			6
Property - Special Handling - Missing Item											1			1
Property - Special Handling - Missing Item	ns - Checke		1	2			1			1	1		1	7
Screening	1			1	1	4	5	2			2	2	1	19
Screening - Inconsistency												1		1
Screening - Lengthy Lines	1					2	2	1			1			7
Screening - Procedures/Process				1	1	2	3	1			1	1	1	11
2019	9		6	10	3	6	2	7	9	7	6			79
Civil Rights									2					2
Civil Rights - Racial Profiling or Discrimina	ation								1					1
Civil Rights - Sex/Gender/Gender Identity		nder							1					1
Customer Service	2		2	2		2	1		2	3	2	3	5	24
Customer Service - Others	2		1			1			1	1	_			6
Customer Service - TSO	_		1	2		1	1		1	2	2	3	5	18
Locks				1		1		1	1		_	1		5

			ISA Conta	ct Center (ICC) Data	1001 - FOI <i>P</i>	١						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock			1		1		1	1			1		
Mishandling of Passenger Property		1	1	1			1		1			1	
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	1					1			1	
Mishandling of Passenger Property - Disa	rrayed Item	1	1				1						
Patdown		1					2				1		
Patdown - Flyer		1					2				1		
Persons w/ Disabilities (PWD)	1							1					
Persons w/ Disabilities (PWD) - General								1					
Persons w/ Disabilities (PWD) - Metal Imp	1												
Property - Special Handling	2	1	5	2	2		1		2	2		1	
Property - Special Handling - Damaged Ite	ems - Carry	-On	1		1					1			
Property - Special Handling - Damaged Ite	2	1					1		1	1			
Property - Special Handling - Missing Iten	ns - Carry-O	n	1										
Property - Special Handling - Missing Iten	ns - Checke	d	3	2	1				1			1	
Screening	4	1	1		1	1	2	3	1	2	1	1	1
Screening - Crew Member or Airline Empl	loyee	1											
Screening - Inconsistency					1								
Screening - Procedures/Process	4		1			1	2	3	1	1	1	1	
Screening - Retrieving Abandoned/Confis	cated Items									1			

0.4			A Contact C		•								
Categories MDW	10-Oct 1 143	1-Nov '	12-Dec 0 188	1-Jan 0 167	2-Feb 0	3-Mar 164	04-Apr 180	05-May 212	06-Jun 180	07-Jul 196	08-Aug 204	09-Sep 146	Total
2016	143	149	100	38	27	33	50	84	48	42	71	56	2,029 449
Civil Rights				1		3	1	3	40		2	1	11
Civil Rights - General Complaint and Discr	imination			1									1
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimina	ition					2	1	2			1	1	7
Civil Rights - Sex/Gender/Gender Identity-	Not Transgen	ider						1			1		2
Customer Service				9	4	7	10	16	12	7	12	12	89
Customer Service - CSM									1	1		1	3
Customer Service - Others					1	1	3	2	1	1			9
Customer Service - TSO				9	3	6	7	14	10	5	12	11	77
Identification (ID) Requirements	•							1			<u> </u>	2 1	4
Identification (ID) Requirements - Domesti Identification (ID) Requirements - ID Match		l Boarding	Dace Iceups					1			1	1	1
Intranet/Internet Inquiries	iiig ricket and	Doarding	1 033 133003	•				1				- 1	1
Intranet/Internet Inquiries - General								1					1
Locks				3	1		3	4	1		2	3	17
Locks - Missing or Damaged Lock				3	1		3	4	1		2	3	17
Lost and Found					3		2	6	3	10	10	6	40
Lost and Found - Airport/TSA					3		2	6	3	10	10	6	40
Mishandling of Passenger Property				21	15	12	16	14	21	21	30	27	177
Mishandling of Passenger Property - Dama	aged/Missing I	temsCarr	ry-on Lug	2	3	3	3	5	5	8	5	5	39
Mishandling of Passenger Property - Dama	aged/Missing I	temsChe	cked Baç	18	12	9	13	7	15	13	25	21	133
Mishandling of Passenger Property - Disar	rayed Items0	Carry-on or	Checked	1				2	1			1	5
Patdown					1	3	2	3		2	2	2	15
Patdown - Flyer					1	3	2	2		2	1	2	13
Patdown - Flyer as Observer								1					1
Patdown - General											1		1
Persons w/ Disabilities (PWD)				1	1	1	1	3	2		3		12
Persons w/ Disabilities (PWD) - Breast Ca								1					1
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not Br	east Cance	er		1	4							1
Persons w/ Disabilities (PWD) - Diabetes	Nananani Ma		I M I C	Normal Land		1		4					1
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D								1	1		1 1		3
Persons w/ Disabilities (PWD) - Respirator				1				- 1	1				2
Persons w/ Disabilities (PWD) - Service Al		Equipment		- 1			1		1				
Persons w/ Disabilities (PWD) - Wheelcha		edway					'				1		1
Screening	, 0000101, 00	yway		3	2	7	15	33	9	2	8	3	82
Screening - Inconsistency				1	1	•	1	1					4
Screening - Lengthy Lines					1	5	8	24	5		1		44
Screening - Procedures/Process				2		1	6	8	4	2	4	3	30
Screening - Retrieving Abandoned/Confisc	cated Items										1		1
Screening - Security Breach						1					2		3
TSA Contact Information											1		1
TSA Contact Information - General											1		1
2017	49	58	71	57	26	48	35	46	53	52	59	34	588
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Civil Rights		1	2	1	2	2		1				1	10
Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns			1		1								
Civil Rights - Perceived Religion			1		1								1
Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina	ation	1			1	2							4
Civil Rights - Sex/Gender/Gender Identity-					1	_							-
Customer Service		luci						1				1	3
Customer Service - CSM		13	10	1	5	11	7	1	12	17	11	1	
	9	13	18	11	5	11	7	1 13	12	17	11	1 15	142
Cusiomer Service - Others	9	1			5	11 1	7				11		142 2
Customer Service - Others Customer Service - TSO	9		2				7		12 1 11	17 3 14	11		142 2 8
		1 2		11	5 5 2	1		13	1	3		15	142 2 8 132
Customer Service - TSO	9	1 2	2 16	11	5	10	7	13	1 11	3 14		15	142 2 8 132 19
Customer Service - TSO Locks	9	1 2	2 16	11	5	10	7	13	1 11 2	3 14		15	142 2 8 132 19
Customer Service - TSO Locks Locks - General	9	1 2	2 16 2	11 11 1	5 2	1 10 5	7 1	13 13 1	1 11 2	3 14 4		15	142 2 8 132 19 2
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	9 1 1 6 6	1 2 10 13 13	2 16 2 2 15 15	11 11 1 1 8 8	5 2 2 2 2	1 10 5	7 1 1 5 5	13 13 1 1 4 4	1 11 2 2 4 4	3 14 4 2 2	11 2 2 2	15 15	142 2 8 132 19 2 17 62
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	9 1 1 6	1 2 10	2 16 2 2 15 15 22	11 11 1 1 8 8 25	5 2 2 2	1 10 5	7 1 1 5	13 13 1 1 4	1 11 2 2	3 14 4 4	11	15	142 2 8 132 19 2 17 62
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	9 1 1 6 6 20 7	1 2 10 13 13 22 5	2 16 2 2 15 15 15 22 3	11 11 1 1 8 8 8 25 6	5 2 2 2 2 2 10 3	1 10 5 5	7 1 1 5 5	13 13 1 1 4 4 10	1 11 2 2 2 4 4 4 17 3	3 14 4 2 2 12	11 2 2 2 21 3	15 15 1 1 1 7	142 2 8 132 19 2 17 62 62 198
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	9 1 1 6 6 6 20 7	1 2 10 13 13 13 22 5	2 16 2 2 15 15 15 22 3	11 11 1 1 8 8 8 25 6	5 2 2 2 2 2	1 10 5 5	7 1 1 5 5	13 13 1 1 4 4 10	1 11 2 2 2 4 4 4	3 14 4 2 2 12	2 2 2 21 3 14	15 15	142 2 8 132 19 2 17 62 62 198 39
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	9 1 1 6 6 6 20 7 11 aged/Missing I	1 2 10 13 13 22 5 15 ItemsUns	2 16 2 2 15 15 15 22 3	11 11 1 1 8 8 8 25 6 18 gage	5 2 2 2 2 2 10 3 6	1 10 5 5 5 22 6 15	7 1 1 5 5 10	13 13 1 1 4 4 10	1 11 2 2 2 4 4 17 3 9	3 14 4 2 2 12 2 9	2 2 2 21 3 14	15 15 1 1 1 7	142 2 8 132 19 2 17 62 62 198 39 141
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	9 1 1 6 6 20 7 11 aged/Missing I	1 2 10 13 13 22 5 15 ItemsUns 2	2 16 2 2 15 15 22 3 19 pecified Lug	11 11 1 1 8 8 25 6 18 gage	5 2 2 2 2 10 3 6	1 10 5 5 22 6 15	7 1 1 5 5 10 9	13 13 1 1 4 4 10 1 9	1 11 2 2 4 4 17 3 9	3 14 4 2 2 12 2 9	2 2 2 21 3 14 1	15 15 1 1 1 7	142 2 8 132 19 2 17 62 62 198 39 141 1
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	9 1 1 6 6 6 20 7 11 aged/Missing I 2	1 2 10 13 13 13 22 5 15 ItemsUns 2 1	2 16 2 2 15 15 15 22 3 19 pecified Lug	11 11 1 1 8 8 8 25 6 18 gage	5 2 2 2 2 2 10 3 6	1 10 5 5 5 22 6 15	7 1 1 5 5 10 9	13 13 1 1 4 4 10 1 9	1 11 2 2 4 4 17 3 9	3 14 4 2 2 2 12 2 9	2 2 2 21 3 14 1 1 3 3	15 15 1 1 1 7	142 2 8 132 19 2 177 62 62 198 39 141 1
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	9 1 1 6 6 20 7 11 aged/Missing I	1 2 10 13 13 22 5 15 ItemsUns 2	2 16 2 2 15 15 22 3 19 pecified Lug	11 11 1 1 8 8 25 6 18 gage	5 2 2 2 2 10 3 6	1 10 5 5 22 6 15	7 1 1 5 5 10 9	13 13 1 1 4 4 10 1 9	1 11 2 2 4 4 17 3 9	3 14 4 2 2 12 2 9	2 2 2 21 3 14 1 3 3 2	15 15 1 1 1 7	142 2 8 132 19 2 17 62 62 198 39 141 1 17 7
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	9 1 1 6 6 6 20 7 11 aged/Missing I 2 4 3	1 2 10 13 13 13 22 5 15 ItemsUns 2 1	2 16 2 2 15 15 15 22 3 19 pecified Lug	11 11 1 1 8 8 8 25 6 18 gage	5 2 2 2 2 2 10 3 6	1 10 5 5 22 6 15	7 1 1 5 5 10 9	13 13 1 1 4 4 10 1 9	1 11 2 2 4 4 17 3 9	3 14 4 2 2 12 2 9	2 2 2 21 3 14 1 1 3 3	15 15 1 1 1 7	142 2 8 132 19 2 17 17 62 62 198 39 141 1 17 7 32 25
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer	9 1 1 6 6 6 20 7 11 aged/Missing I 2 4 3	1 2 10 13 13 13 22 5 15 15 ttemsUns 2 1 1	2 16 2 2 15 15 15 22 3 19 pecified Lug	11 11 1 1 8 8 8 25 6 18 gage 1 4	5 2 2 2 2 2 10 3 6	1 10 5 5 22 6 15 1 2	7 1 1 5 5 10 9 1 1 2 1	13 13 1 1 4 4 10 1 9	1 11 2 2 4 4 17 3 9	3 14 4 2 2 12 2 9	11 2 2 2 21 3 14 1 3 3 3 2	15 15 1 1 1 7 7	142 2 8 132 19 2 2 177 62 62 198 39 141 1 17 32 25 3
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	9 1 1 6 6 20 7 11 aged/Missing I 2 4 3	1 2 10 13 13 13 22 5 15 ItemsUns 2 1	2 16 2 2 15 15 15 22 3 19 pecified Lug	11 11 1 1 8 8 8 25 6 18 gage	5 2 2 2 2 2 10 3 6	1 10 5 5 22 6 15	7 1 1 5 5 10 9	13 13 1 1 4 4 10 1 1 9	1 11 2 2 4 4 17 3 9	3 14 4 2 2 12 2 9	2 2 2 21 3 14 1 1 3 3 2	15 15 1 1 1 7	1422 2 8 8 1322 199 29 177 62 62 198 399 141 11 177 322 25 3 3 4 6 26
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	9 1 1 6 6 7 11 aged/Missing I 2 4 3	1 2 10 13 13 13 22 5 15 15 ttemsUns 2 1 1	2 16 2 2 15 15 15 22 3 19 pecified Lug	11 11 1 1 8 8 8 25 6 18 gage 1 4	5 2 2 2 2 2 10 3 6	1 10 5 5 22 6 15 1 2	7 1 1 5 5 10 9 1 1 2 1	13 13 1 1 4 4 10 1 9	1 11 2 2 4 4 17 3 9	3 14 4 2 2 12 2 9	11 2 2 2 21 3 14 1 3 3 3 2	15 15 1 1 1 7 7	1422 2 8 8 1322 199 29 177 62 62 198 399 141 11 177 322 25 3 3 4 6 26
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	9 1 1 6 6 7 11 aged/Missing I 2 4 3 1 2 pectrum	1 2 10 13 13 13 22 5 15 15 ttemsUns 2 1 1	2 16 2 2 15 15 22 3 19 pecified Lug 2 2	11 11 1 1 8 8 8 25 6 18 gage 1 4	5 2 2 2 2 2 10 3 6	1 10 5 5 22 6 15 1 2	7 1 1 5 5 10 9 1 1 2 1	13 13 1 1 4 4 10 1 1 9	1 11 2 2 4 4 17 3 9	3 14 4 2 2 12 2 9	2 2 2 21 3 14 1 1 3 3 2	15 15 1 1 1 7 7	142 2 8 8 1322 19 2 2 177 622 62 198 3 39 141 11 17 3 2 25 3 3 4 4 2 6
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive	9 1 1 6 6 7 11 aged/Missing I 2 4 3 1 2 pectrum	1 2 10 13 13 13 22 5 15 15 15 15 1 1 1 1 1 1 1 1 1 1 1	2 16 2 2 15 15 22 3 19 pecified Lug 2 2	11 11 1 1 8 8 8 25 6 18 gage 1 4	5 2 2 2 2 2 10 3 6	1 10 5 5 22 6 15 1 2	7 1 1 5 5 10 9 1 1 2 1	13 13 1 1 4 4 10 1 1 9	1 11 2 2 4 4 17 3 9	3 14 4 2 2 12 2 9	2 2 2 21 3 14 1 1 3 3 2	15 15 1 1 1 7 7	142 2 8 8 132 19 2 17 17 62 62 198 39 141 17 17 32 25 3 3
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	9 1 1 6 6 7 11 aged/Missing I 2 4 3 1 2 pectrum	1 2 10 13 13 13 22 5 15 15 15 15 1 1 1 1 1 1 1 1 1 1 1	2 16 2 2 15 15 22 3 19 pecified Lug 2 2	11 11 1 1 8 8 8 25 6 18 gage 1 4	5 2 2 2 2 2 10 3 6	1 10 5 5 22 6 15 1 2	7 1 1 5 5 10 9 1 1 2 1	13 13 1 1 4 4 10 1 1 9	1 11 2 2 4 4 17 3 9	3 14 4 2 2 12 2 9	2 2 2 21 3 14 1 1 3 3 2	15 15 1 1 1 7 7	142 2 8 8 132 15 17 62 62 198 39 141 17 17 32 25 26 2
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive	9 1 1 6 6 7 11 aged/Missing I 2 4 3 1 2 pectrum	1 2 10 13 13 13 22 5 15 15 15 15 1 1 1 1 1 1 1 1 1 1 1	2 16 2 2 15 15 22 3 19 pecified Lug 2 2	11 11 1 1 8 8 8 25 6 18 gage 1 4	5 2 2 2 2 2 10 3 6	1 10 5 5 22 6 15 1 2	7 1 1 5 5 10 9 1 2 1 1	13 13 1 1 4 4 10 1 1 9	1 11 2 2 4 4 17 3 9	3 14 4 2 2 12 2 9	2 2 2 21 3 14 1 1 3 3 2	15 15 1 1 7 7 4 4	142 2 8 132 19 2 17 62 62 198 38 141 1 17 32 25 25 26 26 21 21 22 22 22 22 22 22 22 22 22 22 22
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	9 1 1 6 6 20 7 11 aged/Missing I 2 4 3 1 2 vectrum noer //Developm	1 2 10 13 13 13 22 5 15 15 15 15 1 1 1 1 1 1 1 1 1 1 1	2 16 2 2 15 15 22 3 19 pecified Lug 2 2	11 11 1 1 8 8 8 25 6 18 gage 1 4 4	5 2 2 2 2 2 10 3 6	1 10 5 5 22 6 15 1 2	7 1 1 5 5 10 9 1 2 1 1	13 13 1 1 4 4 10 1 1 9	1 11 2 2 4 4 17 3 9	3 14 4 2 2 12 2 9	2 2 2 21 3 14 1 1 3 3 2	15 15 1 1 7 7 4 4	142 2 8 8 132 19 2 17 62 62 198 141 1 1 17 32 25 33 4 4 26 22 2 2 2 2 2
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	9 1 1 6 6 6 20 7 11 aged/Missing I 2 4 3 1 2 ectrum ncer //Developm	1 2 10 13 13 13 22 5 15 15 1temsUns 2 1 1 1	2 16 2 2 15 15 22 3 19 pecified Lug 2 2	11 11 1 1 8 8 8 25 6 18 gage 1 4 4	5 2 2 2 2 2 10 3 6	1 10 5 5 22 6 15 1 2	7 1 1 5 5 10 9 1 2 1 1	13 13 1 1 4 4 10 1 1 9	1 11 2 2 4 4 17 3 9	3 14 4 2 2 12 2 9	2 2 2 21 3 14 1 1 3 3 2	15 15 1 1 7 7 4 4	142 2 8 8 132 19 29 17 62 62 198 39 39 1441 11 17 32 25 33 46 22 22 22 22 1 1
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical D	9 1 1 6 6 7 11 aged/Missing I 2 4 3 1 2 oectrum ncer //Developm	1 2 10 13 13 13 22 5 15 15 1temsUns 2 1 1 1 1	2 16 2 2 15 15 22 3 19 pecified Lug 2 2	11 11 1 1 8 8 8 25 6 18 gage 1 4 4	5 2 2 2 2 2 10 3 6	1 10 5 5 22 6 15 1 2	7 1 1 5 5 10 9 1 2 1 1	13 13 1 1 4 4 10 1 1 9	1 11 2 2 4 4 17 3 9	3 14 4 2 2 12 2 9 1 4 2 1 1 3	2 2 2 21 3 14 1 1 3 3 2	15 15 1 1 7 7 4 4	142 2 8 132 19 2 177 62 62 198 39 141 1 1, 17 32 25 3 4 26 6 2 2 1 2 2 2 2 2 1 2 2 1 3 2 1 4 2 2 1 1 1 2 2 1 2 1 2 1 2 1 2 1 2
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dams Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D	9 1 1 6 6 6 20 7 11 aged/Missing I 2 4 3 1 2 bectrum ncer //Developm	1 2 10 13 13 13 22 5 15 15 15 15 14 1 1 1 1 1 1	2 16 2 2 15 15 22 3 19 pecified Lug 2 2	11 11 1 1 8 8 8 25 6 18 gage 1 4 4	5 2 2 2 2 2 10 3 6	1 10 5 5 22 6 15 1 2	7 1 1 5 5 10 9 1 2 1 1 3	13 13 1 1 4 4 10 1 9	1 11 2 2 4 4 17 3 9 5 2 2	3 14 4 2 2 12 2 9 1 4 2 1 1 3	11 2 2 21 3 14 1 3 3 2 1	15 15 1 1 7 7 4 4	142 2 8 132 19 2 177 62 62 198 39 141 1 17 32 25 3 3 4 4 26 6 2 2 2 2 2 2 2 2
Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Metal Imp	9 1 1 6 6 6 20 7 11 aged/Missing I 2 4 3 1 2 bectrum ncer //Developm	1 2 10 13 13 13 22 5 15 15 15 15 14 1 1 1 1 1 1	2 16 2 2 15 15 22 3 19 pecified Lug 2 2	11 11 1 1 8 8 25 6 18 gage 1 4 4	5 2 2 2 2 2 10 3 6	1 10 5 5 22 6 15 1 2	7 1 1 5 5 10 9 1 2 1 1 3	13 13 1 1 4 4 10 1 9	1 11 2 2 4 4 17 3 9 5 2 2	3 14 4 2 2 12 2 9 1 4 2 1 1 3	11 2 2 21 3 14 1 3 3 2 1	15 15 1 1 7 7 4 4	3 142 2 8 132 19 2 17 62 62 198 39 141 1 17 32 25 5 4 26 2 1 2 2 1 2 1 2 1 2 2 3 4 4 4 5 6 6 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8

Cotomorios	10.0				C) Data Too								
Categories		11-Nov 1	2-Dec 0)1-Jan 0	02-Feb 0	03-Mar	04-Apr (05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Prohibited & Permitted Items - Food/Beve	erages I						2	4	7	1		3 2	1
Property - Special Handling Property - Special Handling - Damaged It	ems - Checker	4						1	7	2			27 10
Property - Special Handling - Damaged to		J					1	2	1		2		6
Property - Special Handling - Missing Iter							1	1	5	2			
Request for Assistance										1			3
Request for Assistance - Other										1			3
Screening	6	4	9	5	3	5	5	8	7	4			
Screening - Crew Member or Airline Emp													1
Screening - Inconsistency	2	1					2	1	1		2		9
Screening - Lengthy Lines	1				1			1	1	1			5
Screening - Procedures/Process	2	2	7	5	2	5	3	6	5	3	3 6	1	47
Screening - Retrieving Abandoned/Confis	cated Items		2									2	4
Screening - Security Breach		1											1
2018	57	52	65	44	26	52	50	46	41	64	42	24	
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - Fly	1		1										1
Civil Rights	4	2		1	2		1	3		2			
Civil Rights - Hair Patdowns				4						1	1		2
Civil Rights - Perceived Religion	3	2		1	2		1	3		1	1		13
Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity		2					1	3				1	2
Civil Rights - Sexual Orientation - Not Tra												1	1
Customer Service	14	11	9	7	6	11	15	7	12	11	10		
Customer Service - Others	1	- 11	1	1	J	2	1		14	3			9
Customer Service - TSO	13	11	8	6	6	9	14	7	12	8		3	
Identification (ID) Requirements				1				•		1			2
Identification (ID) Requirements - Domest	tic			1						1			2
Locks	3		1	2	1	3	3		1	2	2 1	1	18
Locks - Missing or Damaged Lock	3		1	2	1	3	3		1	2		1	18
Lost and Found	1	1	7	1		3			3	3		1	21
Lost and Found - Airport/TSA	1	1	7	1		3			3	3	3 1	1	21
Mishandling of Passenger Property	8	12	23	13	9	9	5	11	3	9	9	9	120
Mishandling of Passenger Property - Dam	2	2	1	2	1	1	2	1		1	2	. 1	16
Mishandling of Passenger Property - Dam	5	9	17	10	8	8	2	8	2	6	5 5	7	87
Mishandling of Passenger Property - Dan		ItemsUnsp	ecified Lug	gage					1	1			2
Mishandling of Passenger Property - Disa		1	5	1			1	2		1			15
Patdown	3	4	3		1	4	2	5	5	7			39
Patdown - Flyer	2	4	3		1	4	2	5	5	6			35
Patdown - Flyer as Observer	1										2		3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	3	6	5	1	2	4	6	2	5	2		1	37
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (rooot Conco	1			1							1
Persons w/ Disabilities (PWD) - Cancer (1							1
Persons w/ Disabilities (PWD) - Diabetes		tai / Wichtai D	risability		1	1	1						3
Persons w/ Disabilities (PWD) - Diapers/0		ssings/Masks	:	1	'	'	'						1
Persons w/ Disabilities (PWD) - General	2	sali iga/ividaka	,	'			2		1				5
Persons w/ Disabilities (PWD) - Hearing I	_								1				1
Persons w/ Disabilities (PWD) - Medical I		1	1				1						3
Persons w/ Disabilities (PWD) - Medically		1					1	1					3
Persons w/ Disabilities (PWD) - Metal Im					1				1				2
Persons w/ Disabilities (PWD) - Mobility I	1	2	1										4
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees a	nd Casts					1			1			2
Persons w/ Disabilities (PWD) - Respirato	ory and Inhaler	Equipme	1							1			2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	2	1			1		1	2			1	8
Property - Special Handling	5	4	9	7	2	5	8	10	9	15	5 9	3	86
Property - Special Handling - Damaged It		n				1				1			2
Property - Special Handling - Damaged It		1	2	1		1		1	1	3			
Property - Special Handling - Missing Iter		2	5	3	1		2	5	4	8			34
Property - Special Handling - Missing Iter	2	1	2	3	1	3	6	4	4	3	8 6	1	36
Request for Assistance				1				1					2
Request for Assistance - Other	or (Mellecon)			1									1
Request for Assistance - Wounded Warring	1	40	7	40	2	40	40	1		40			100
Screening - Crew Member or Airline Emp	lovee	12	7	10	3	13	10	7	3	12		5 4	102
Screening - Crew Member of Affiline Emp	l	1					1	1		1		1	
Screening - Inconsistency Screening - Lengthy Lines	3	4	2	2		5	1	- 1	2	3			25
Screening - Procedures/Process	13	7	2	7	3	6	8	5	1	6			
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis			2	,	3	2	U	J	'	1			5
Screening - Security Breach			1	1				1		'			3
2019	37	39	52	28	21	31	45	36	38	38	3 32	32	
Advanced Imaging Technology (AIT)	1	-*									1		2
Advanced Imaging Technology (AIT) - Fly	1										1		2
Civil Rights	4	1	2				3	2	2	3	,	1	
Civil Rights - Age										1			1
Civil Rights - Constitutional Rights			1										1
Civil Rights - Hair Patdowns								2					2
Civil Dights Derectued Policies										1			1
Civil Rights - Perceived Religion													5
Civil Rights - Racial Profiling or Discrimin		1	1				1		1	1			
Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	4						2		1			1	8
Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service	4 12	1	1 14	2	5	11	2 9	7		2			8 90
Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others	4 12 2	9	14				2 9 3		1 6	2	2 7	6	8 90 5
Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service	4 12			2	5	11	2 9	7	1		2 7	6	8 90 5

			rsa Conta	ct Center (1	ГСС) Data ˈ	Tool - FOIA	L						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements - Domest	ic	1											
Locks	1				1	1			2	2		1	
Locks - Missing or Damaged Lock	1				1	1			2	2		1	
Lost and Found	1	1	1	3	1			1	2	1	1		1:
Lost and Found - Airport/TSA	1	1	1	3	1			1	2	1	1		1:
Mishandling of Passenger Property	6	3	7	7	4	4	10	6	5	6	7	5	70
Mishandling of Passenger Property - Dam	2	1		3		1	1			2	2		1:
Mishandling of Passenger Property - Dam	4	2	5	4	4	2	7	6	5	4	5	5	5
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-on	2			1	2						
Patdown		1	1	1	2	2	1	1	2	1	2	2	1
Patdown - Flyer		1	1	1	2	2	1	1	2	1	2	2	10
Persons w/ Disabilities (PWD)	1	6	4	3	2	1	2	1	4	3	4	3	3
Persons w/ Disabilities (PWD) - Breast Ca	ancer						1					1	
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Car	ncer								2		
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1											
Persons w/ Disabilities (PWD) - Diabetes											1		
Persons w/ Disabilities (PWD) - Hearing II	mpairment		1										
Persons w/ Disabilities (PWD) - Medically	/ Necessary	1	1					1		1			
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)	1											
Persons w/ Disabilities (PWD) - Mobility D	Disability (N	2	1				1		2	1		1	
Persons w/ Disabilities (PWD) - Respirato	ory and Inha	ler Equipme	ent						1				
Persons w/ Disabilities (PWD) - Service A	Animals	1		1								1	
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	/trauma)		1									
Persons w/ Disabilities (PWD) - Visual Im	pairment									1			
Persons w/ Disabilities (PWD) - Wheelcha	1		1	1	2	1			1		1		
Property - Special Handling	6	13	19	10	4	6	16	15	10	17	8	9	13
Property - Special Handling - Damaged Ite	ems - Carry	-On	2	1	1		2	2	1			1	1
Property - Special Handling - Damaged Ite	1	1	2	2		1	2	4	3	5	1		2
Property - Special Handling - Missing Item	3	4	5	3	3	3	4	6	2	4	3	4	4
Property - Special Handling - Missing Item	2	8	10	4		2	8	3	4	8	4	4	5
Request for Assistance			2									1	
Request for Assistance - Other			2									1	
Screening	5	4	2	2	2	6	4	3	5	3	2	4	4:
Screening - Lengthy Lines	2						1						
Screening - Procedures/Process	2		1	1	1	6	3	3	5	2	2	4	3
Screening - Retrieving Abandoned/Confis	cated Items				1								
Screening - Security Breach	1		1	1						1			4

		TSA Conta		TCC) Data 1	ool - FOIA	١.						
Categories	10-Oct 11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEI	1	2		2	2	4		7	3	3	2	26
2016				1		1		1				3
Mishandling of Passenger Property				1		1		1				3
Mishandling of Passenger Property - Dam	naged/Missing Items0	Checked Ba	ggage	1		1		1				3
2017					2			2	2	1	1	8
Customer Service					1							1
Customer Service - TSO					1							1
Mishandling of Passenger Property					1				1	1	1	4
Mishandling of Passenger Property - Dam	naged/Missing Items0	Checked Ba	ggage		1				1	1	1	4
Property - Special Handling								2	1			3
Property - Special Handling - Damaged It	ems - Checked							1				1
Property - Special Handling - Missing Iten	ns - Checked							1	1			2
2018	1	2		1		3		2		1		10
Mishandling of Passenger Property		1				1		2				4
Mishandling of Passenger Property - Dam	naged/Missing Items0	C 1				1		2				4
Patdown				1								1
Patdown - Flyer				1								1
Property - Special Handling	1					1				1		3
Property - Special Handling - Missing Iten	ns - Carry-On					1				1		2
Property - Special Handling - Missing Iten	1											1
Screening		1				1						2
Screening - Crew Member or Airline Emp	loyee					1						1
Screening - Procedures/Process		1										1
2019								2	1	1	1	5
Civil Rights											1	1
Civil Rights - Racial Profiling or Discrimin	ation										1	1
Customer Service										1		1
Customer Service - TSO										1		1
Property - Special Handling								2	1			3
Property - Special Handling - Damaged It	ems - Carry-On							1				1
Property - Special Handling - Damaged It	ems - Checked								1			1
Property - Special Handling - Missing Iten	ns - Checked							1				1

Catagorios	40.044	44 N				CC) Data To		04 4	0E M	06 1	07 101	00 4	00.00	Total
Categories		11-Nov					03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MEM	37	39	9 4	44	41	38	47	51	60	55	56			561
2016					11	9	11	19	12	17	16	11	10	116
Civil Rights					1		1		2					4
Civil Rights - General Complaint and Disc					1		- 4		0					1
Civil Rights - Racial Profiling or Discrimin	auon I						1		2		2			3
Current Topic											3			3
Current Topic - Current Topic Customer Service					1		1		2	7	3	1	1	3
Customer Service - TSO					1	2	1	5	3	7	2		1	23
Locks					2	3	1	1	3	- /	1		1	8
Locks - General						3	1	1			- 1			1
Locks - General Locks - Missing or Damaged Lock					2	3	- 1	1			1			7
Lost and Found							2	1			2		1	6
Lost and Found - Airport/TSA							2	1			2		1	6
Mishandling of Passenger Property					4	3	5	11	6	5	7	8		53
Mishandling of Passenger Property - Dam	l naged/Missing	ı Items	Carny-on I	Hudade	4		1	3	1	J	- 1	- 0	1	6
Mishandling of Passenger Property - Dam					4	1	4	8	4	5	6	8		43
Mishandling of Passenger Property - Disa					-	2		0	1	J	1		J	43
Patdown		ourry o	11 01 01100	itou	1			1			1		2	5
Patdown - Flyer					1								2	3
Patdown - Flyer as Observer					- '-						1			1
Patdown - General								1						1
Persons w/ Disabilities (PWD)					1			'						1
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledicatio	n and Med	dic	1									1
Screening	1400033ary II	nouloatio	ni ana wice	uio	1	1	1		1	3		2	2	11
Screening - Lengthy Lines					- 1	ı	1			3				1
Screening - Procedures/Process					1	1	'		1	2		2	2	9
Screening - Procedures/Process Screening - Security Breach					- 1	ı			1	1				1
TSA Contact Information										2				2
TSA Contact Information - General										2				2
2017	7	1	1 .	17	14	8	11	13	22	14	13	12	8	150
Civil Rights	,		1	1	14	0	2		22	14	13	12	1	6
Civil Rights - National Origin			I	1				1					1	
	otion		1	ı			0	4						1
Civil Rights - Racial Profiling or Discrimin			I				2	1					1	
Civil Rights - Sexual Orientation - Not Tra Customer Service	2		2	2		4	2	2	5	5	2	6		1
Customer Service - Others				2		1			5	5	3 1	6		30
Customer Service - Others Customer Service - TSO	2		2	2		1	2	2		5	2			
	2		2	2	1				5			6		29
Locks					1	3		1	1	1				7
Locks - Missing or Damaged Lock Lost and Found				4	- 1	3		1	1	1				7
				1										
Lost and Found - Airport/TSA	4		^		_								4	1
Mishandling of Passenger Property	4		6	7	8	3	4	6	8	5	5	3	4	63
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam			1 5	6	0	1	4	1	0	2	1		2	5
					8	1	4	5	6	3	3	1	3	49
Mishandling of Passenger Property - Dam					e	1			0	0	1		4	1
Mishandling of Passenger Property - Disa	rrayed items-	Carry-o	in or Checi		0		0		2	2		2	1	8
Patdown				1	2	1	2		2		1			9
Patdown - Flyer				1		1	2		2		1			8
Patdown - Flyer as Observer				ı	4					0				I
Persons w/ Disabilities (PWD)					1					2	1	1		
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive		-4-1 /84	stal Disabi	m.	4								1	1
. , ,		ntai /ivier	itai Disabi	шу	1									
Persons w/ Disabilities (PWD) - Hearing I												1		1
Persons w/ Disabilities (PWD) - Internal N			h-i C	4\							-		1	1
Persons w/ Disabilities (PWD) - Mobility [ooter)						-	1			1
Persons w/ Disabilities (PWD) - Prosthes			.S							1				
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	segway								1				1
Property - Special Handling								3	5	1	3	1	1	14
Property - Special Handling - Damaged It	ems - Carry-C	اار								1				1
Property - Special Handling - Damaged It								1	1		1			3
Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten								1	4					1
	ns - Checked							1	4		2	1	1	9
Request for Assistance				1										1
Request for Assistance - Other	4		2	1	0		4		4					1
Screening Inconsistency	1		2	3	2		1		1			1		11
Screening - Inconsistency			1	2	1				1					3
Screening - Procedures/Process	1		1	3	1		1					1		8
SIDA (Security Identification Display Area)	\ C====			1										1
SIDA (Security Identification Display Area	í			1	4.4		_		40	40	4.4		4.2	146
2018	15	18	8 <i>′</i> 1	12	11	11	9	5	18	12	11	13	11	146
Civil Rights									1	1	2			5
Civil Rights - Headwear	l otion		1						4					1
Civil Rights - Racial Profiling or Discrimin		nder							1	A	1			2
Civil Rights - Sex/Gender/Gender Identity	- NULTRANSGE	nuer								1	4			1
Civil Rights - Transgender Screening			4	2							1			1
Customer Service	4		4	3	3	2	4	4	5	3		3	1	36
Customer Service - Others			4	2					1					1
Customer Service - TSO	4		4	3	3	2	4	4	4	3		3		35
Locks			2								1	1		4
Locks - Missing or Damaged Lock			2								1	1		4
Lost and Found													1	1
Lost and Found - Airport/TSA			_	_									1	1
Mishandling of Passenger Property	4		6	5	4	3	2		5	2	2			36
Mishandling of Passenger Property - Dam	naged/Missii		1						2	1	1		1	6

		1	SA Contac	t Center (1	CC) Data	ΓοοΙ - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dan	1 4	4	5	4	1	1		2	1	1	1		24
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsU	nspecified L	uggage		1							1
Mishandling of Passenger Property - Disa		1			2			1			1		5
Patdown	1			1								2	4
Patdown - Children												1	1
Patdown - Flyer	1			1								1	3
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Mobility	ı Disabilitv (No	t Wheelch	air or Scoot	er)				1					1
Property - Special Handling	3	2	2	1	4	1	1		5	5	4	3	33
Property - Special Handling - Damaged It	tems - Carry	1			1	1				1			5
Property - Special Handling - Damaged II			1					1	2		1	1	7
Property - Special Handling - Missing Iter		n		1			1			2	1		5
Property - Special Handling - Missing Iter		1			3			1	3	2	2	2	16
Screening	3	3	2	2	2	2		4	1	1	3		26
Screening - Inconsistency	1	0		1		1		1	'	1	0	0	5
Screening - Lengthy Lines			1	'		1		1		'	1		4
Screening - Procedures/Process	2	3	1	1	2	1		2	1		1	3	16
Screening - Procedures/Frocess Screening - Security Breach		3	- 1	1					- 1		1	3	1
2019	15	10	15	5	10	16	14	8	12	16	11	17	149
Advanced Imaging Technology (AIT)	15	10	10	J	10	10	14	0	14	10	- ''	17	143
	(0)				1								1
Advanced Imaging Technology (AIT) - Fly Civil Rights	/ei				1	1	1			1		1	5
<u> </u>					- 1	I	1			1		ı	1
Civil Rights - Hair Patdowns	-4:					4				- 1		4	
Civil Rights - Racial Profiling or Discrimin		0	7		1	1	1	4			4	1	4
Customer Service	4	2	7	1	4	7	4		3	6	4	3	46
Customer Service - Others						1		1		1			3
Customer Service - TSO	4	2	7	1	4	6	4		3	5	4		43
Locks	1					1	1					2	5
Locks - Missing or Damaged Lock	1					1	1					2	5
Mishandling of Passenger Property	4		4	2	2	1	4	4	2	4		4	31
Mishandling of Passenger Property - Dan		g ItemsC								1			2
Mishandling of Passenger Property - Dan			2	2	1		4	4	1	3		4	25
Mishandling of Passenger Property - Disa	arrayed Items				1	1			1				4
Patdown	1	1	1			1		1	1		2	1	9
Patdown - Flyer	1	1	1			1		1	1		2		8
Patdown - Flyer as Observer												1	1
Persons w/ Disabilities (PWD)	2						2	1		1	2		8
Persons w/ Disabilities (PWD) - Autism S	pectrum						1						1
Persons w/ Disabilities (PWD) - Breast C	ancer							1					1
Persons w/ Disabilities (PWD) - Diabetes	1												1
Persons w/ Disabilities (PWD) - Internal I	Medical Devi	ces					1						1
Persons w/ Disabilities (PWD) - Mobility	Disability (No	t Wheelch	air or Scoot	er)						1			1
Persons w/ Disabilities (PWD) - Touch Av	1												1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway									2		2
Property - Special Handling	1	4	3	1		1	1	1	3	3	2	3	23
Property - Special Handling - Damaged It	ems - Carrv-			1					2	1	1		5
Property - Special Handling - Damaged II		2	1									1	5
Property - Special Handling - Missing Iter		1	1				1		1	1		1	6
Property - Special Handling - Missing Iter		1	1			1		1		1	1	1	7
Screening	2	3	'	1	1	4	1	'	3	1	1	3	20
Screening - Inconsistency	1	3		- 1	- 1	4	- 1		3	- 1	- 1	3	1
Screening - Inconsistency Screening - Lengthy Lines		1				1	1						3
Screening - Lengthy Lines Screening - Procedures/Process	1	1		1		3	1		3	1	1	3	14
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis		1		1	1	3			3	1	ļ	3	2
	l lettis	1			1								
TSA Contact Information					1								
TSA Contact Information - General					1								1

		T	SA Contac										
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MFE	8	10	6	13	4	4			8	11	2		77
2016				2	1	2		1	1	3	1	1	12
Civil Rights				1					1				2
Civil Rights - Racial Profiling or Discrimina	ation			1					1				2
Customer Service					1	1							2
Customer Service - TSO					1	1							2
Mishandling of Passenger Property				1		1		1		3	1		8
Mishandling of Passenger Property - Dam				1		1		1		3	1		8
2017	3	2	1	9	1		1	2	3	4		2	28
Customer Service	2												2
Customer Service - Others	1												1
Customer Service - TSO	1												1
Mishandling of Passenger Property	1	1		7	1				1	3			14
Mishandling of Passenger Property - Dam	1	1		7	1				1	3			14
Patdown			1					1	1				3
Patdown - Flyer			1					1	1				3
Property - Special Handling							1	1	1	1		2	6
Property - Special Handling - Damaged It		d										1	1
Property - Special Handling - Missing Iten	ns - Checked						1	1	1	1		1	5
Screening		1		2									3
Screening - Procedures/Process		1		1									2
Screening - Retrieving Abandoned/Confis				1									1
2018	3	3	3	1	1	1			1	3	1		20
Civil Rights			1				1						2
Civil Rights - Age			1										1
Civil Rights - Racial Profiling or Discrimina	ation						1						1
Customer Service			1										1
Customer Service - TSO			1										1
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property	2	3		1			1						7
Mishandling of Passenger Property - Dam	1	3		1			1						6
Mishandling of Passenger Property - Disa	1												1
Patdown						1				1	1		3
Patdown - Flyer						1				1	1		3
Property - Special Handling			1						1	1			3
Property - Special Handling - Missing Iten	ns - Checked		1						1	1			3
Screening	1						1			1			3
Screening - Procedures/Process	1						1			1			3
2019	2	5	2	1	1	1		1	3	1			17
Civil Rights		1							1				2
Civil Rights - Racial Profiling or Discrimina	ation	1							1				2
Customer Service		1				1							2
Customer Service - TSO		1				1							2
Mishandling of Passenger Property	1	1	1							1			4
Mishandling of Passenger Property - Dam	1	1	1							1			4
Patdown				1				1	1				3
Patdown - Flyer				1				1	1				3
Property - Special Handling		1	1		1								3
Property - Special Handling - Damaged Ite		d			1								1
Property - Special Handling - Missing Iten	ns - Checke	1	1										2
Screening	1	1							1				3
Screening - Procedures/Process	1	1							1				3

Catagoria	40.0			act Center (T			04.5	05	00 :	o= • ·	00.5	00.0	-
Categories		11-Nov	12-Dec		02-Feb 3	03-Mar	04-Apr	05-May 8	06-Jun	07-Jul 7	08-Aug	09-Sep	Total
MFR 2016	3	6	5 1:	2 5	3	12 3	8 2		7	4	11	12 5	94 21
Civil Rights				<u> </u>		3	2			1		J	1
Civil Rights - Racial Profiling or Discrimin	ı ation									1			1
Customer Service						2		1			1		4
Customer Service - Others								1					1
Customer Service - TSO						2					1		3
Mishandling of Passenger Property				3		1		1	1	2		3	11
Mishandling of Passenger Property - Dan						1		1	1	1		3	10
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-or	n or Check	ed						1			1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - General												1	1
Screening							2			1		1	4
Screening - Inconsistency												1	1
Screening - Procedures/Process	4			•			2		•	1 1			3
2017 Customer Service	1	1		2	1	1	1	1	3	1	4	2	18 1
Customer Service - TSO												1	1
Locks												1	1
Locks - General												1	1
Mishandling of Passenger Property	1			2		1		1	3		2	ļ.	10
Mishandling of Passenger Property - Dan		ı Items(1				1
Mishandling of Passenger Property - Dam		,	July 011 20	1		1		1	2		2		. 8
Mishandling of Passenger Property - Disa		-Carry-or	n	1									1
Patdown	Ľ	1					1			1			3
Patdown - Flyer		1								1			2
Patdown - Non-Flyer							1						1
Property - Special Handling											1		1
Property - Special Handling - Missing Iter	ns - Checked										1		1
Screening					1						1		2
Screening - Procedures/Process					1						1		2
2018	1	3	3	1 2	1	5	3	2	2	2	6	2	30
Civil Rights							1					1	2
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender										1	1
Civil Rights - Transgender Screening							1						1
Customer Service						2				1	1		4
Customer Service - Others						1				1			2
Customer Service - TSO						1					1		2
Locks		1											1
Locks - Missing or Damaged Lock	4	1									0		1
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1								1		1		4
Mishandling of Passenger Property - Disa		Carry or	or Chack	ed					- 1		1		3 1
Patdown	linayed items	-Carry-01		1									2
Patdown - Flyer		1		1									2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Property - Special Handling				1		1	1	1		1	2		7
Property - Special Handling - Damaged It	ı ems - Carrv-C	On									1		1
Property - Special Handling - Damaged It						1							1
Property - Special Handling - Missing Iter										1			1
Property - Special Handling - Missing Iter	ns - Checked			1			1	1			1		4
Screening		1		1	1	2	1	1	1		1		9
Screening - Lengthy Lines					1			1	1		1		4
Screening - Procedures/Process		1		1		2	1						5
2019	1	2		9	1	3	2	3	1			3	25
Civil Rights				1								1	2
Civil Rights - Racial Profiling or Discrimin												1	1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender		1									1
Customer Service				1			1						2
Customer Service - TSO				1			1						2
Locks - Missing or Damaged Lock				1				1					2
Locks - Missing or Damaged Lock Mishandling of Passenger Property				1		1		1	4			4	5
Mishandling of Passenger Property Mishandling of Passenger Property - Dan	 aned/Missing	ı İteme - (,	1		1 1		1	1 1			1 1	5
Patdown	iagoa/iviissiii(, 101115(1		I		1	1			I	2
Patdown - Flyer				1				1					2
Persons w/ Disabilities (PWD)					1			1					1
Persons w/ Disabilities (PWD) - Cognitive	l /Developme	ntal /Men	tal Disabili	ty	1								1
Property - Special Handling	1	2		2		1						1	7
Property - Special Handling - Damaged It	ems - Checke			1		1							2
Property - Special Handling - Missing Iter		1											1
Property - Special Handling - Missing Iter		1		1								1	4
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening				1		1	1						3
Screening - Inconsistency						1							1
Screening - Procedures/Process				1			1						2
	1												

						CC) Data 1								
Categories	10-Oct	11-Nov	12-D		1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGM	1	1		3	5	4	3		2	3	3		6	38
2016					1	1		2			1		1	8
Locks					1							1		2
Locks - Missing or Damaged Lock					1							1		2
Mishandling of Passenger Property						1		2			1		1	6
Mishandling of Passenger Property - Date												1		1
Mishandling of Passenger Property - Date	maged/Missin	g ItemsC	hecked	Baggag	ge	1		2			1		1	5
2017	1	1		1	1	2						1	3	10
Civil Rights				1										1
Civil Rights - Racial Profiling or Discriming	nation			1										1
Customer Service													2	2
Customer Service - TSO													2	2
Mishandling of Passenger Property	1	1			1	2						1		6
Mishandling of Passenger Property - Dai		1												1
Mishandling of Passenger Property - Dai					1	2								4
Mishandling of Passenger Property - Dis	arrayed Items	Carry-on	or Che	cked								1		1
Screening													1	1
Screening - Procedures/Process													1	1
2018				1		1			1	1		1		5
Customer Service										1				1
Customer Service - TSO										1				1
Property - Special Handling						1								1
Property - Special Handling - Missing Ite	ms - Checked					1								1
Screening				1					1			1		3
Screening - Lengthy Lines				1										1
Screening - Procedures/Process									1			1		2
2019				1	3		3		1	2	2	1	2	15
Civil Rights					1		1							2
Civil Rights - Age							1							1
Civil Rights - Racial Profiling or Discriming	nation				1									1
Customer Service											1		1	2
Customer Service - Others													1	1
Customer Service - TSO											1			1
Mishandling of Passenger Property					2		1					1		4
Mishandling of Passenger Property - Dai	maged/Missin	g ItemsC	hecked	Baç	2		1					1		4
Persons w/ Disabilities (PWD)				-			1							1
Persons w/ Disabilities (PWD) - Mobility	Disability (No	t Wheelcha	air or S	cooter)			1							1
Property - Special Handling	1												1	1
Property - Special Handling - Missing Ite	ms - Checked												1	1
Screening				1					1	2	1			5
Screening - Lengthy Lines										2	1			3
Screening - Procedures/Process				1					1					2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MGW												1	1
2017												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Respirato	ry and Inha	ler Equipme	ent									1	1

				ct Center (1	CC) Data	Tool - FOIA	A						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHK	4	2	2	4	6	3	4	4	8	4	6	5	52
2016				1		1	2	2	2	1	1		10
Mishandling of Passenger Property				1		1	2	1	1	1	1		8
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked Bag	1		1	2	1	1	1	1		8
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medication	and Medic	al Supplies				1					1
Screening									1				1
Screening - Procedures/Process									1				1
2017	3		1	1	2	2		1	2	1	3	1	17
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	3		1	1	2	2			2		1	1	13
Mishandling of Passenger Property - Dam	3		1	1	2	2			2		1	1	13
Property - Special Handling										1	1		2
Property - Special Handling - Missing Item	ns - Checked									1	1		2
Screening								1					1
Screening - Procedures/Process								1					1
2018				1	3		2	1	3	1	2	1	14
Locks					1						1		2
Locks - Missing or Damaged Lock					1						1		2
Mishandling of Passenger Property				1	1		1		1	1			5
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked Bag	1	1		1						3
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	d					1	1			2
Property - Special Handling	-				1		1	1	1		1	1	6
Property - Special Handling - Damaged Ite	ems - Check	ed					1						1
Property - Special Handling - Missing Item	ns - Checked				1			1	1		1	1	5
Screening									1				1
Screening - Procedures/Process									1				1
2019	1	2	1	1	1				1	1		3	11
Mishandling of Passenger Property	1	1		1	1				1			1	6
Mishandling of Passenger Property - Dam	naged/Missii	1		1	1				1				4
Mishandling of Passenger Property - Disa	1											1	2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Diabetes												1	1
Property - Special Handling			1							1			2
Property - Special Handling - Missing Item	ns - Checked		1							1			2
Screening		1										1	2
Screening - Procedures/Process		1										1	2

Categories	40.0=4	44 Nav				C) Data To		04 4	OF Mari	00 1	07 1	00 4	00 0	Total
	10-Oct 28	11-Nov	12-De	20		02-Feb	03-Mar 24	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MHT	28	1	9	20	33	24		18	32	36	31	34		321
2016					12	10	7	4	9	11	7	17	7	84
Civil Rights Civil Rights - Racial Profiling or Discrimin	otion					1			I	1	1			3
Civil Rights - Sex/Gender/Gender Identity		ondor				- 1			1	1	- 1			3
Customer Service	- Not Transge	riuei			4	4	3	1	1	3	2	2		20
Customer Service - Others					2	4	1	- 1	1	1				9
Customer Service - TSO					2	4	2	1	1	2	2	2		11
Locks						1						1		2
Locks - Missing or Damaged Lock						1						1		2
Mishandling of Passenger Property					5	4	3	2	6	6	1	10	6	43
Mishandling of Passenger Property - Dam	l naged/Missing	ı Items	-Carry-on	Luggag			0		1	-	- '	10	0	1
Mishandling of Passenger Property - Dam					4	4	3	2	4	4	1	7	6	35
Mishandling of Passenger Property - Dam					1									1
Mishandling of Passenger Property - Disa									1	2		3		6
Patdown					1		1	1			1			4
Patdown - Flyer					1		1	1			1			4
Persons w/ Disabilities (PWD)									1		2			3
Persons w/ Disabilities (PWD) - General											1			1
Persons w/ Disabilities (PWD) - Mobility [Disability (Not	Wheeld	chair or So	cooter)							1			1
Persons w/ Disabilities (PWD) - Respirato									1					1
Screening	1	-1-1-			2					1		4	1	8
Screening - Inconsistency					1									1
Screening - Lengthy Lines					1									1
Screening - Procedures/Process										1		3	1	5
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	cated Items											1		1
2017	15		4	6	5	4	7	7	6	8	5	7	7	81
Civil Rights	13		*	•	,	-	•	,	U	2	3		'	2
Civil Rights - Sex/Gender/Gender Identity	- Not Transa	ender								2				2
Civil Rights - Sex/Gender/Gender identity Customer Service	- NOT Transge	Muci			1	1		3	2	2	1		2	15
Customer Service - Others	1				- 1	1		2	1		- 1		1	6
Customer Service - Others Customer Service - TSO	2				1	- 1		1	1	2	1		1	9
Locks					ı			1	1		1		1	
									1					1
Locks - Missing or Damaged Lock	44		4	_	4	2		4		4	0			
Mishandling of Passenger Property	11		4	5	4	3	5	1		1	2		2	43
Mishandling of Passenger Property - Dam			2	_		0				-		1	4	3
Mishandling of Passenger Property - Dam			1	5	4	2	4			1	0	4	1	30
Mishandling of Passenger Property - Disa	3		1			1	1	1			2		1	10
Patdown								1			2	1		4
Patdown - Flyer								1			2	1		4
Persons w/ Disabilities (PWD)							1			1			1	3
Persons w/ Disabilities (PWD) - Medical [1	1
Persons w/ Disabilities (PWD) - Medically		Medication	on and Me	edical S	upplies					1				1
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)						1							1
Property - Special Handling	L							1	1	1		1		4
Property - Special Handling - Damaged It								1	1	1				3
Property - Special Handling - Missing Iten	is - Checked											1		1
Screening	1			1			1	1	2	1			2	9
Screening - Crew Member or Airline Empl	oyee						1							1
Screening - Inconsistency									2					2
Screening - Lengthy Lines										1				1
Screening - 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
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender							1					1
Civil Rights - Transgender Screening										1				1
Customer Service	4		2	2	2		1	1	1		1			14
Customer Service - Others							1	1			1			3
Customer Service - TSO	4		2	2	2				1					11
Locks				1							2			3
Locks - Missing or Damaged Lock				1							2			3
Mishandling of Passenger Property	3		5		4	4	1	1	1	4	5	2	2	32
Mishandling of Passenger Property - Dam			1											1
Mishandling of Passenger Property - Dam	2		4		3	4			1	4	5	2	1	26
Mishandling of Passenger Property - Disa	1				1		1	1					1	5
Patdown				1				1						2
Patdown - Flyer				1				1						2
Persons w/ Disabilities (PWD)				2								2		4
Persons w/ Disabilities (PWD) - Diabetes												1		1
Persons w/ Disabilities (PWD) - Medical [Devices - Atta	ched to	th	1										1
Persons w/ Disabilities (PWD) - Mobility I	Disability (Not	Wheeld	ch	1										1
Persons w/ Disabilities (PWD) - Wheelcha												1		1
Property - Special Handling					3	1			5					9
Property - Special Handling - Damaged It	ems - Carry-(On			1									1
Property - Special Handling - Damaged It									2					2
Property - Special Handling - Missing Iten					2	1			3					6
Screening	2		1	1	2	2	1			3		1	1	14
Screening - Inconsistency				-		1							•	1
Screening - Lengthy Lines			1		1					1				3
Screening - Procedures/Process	2			1	1	1	1			2		1	1	10
2019	4		7	7	5	3	7	4	9	9	11	5		76
Civil Rights	-		1	•	3	3		+	3	3	- 11	3	J	1
Civil Rights - Sex/Gender/Gender Identity	- Not Transe		1											1
Customer Service	- Not Trans(1				2			4		1	1	10
Customer Service - Others	1						1			2		1	1	4
Gustomer Service - Others	<u> </u>						1							4

			I SA CUIILA	a center (CC) Data	1001 - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	1					1			2		1	1	6
Locks				1								1	2
Locks - Missing or Damaged Lock				1								1	2
Mishandling of Passenger Property	1	2	4	3	1	2		4	4	3	2	2	28
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	1										1
Mishandling of Passenger Property - Dam	naged/Missii	2	2	3		2		3	3	2	1	2	20
Mishandling of Passenger Property - Disa	1		1		1			1	1	1	1		7
Patdown			2			1	1			1			5
Patdown - Children										1			1
Patdown - Flyer			1			1	1						3
Patdown - Non-Flyer			1										1
Persons w/ Disabilities (PWD)		1			1					1			3
Persons w/ Disabilities (PWD) - Breast Ca	ancer									1			
Persons w/ Disabilities (PWD) - General					1								
Persons w/ Disabilities (PWD) - Medical I	Devices - At	1											
Property - Special Handling	1	3	1	1	1	2	2	3	1	5	2	1	23
Property - Special Handling - Damaged It	1	3				2	1			2			ć
Property - Special Handling - Missing Iten	ns - Carry-O	n							1				1
Property - Special Handling - Missing Iten	ns - Checked	d	1	1	1		1	3		3	2	1	13
Screening							1	2		1			4
Screening - Procedures/Process							1	2		1			4

Catananiaa	1001			ct Center (To	•				•••		•••		
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	•	Total
MIA	390	423	465	645	576	645	596	569	460	489	570		6,241
2016				153	186	192	197	157	101	121	151		1,381
Civil Rights				3	2	3	4	2		5	3		26
Civil Rights - Civil Rights Violation (TSA E	-mpioyee)					4						1	1
Civil Rights - Constitutional Rights					4	1							1
Civil Rights - General Complaint and Disc	rimination				1								1
Civil Rights - Headwear					1								1
Civil Rights - National Origin	. 47						1	1		1			3
Civil Rights - Racial Profiling or Discrimina				3		2	3			2		3	15
Civil Rights - Screening of Religious or Cu											1		1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder						1		2			3
Customer Service				19	25	23	29	27	13	15	22		186
Customer Service - Others				6	8	10	8	8	1	3			46
Customer Service - TSO				13	17	13	21	19	12	12	21	12	140
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domest	tic					1							1
Locks				13	24	22	23	12	11	10	13		150
Locks - General					2			2					5
Locks - Missing or Damaged Lock				13	22	22	23	10	11	10	13		145
Lost and Found				5	5	3	3	2	1	2			25
Lost and Found - 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
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	arry-on Lug	5	3	5	6	10	2	9	9	6	55
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	hecked Baç	93	103	100	104	81	61	74	92	66	774
Mishandling of Passenger Property - Dam	naged/Missing	ItemsU	nspecified I	1	2	1	2	1	2		2	1	12
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	or Checked	3	4	6	6	3	3		1	2	28
Patdown				2	1	1	3			2			9
Patdown - Flyer				1	1	1	3			2			8
Patdown - Flyer as Observer				1									1
Persons w/ Disabilities (PWD)				4	5	2	2	4	3	1	2	2	25
Persons w/ Disabilities (PWD) - Autism S	pectrum			1							1		2
Persons w/ Disabilities (PWD) - Cancer (g		reast Car	ncer							1		1	2
Persons w/ Disabilities (PWD) - Cognitive				1									1
Persons w/ Disabilities (PWD) - Diabetes			,					1					1
Persons w/ Disabilities (PWD) - General					1			1	1				3
Persons w/ Disabilities (PWD) - Internal N	ı ∕ledical Device	es			1		1	1					3
Persons w/ Disabilities (PWD) - Medically			and Medic	al Supplies		1			1				2
Persons w/ Disabilities (PWD) - Metal Imp			· arra moaro	а. очрроо		1							1
Persons w/ Disabilities (PWD) - Mobility [Wheelch	air or Scoot	er)	2		1						3
Persons w/ Disabilities (PWD) - Prosthesi			u 0. 0000t	0.7							1		1
Persons w/ Disabilities (PWD) - Service A		ina Oaoto						1			'	1	2
Persons w/ Disabilities (PWD) - Touch Av		rauma)		1									1
Persons w/ Disabilities (PWD) - Wheelcha				1	1				1				3
Request for Assistance		ocgway		<u> </u>					'			1	1
Request for Assistance - Other													1
Screening				5	12	25	15	15	5	3	5		88
Screening - Crew Member or Airline Empl	lovoo			3	12	20	10	10	3	3	0		1
	l					2	2						5
Screening - Inconsistency										1		ı ı	1
Screening - International Screening				2	4	12	6	6		Į.			30
Screening - Lengthy Lines Screening - Procedures/Process					7	9			5	2	4	- 1	
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis				3		9	6	8	5				45
	cated items				1	0	1	4					3
Screening - Security Breach						2		1				4	
TSA Contact Information													1
TSA Contact Information - General													1
2017	114	130	170	199	138	160	124	118	123	112	136	70 413 51 123 51 123 3 4 1 1 22 3 1 1 22 13 1 1 21 12 13 21 2 2 2 2 20 4 75 9 66 2 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1,614
Civil Rights	1	1	1	4		1		2	2	1		2	17
Civil Rights - Hair Patdowns											1		1
Civil Rights - National Origin				1					2				3
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimina		1	1	1		1		2		1		2	10
Civil Rights - Sex/Gender/Gender Identity				2									2
Customer Service	9	6		13	7	11	16	18	18	7	17		143
Customer Service - Others			2		1		1	1	1				11
Customer Service - TSO	9	6	12	13	6	11	15	17	17	7	12		132
Identification (ID) Requirements									1			1	2
Identification (ID) Requirements - Domest									1			1	2
Locks	15	21	20	25	18	12	16	21	9	8	10		183
Locks - General		1	1		1		2				1	1	7
Locks - 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
Lost and Found - 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
Mishandling of Passenger Property - Dam		5	7	1	4	4	2	1	1		3		37
Mishandling of Passenger Property - Dam	66	82	106	136	91	107	55	47	55	59	73	43	920
Mishandling of Passenger Property - Dam	1		3		2	1		2	1		1		11
Mishandling of Passenger Property - Disa	1	3	4	5	10	9	4	3	3	5	2	2	51
Patdown	1		1	1	1	1	1	1	3			2	12
Patdown - Flyer	1		1	1	1	1	1	1	3			2	12
Persons w/ Disabilities (PWD)	2			2	1	3	1	2		6	1		20
Persons w/ Disabilities (PWD) - Cancer (c		reast Car	ncer					1					1
Persons w/ Disabilities (PWD) - Diabetes						1				2	1		4
Persons w/ Disabilities (PWD) - General					1	1				1			3
Persons w/ Disabilities (PWD) - Internal N	ı Aedical Device	es								'		1	1
Persons w/ Disabilities (PWD) - Medical I			e Body							1		- '	1
Sississified (1 175) Middledi L													

Catagorias	40.0-4 4			Center (TC	•		04 Ann	OF Mari	00 1	07 1	00 4	00 0	Total
Categories Persons w/ Disabilities (PWD) - Medically	·)2-Feb (03-Mar	04-Apr	05-May	06-Jun	07-Jul 1	08-Aug	09-Sep	Total 2
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D		edication an	u Medicai	Supplies 1			- 1	1		- 1		1	4
Persons w/ Disabilities (PWD) - Ostomy/0				'				'					1
Persons w/ Disabilities (PWD) - Visual Im						1							1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	egway		1						1			2
Prohibited & Permitted Items		1							1	2	1		5
Prohibited & Permitted Items - Alcohol and	d Tobacco								1		1		2
Prohibited & Permitted Items - General		1								2			3
Property - Special Handling	0						24	13	21	19	23	15	115
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite								1	2	7	3		6
Property - Special Handling - Damaged Ite							6	3	5 1	7 1	9	5	35 4
Property - Special Handling - Missing Item							18	9	13	11	9	10	70
Request for Assistance	I	1		1			10	<u> </u>	10	- ''		10	2
Request for Assistance - Other		1		1									2
Screening	8	10	11	10	4	10	5	8	8	3	3	7	87
Screening - Crew Member or Airline Empl	1		1			1							3
Screening - Inconsistency	1	3	1	4		4		1	1		1		16
Screening - Lengthy Lines							1	1		1		1	4
Screening - Procedures/Process	6	6	7	5	3	5	4	5	5	2	2	5	55
Screening - Retrieving Abandoned/Confis	cated Items	1	1	1								1	4
Screening - 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
Advanced Imaging Technology (AIT) - Fly		•		40				-		_	1		1
Civil Rights - Age	2	2	3	10	1	2	6	5	2	6	2	2	43
Civil Rights - Age Civil Rights - Hair Patdowns			ı					1					1
Civil Rights - Hail Patdowns Civil Rights - Headwear								1		1			1
Civil Rights - National Origin				1			1			1	1		4
Civil Rights - Racial Profiling or Discrimina	2	1		7	1	2	4	2	1	4	1	2	27
Civil Rights - Screening of Religious Cultu		1		,									1
Civil Rights - Sex/Gender/Gender Identity			1	1				2					4
Civil Rights - Sexual Orientation - Not Tra			1										1
Civil Rights - Transgender Screening				1			1		1				3
Customer Service	23	24	26	21	22	29	31	34	17	17	18	13	275
Customer Service - Others	2	3	4	3	8	9	3	6	5	3	2		48
Customer Service - 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
Locks - General	2	1			1								4
Locks - 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
Lost and Found - Airport/TSA	4	2	1 77	1	1	00	40	1	1	2	1	40	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	67	63 5	77 4	66	52 4	62	49	53	43	48	41	48	669 25
Mishandling of Passenger Property - Dam		54	65	59	41	49	45	49	40	41	39	40	584
Mishandling of Passenger Property - Dam					1	43	1	43	40	2	1	2	7
Mishandling of Passenger Property - Disa		4	8	6	6	11	3	4		2	1	3	53
Patdown	-			2		1		2	5		4	2	16
Patdown - Flyer				2				2	4		3	2	13
Patdown - Flyer as Observer									1		1		2
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)	1	3	2	3	5	6	3	6		2	1	2	34
Persons w/ Disabilities (PWD) - Diabetes				1		1	2	1				1	6
Persons w/ Disabilities (PWD) - General		1	1		2			1		1		1	7
Persons w/ Disabilities (PWD) - Hearing I						2					1		3
Persons w/ Disabilities (PWD) - Internal M		S		1	1	1							3
Persons w/ Disabilities (PWD) - Medically		A71 I . I.						1					2
Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirato			1	1									1
Persons w/ Disabilities (PWD) - Wheelcha		2		- 1	2	2	1	3		1			11
Prohibited & Permitted Items	all/ Ocoolel/	1					1	3		1	1		2
Prohibited & Permitted Items - Alcohol and	l d Tobacco	'									1		1
Prohibited & Permitted Items - Knives/Too		1											1
Property - Special Handling	30	31	34	27	23	32	22	24	22	23	30	22	320
Property - Special Handling - Damaged Ite		3	3	4	3	3	1		1	4		2	24
Property - Special Handling - Damaged Ite		8	9	3	6	14	5	4	4	2	3	3	70
Property - Special Handling - Missing Item		5	4	2	2	3	3	4	2	4	1	3	37
Property - Special Handling - Missing Item		15	18	18	12	12	13	16	15	13	26	14	189
Request for Assistance	1					1					1		3
Request for Assistance - Other						1					1		2
Request for Assistance - Wounded Warrio													1
Screening Crow Member of Airline Empl	10	8	12	5	17	9	15	12	12	12	11	6	129
Screening - Crew Member or Airline Empl	loyee				1	1			1	1			3
Screening - Inconsistency Screening - International Screening					I	I			1	1			1
Screening - International Screening Screening - Lengthy Lines	2	1	2		6	2	1	5	2	2	2	4	29
Screening - Procedures/Process	8	7	10	5	10	5	14	6	8	9	9	1	92
Screening - Retrieving Abandoned/Confise			10		10	1	1-7	1	- 0	<u> </u>		1	3
2019	121	143	129	148	113	137	132	137	122	136	158	99	1,575
			2	2	1	4	1	3	9	3		2	44
Civil Rights	6	8	_	_				0	0				
Civil Rights Civil Rights - Age	6	8			'							1	1
Civil Rights - Age Civil Rights - Constitutional Rights	6	1		1									3
Civil Rights - Age			2		'		'		2	1			

		-	ΓSA Contac	t Center (
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Perceived Religion											1		1
Civil Rights - Racial Profiling or Discrimina	4	4	1		1	3	1	3	6	2	2		27
Civil Rights - Screening of Religious or Cu	ultural Garm	ents				1							1
Civil Rights - Sex/Gender/Gender Identity	. 1	3	1	1					1			1	8
Customer Service	21	24	16	23	19	17	19	24	14	13	24	19	233
Customer Service - CSM											1		1
Customer Service - Others	4	2	2	1	3	2	3	5		1	3		26
Customer Service - TSO	17	22	14	22	16	15	16	19	14	12	20	19	206
Locks	11	17	7	14	7	19	14	17	10	12	15	4	147
Locks - General					1								
Locks - Missing or Damaged Lock	11	17	7	14	6	19	14	17	10	12	15	4	146
Lost and Found	2	1	1	1		2			2	2		1	12
Lost and Found - Airport/TSA	2	1	1	1		2			2	2		1	12
Mishandling of Passenger Property	42	30	47	50	37	45	41	42	32	54	60	40	520
Mishandling of Passenger Property - Dam	1	1	4	2	2	2	2	1		4	2	3	24
Mishandling of Passenger Property - Dam	36	27	43	45	29	35	38	38	26	46	52	32	44
Mishandling of Passenger Property - Dam	2	1		1		1					3	1	9
Mishandling of Passenger Property - Disa	3	1		2	6	7	1	3	6	4	3	4	40
Patdown	4	5	5	1	2	2	1		2	5	3	4	34
Patdown - Flyer	4	5	4	1	2	1	1		2	5	3	4	32
Patdown - Flyer as Observer						1							
Patdown - Non-Flyer			1										
Persons w/ Disabilities (PWD)	1	3	4	3	6	2	4	6	5	5	3	3	45
Persons w/ Disabilities (PWD) - Autism Sp	pectrum						1			1			
Persons w/ Disabilities (PWD) - Cancer (g										1	1		
Persons w/ Disabilities (PWD) - Cognitive		ental /Ment	al Disability	1									
Persons w/ Disabilities (PWD) - Diabetes	1						1		2	1		1	
Persons w/ Disabilities (PWD) - General					2						1		
Persons w/ Disabilities (PWD) - Internal M			1									1	
Persons w/ Disabilities (PWD) - Medically		Medication	and Medica	al Supplies	1			1		1	1		
Persons w/ Disabilities (PWD) - Metal Imp						1							
Persons w/ Disabilities (PWD) - Mobility D		2		1			1		2			1	
Persons w/ Disabilities (PWD) - Prosthesi		and Casts	1		1								
Persons w/ Disabilities (PWD) - Service A								2					
Persons w/ Disabilities (PWD) - Touch Av	- 41	/trauma)								1			
Persons w/ Disabilities (PWD) - Visual Im				1									
Persons w/ Disabilities (PWD) - Wheelcha		1	2		1	1	1	3	1				1
Property - Special Handling	23	42	30	41	30	30	44	30	30	38	37	20	39
Property - Special Handling - Damaged Ite		2		1	2	2	2		3	4	4	4	3
Property - Special Handling - Damaged Ite		8	6	9	4	9	7	5	8	10	7	6	8
Property - Special Handling - Missing Item		8	6	3	10	3	8	5	10	1	2	5	6
Property - Special Handling - Missing Item	14	24	13	28	14	16	27	16	9	23	24	5	21
Request for Assistance									1				
Request for Assistance - Other									1				
Screening	11	13	17	13	11	16	8	15	17	4	13	6	144
Screening - Crew Member or Airline Empl		1											
Screening - Inconsistency	2												
Screening - International Screening									1	1			
Screening - Lengthy Lines	2	3			4	4	1	4	2	1	2	1	2
Screening - Procedures/Process	7	8		13	6	11	6		14	2	9	5	10
Screening - Retrieving Abandoned/Confise	cated Items		2			1		1			1		
Screening - Security Breach		1					1				1		3
Screening - Shoe Screening					1								1

egories	40.0	44 14	40 Dar	04 1	02 5-1	ool - FOIA	04 4	OE 14	06 1	07 11	00 4	00.00	Total
		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
IKE	59	54	64	76	45	69	59	53	74	76			800
2016				21	12	21	17	12	19	24			172
Customer Service				2	1	6	1	3	3	6	3	3	28
Customer Service - Others					1					1			2
Customer Service - TSO				2		6	1	3	3	5			26
Locks Locks - Missing or Damaged Lock						2	1		1	3			11
Locks - Missing or Damaged Lock Lost and Found				1		2	1		1	3	2	2	11
Lost and Found - Airport/TSA				1						1			2
					40	4.4	40	7	40		40		2
Mishandling of Passenger Property	I /N 4 i i			15	10	11	10	7	13	12			106
Mishandling of Passenger Property - Dam				2	2	3		2	2	40	1	1	13
Mishandling of Passenger Property - Dam				11	7	7	10	4	8	12	16	8	83
Mishandling of Passenger Property - Dam									1				1
Mishandling of Passenger Property - Disa	rrayed items-	-Carry-on c	or Checker	2	1	1		1	2		1	1	9
Patdown				1		1		1					3
Patdown - Flyer				1		1		1					3
Persons w/ Disabilities (PWD)					1							1	2
Persons w/ Disabilities (PWD) - Diabetes					1								1
Persons w/ Disabilities (PWD) - Hearing In	mpairment											1	1
Screening				2		1	5	1	2	2	5	2	20
Screening - Inconsistency							1	1			1	1	4
Screening - Lengthy Lines						1	1		1		1		4
Screening - Procedures/Process				2			3		1	2	2	1	11
Screening - Retrieving Abandoned/Confisc	cated Items										1		1
2017	26	20	17	26	7	19	16	14	22	15	23	19	224
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Fly	er					1							1
Civil Rights	1						1				1		3
Civil Rights - Racial Profiling or Discrimina											1		2
Civil Rights - Transgender Screening							1						
Customer Service	2	3	1	2		6	2	2	4	1	1	2	26
Customer Service - Others		1	- 1			1			4	1			
Customer Service - TSO	0		4	0			0	0	4	- 1	1		3
	2	2	1	2		5	2	2	<u>4</u>		1	2	23
Identification (ID) Requirements	_												1
Identification (ID) Requirements - Domesti									1				1
Locks	3	1	2	2	1			1	1	1	1		13
Locks - General	1	1								1			3
Locks - Missing or Damaged Lock	2		2	2	1			1	1		1		10
Lost and Found						1							1
Lost and Found - Airport/TSA						1							1
Mishandling of Passenger Property	18	15	12	19	4	9	6	6	11	12	9	11	132
Mishandling of Passenger Property - Dam	1												1
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCa	rry-on Lug	1		2		2	1		1	1	8
Mishandling of Passenger Property - Dam	14	13	11	18	3	6	5	4	9	10	7	8	108
Mishandling of Passenger Property - Dam	1									1			2
Mishandling of Passenger Property - Disa	2	2	1		1	1	1		1	1	1	2	13
Patdown	1		1		1	1		1	1		2		8
Patdown - Flyer	1		1		1	1		1	1		2		8
Persons w/ Disabilities (PWD)				1	1								2
Persons w/ Disabilities (PWD) - Mobility D	i Disability (Not	Wheelchai	r or Scoote	r)	1								1

													1
Persons w/ Disabilities (PWD) - Service A				1					1				1
Prohibited & Permitted Items		la/Procet P	ump	1					1				1 1
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk		la/Breast P	ump	1			6	2	1	1		2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling	/Baby Formu		ump	1			6	3	1	1			1 1 1 18
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite	/Baby Formu ems - Carry-C	On	ump	1			1	3	1	1	5 1		4
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	:/Baby Formu ems - Carry-C ems - Checke	On	ump	1			1		1		1	1	4
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	:/Baby Formu ems - Carry-C ems - Checke	On ed	·				1 1 4	3	1 1	1	1	1	4 1 13
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening	:/Baby Formu ems - Carry-C ems - Checke	On	ump 1	2		1	1		1		1	1	1 13 18
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency	:/Baby Formu ems - Carry-C ems - Checke	On ed	·			1 1	1 1 4	3	1 1		1	1 1 4	4 1 13 18 1
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	t/Baby Formu ems - Carry-C ems - Checked is - Checked 1	On ed	1	2			1 1 4 1	3	1 1 1 2		1 4 4	1 1 4	4 1 13 18 1 1 3
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	ems - Carry-Cems - Checked 1	On ed 1	1	2		1	1 1 4 1	3 1	1 1 1 2 2	1	1 4 4	1 4 2 2 2	4 1 13 18 1 3 14
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018	t/Baby Formu ems - Carry-C ems - Checked is - Checked 1	On ed	1	2	17		1 1 4 1	3	1 1 1 2		1 4 4	1 4 2 2 2	4 1 13 18 1 3
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights	/Baby Formu ems - Carry-C ems - Checked 1 1 1	On ed 1	1	2	17	1	1 1 4 1	3 1	1 1 1 2 2	1	1 4 4	1 4 2 2 2	4 1 13 18 1 3 14
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina	ems - Carry-Cems - Checked 1 1 21	1 1 1 13	1 1 26	2 2 21	17	1	1 1 4 1	3 1	2 2 19	1	1 4 4	1 4 2 2 2	4 1 13 18 1 3 14 215
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights	ems - Carry-Cems - Checked 1 1 21	1 1 1 13	1 1 26	2 2 21 1	17	1	1 1 4 1	3 1	2 2 19	1	1 4 4	1 4 2 2 2	4 1 13 18 1 3 14 215
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina	ems - Carry-Cems - Checked 1 1 21	1 1 1 13	1 1 26	2 2 21 1	17	1	1 1 4 1	3 1	2 2 19	1	1 4 4	1 4 2 2 2	4 1 13 18 1 3 14 215 3
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity-	ems - Carry-Cems - Checked 1 1 21	1 1 1 13	1 1 26 1	2 2 21 1	17	1	1 1 4 1	3 1	2 2 19	1	4 4 16	1 4 2 2 18	4 1 13 18 1 3 14 215 3 1 1
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening	ems - Carry-Cems - Checked 1 1 21 ation Not Transge	1 1 13	1 1 26 1	2 2 21 1		17	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1	2 2 19 1	23	4 4 16	1 4 2 2 18	4 1 13 18 1 3 14 215 3 1 1
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others	/Baby Formu ems - Carry-Cems - Checked ss - Checked 1 1 21 ation Not Transge	1 1 13 ender 4	1 26 1 1 3	2 21 1 1	2	17	1 1 4 1 1 12	3 1 1 12	2 2 19 1	23 4	1 4 4 16	1 1 4 2 2 2 18	4 1 13 18 1 3 14 215 3 1 1 1 1 1 3 2
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	/Baby Formu ems - Carry-C ems - Checked 1 1 21 ation Not Transge	1 1 13 ender 4	1 1 26 1	2 2 21 1	2	17	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 1 1	2 2 19 1	23	1 4 4 16	1 1 4 2 2 2 18	4 1 13 18 1 3 14 215 3 1 1 1 1 1 3 2 1 3
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	/Baby Formu ems - Carry-Cems - Checked ss - Checked 1 1 21 ation Not Transge	1 1 13 ender 4	1 26 1 1 3	2 21 1 1	2	17	1 1 4 1 1 12	3 1 1 12	2 2 19 1	23 4	1 4 4 16	1 1 4 2 2 2 18	4 1 13 18 1 3 14 215 3 1 1 1 1 3 2 1 1 3 3 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General	ems - Carry-Cems - Checked 1 1 21 ation - Not Transge 3 1	1 1 13 ender 4 4 1	1 26 1 1 3	2 21 1 1	2 2 1	17	1 1 4 1 1 12	3 1 1 12	2 2 19 1	23 4	1 4 4 16	1 1 4 2 2 2 18	4 1 13 18 1 3 14 215 3 1 1 1 1 1 3 2 1 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock	/Baby Formu ems - Carry-C ems - Checked 1 1 21 ation Not Transge	1 1 13 ender 4	1 26 1 1 3	2 21 1 1	2	17	1 1 4 1 1 12	3 1 1 12	2 2 19 1	23 4	1 4 4 16	1 1 4 2 2 2 18	4 1 13 18 1 3 14 215 3 1 1 1 1 3 2 1 1 3 1 1 1 1 1 1 1 1 1 1
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	ems - Carry-Cems - Checked 1 1 21 ation - Not Transge 3 1	1 1 13 ender 4 4 1	1 26 1 1 3	2 21 1 1 4 4	2 2 1	17	1 1 4 1 1 12	3 1 1 12	2 2 19 1	23 4	1 4 4 16	1 1 4 2 2 2 18	4 1 13 18 1 3 14 215 3 1 1 1 1 32 1 3 1 1 4 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	ems - Carry-Cems - Checked 1 1 21 ation - Not Transge	1 1 13 ender 4 1 1	1 26 1 1 3 3 3	2 21 1 1 4 4	2 2 1	17 2 2	1 1 4 1 1 12 2	3 1 1 12	2 2 19 1	23 4 4	1 4 4 16	1 1 4 2 2 2 18	4 1 13 18 1 3 14 215 3 1 1 1 1 32 1 31 5 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	/Baby Formulems - Carry-Cems - Checked 1 1 21 ation - Not Transge 3 1 1 1 4	1 1 13 ender 4 1 1 4	1 26 1 3 3 3 8	2 21 1 1 4 4 4	2 2 1	17	1 1 4 1 1 12	1 1 12	2 2 19 1	23 4 4	1 4 4 16	1 1 4 2 2 2 18	4 1 13 18 1 3 14 215 3 1 1 1 1 32 1 31 3 1 4 1 1 3 1 4 1 1 1 1 1 1 1 1 1
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property	ems - Carry-Cems - Checked 1 21 ation Not Transge 3 1 1 4 aged/Missing	1 1 13 ender 4 1 1 4 4 ItemsCal	1 26 1 3 3 3 8 arry-on Lugg	2 21 1 1 4 4 4 4 and	2 2 1 1 1 5	17 2 2	1 1 4 1 1 12 2 2	1 12 1 1 1	2 2 19 1 1 1 1	23 4 4 4 2	1 4 4 16	1 1 4 2 2 2 18 4 1 3 1 1	4 1 13 18 1 3 14 215 3 1 1 1 32 1 31 31 4 4 1 31 4 1 1 1 3 1 1 1 1 1 1
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ems - Carry-Cems - Checked 1 21 ation - Not Transge 3 1 1 4 aged/Missing 4	1 1 13 ender 4 1 1 1 4 J ItemsCa 4	1 26 1 3 3 3 3 8 rry-on Lugg 6	2 21 1 1 4 4 4	2 2 1	1 17 2 2 2 1 1	1 1 4 1 1 12 2	1 1 12	2 2 19 1 1 1 1 1 5	23 4 4 4 2 5	1 4 4 16 2 2 2	1 1 4 2 2 2 18 4 1 3 1 1	4 1 13 18 1 3 14 215 3 1 1 1 32 1 31 31 5 1 4 4 1 1 5 9
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	/Baby Formulems - Carry-Cems - Checked 1 1 21 ation - Not Transge 3 1 1 4 aged/Missing 4 rrayed Items-	1 1 13 ender 4 1 1 1 4 J ItemsCa 4 -Carry-on	1 26 1 3 3 3 3 3 Frry-on Lugge 6 2	2 21 1 1 4 4 4 6 aage 6	2 2 1 1 5 5 5	17 2 2 2 1 1	1 1 4 1 1 12 2 2	1 12 1 1 1	2 1 1 1 1 2 2 19 1 1 1 1 1 1 6	23 4 4 4 2 5 5	1 4 4 16 2 2 2	1 1 4 2 2 18 4 1 3 1 1	4 1 13 18 1 1 3 14 215 3 1 1 1 1 32 1 31 5 1 4 1 1 59 4 49 6
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	ems - Carry-Cems - Checked 1 21 ation - Not Transge 3 1 1 4 aged/Missing 4	1 1 13 ender 4 1 1 1 4 J ItemsCa 4	1 26 1 3 3 3 3 8 rry-on Lugg 6	2 21 1 1 4 4 4 4 and	2 2 1 1 5 5	1 17 2 2 2 1 1	1 1 4 1 1 12 2 2	1 12 1 1 1	2 2 19 1 1 1 1 1 5	23 4 4 4 2 5	1 4 4 16 2 2 2	1 1 4 2 2 18 4 1 3 1 1	4 1 13 18 1 3 14 215 3 1 1 1 1 32 1 31 5 1 4 4 4 49 6 25
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	/Baby Formulems - Carry-Cems - Checked 1 1 21 ation - Not Transge 3 1 1 4 aged/Missing 4 rrayed Items-	1 1 13 ender 4 1 1 1 4 J ItemsCa 4 -Carry-on	1 26 1 3 3 3 3 3 Frry-on Lugge 6 2	2 21 1 1 4 4 4 6 aage 6	2 2 1 1 5 5 5	17 2 2 2 1 1	1 1 4 1 1 12 2 2	1 12 1 1 1	2 1 1 1 1 2 2 19 1 1 1 1 1 1 6	23 4 4 4 2 5 5	1 4 4 16 2 2 2	1 1 4 2 2 18 4 1 3 1 1	4 1 13 18 1 1 3 14 215 3 1 1 1 1 32 1 31 5 1 4 1 1 59 4 49 6
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	/Baby Formulems - Carry-Cems - Checked 1 1 21 ation - Not Transge 3 1 1 4 aged/Missing 4 rrayed Items-	1 1 13 ender 4 1 1 1 4 J ItemsCa 4 -Carry-on	1 26 1 3 3 3 3 3 Frry-on Lugge 6 2	2 21 1 1 4 4 4 6 aage 6	2 2 1 1 5 5	17 2 2 2 1 1	1 1 4 1 1 12 2 2	1 12 1 1 1	2 1 1 1 1 2 2 19 1 1 1 1 1 1 6	23 4 4 4 2 5 5	1 4 4 16 2 2 2 4 1 3 3	1 1 4 2 2 2 18 4 1 3 1 1	4 1 13 18 1 3 14 215 3 1 1 1 1 32 1 31 5 1 4 4 4 49 6 25
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children	/Baby Formulems - Carry-Cems - Checked 1 1 21 ation Not Transge 3 3 1 1 4 aged/Missing 4 rrayed Items-2	1 1 13 ender 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 26 1 3 3 3 3 4 8 8 rry-on Lugg 6 2 3 3	2 21 1 1 4 4 4 4 4 4 4 6 6 6 6 6 6 6 6 6 6	2 2 1 1 5 5	1 1 2 2 2 1 1 3	1 1 4 1 1 12 2 2	1 12 1 1 1	2 1 1 1 2 2 19 1 1 1 1 1 1 6 5 1 3	23 4 4 4 8 8 2 5 5 1 1 3	1 4 4 16 2 2 2 4 1 3 3	1 1 4 2 2 2 18 4 1 3 1 1	4 1 13 18 1 3 14 215 3 1 1 1 1 32 1 31 5 1 4 1 1 5 9 4 4 9 4 9 9 9 9 9 9 9 9 9 1 9 9 9 9 1 9 9 9 9
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer	/Baby Formulems - Carry-Cems - Checked 1 1 21 ation Not Transge 3 3 1 1 4 aged/Missing 4 rrayed Items-	1 1 13 ender 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 26 1 3 3 3 3 4 8 8 rry-on Lugg 6 2 3 3	2 21 1 1 4 4 4 4 4 4 4 6 6 6 6 6 6 6 6 6 6	2 2 1 1 5 5	1 1 2 2 2 1 1 3	1 1 4 1 1 12 2 2	1 12 1 1 1	2 1 1 1 2 2 19 1 1 1 1 1 1 6 5 1 3	23 4 4 4 8 8 2 5 5 1 1 3	1 4 4 16 2 2 2 4 1 3 3	1 1 4 2 2 2 18 4 1 3 1 1	4 1 13 18 18 1 3 14 215 3 1 1 1 1 32 1 31 5 1 4 1 1 59 4 49 6 25 1 22
Prohibited & Permitted Items Prohibited & Permitted Items - Breast Milk Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer	/Baby Formulems - Carry-Cems - Checked 1 1 21 ation Not Transge 3 3 1 1 4 aged/Missing 4 rrayed Items-	1 1 13 ender 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 26 1 3 3 3 8 rry-on Lugg 6 2 3 3 2	2 21 1 1 4 4 4 4 4 4 4 6 6 6 6 6 6 6 6 6 6	2 2 1 1 5 5	1 1 2 2 2 1 1 3	1 1 4 1 1 12 2 2	1 12 1 1 1	2 1 1 1 2 2 19 1 1 1 1 1 1 6 5 1 3	23 4 4 4 8 8 2 5 5 1 1 3	1 4 4 16 2 2 2 4 1 3 3	1 1 4 2 2 2 18 4 1 3 1 1	4 1 13 18 1 3 14 215 3 1 1 1 32 1 31 5 1 4 1 59 4 49 6 25 1 22

		TS	A Contact	Center (T	CC) Data	Tool - FOIA							
gories	10-Oct 11-	Nov '	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Persons w/ Disabilities (PWD) - Mobility D	isability (Not Wh	eelchair	or Scooter)							1		
Persons w/ Disabilities (PWD) - Ostomy/C	stomates										1		
Persons w/ Disabilities (PWD) - Touch Ave		na)						1					
Persons w/ Disabilities (PWD) - Wheelcha			1				1		1				
Property - Special Handling	6	1	7	6	5	10	4	4	3	7	4	4	
Property - Special Handling - Damaged Ite			,			2		-		1		-	
Property - Special Handling - Damaged Ite			2	2	2	2	1		1	1	1		
Property - Special Handling - Missing Item			1	1	1	2	- 1		1	1	1	1	
Property - Special Handling - Missing Item		1	4	3	2	4	3	4	1	4		3	
Request for Assistance	4	ı	4	3		4	3	4	1	1		3	
									1				
Request for Assistance - Other	(14011000)									1	1		
Request for Assistance - Wounded Warrio									1				
Screening	4		3	1	2	1	3	2	2			1	
Screening - Children						1							
Screening - Inconsistency	1				1								
Screening - Lengthy Lines	1												
Screening - Procedures/Process	2		3		1		3	2	2			1	
Screening - Security Breach				1									
2019	12	21	21	8	9	12	14	15	14	14	23	26	
Civil Rights		1	1	1				3	1		1	3	
Civil Rights - Age			1										
Civil Rights - Racial Profiling or Discrimina	ation							3	1		1	1	
Civil Rights - Sex/Gender/Gender Identity-		1		1					ļ.		ļ.	1	
Civil Rights - Sexual Orientation - Not Tran		'										1	
Customer Service	isgerider	3	3	1			1	4	1	1	1	2	
			3	1			1	4		1	1	2	
Customer Service - TSO		3		1			1	4	1				
Locks		1	1						1	1	5	3	
Locks - Missing or Damaged Lock		1	1						1	1	5	3	
Lost and Found	1				1				1			2	
Lost and Found - Airport/TSA	1				1				1			2	
Mishandling of Passenger Property	7	7	7	1	1	4	6	4	9	5	5	7	
Mishandling of Passenger Property - Dam	aged/Missiı	1						1				2	
Mishandling of Passenger Property - Dam	6	4	7	1		3	4	3	9	5	5	5	
Mishandling of Passenger Property - Disa	1	2			1	1	2						
Patdown				1	2	1				1			
Patdown - Flyer				1	1	1				1			
Patdown - Non-Flyer					1								
Persons w/ Disabilities (PWD)	2	3							1	1	1	1	
Persons w/ Disabilities (PWD) - Breast Ca		- 0							1				
Persons w/ Disabilities (PWD) - Cognitive		/Montal	Disability						- '		1		
Persons w/ Disabilities (PWD) - Cognitive	1 Developmental	iviciliai	Disability								- 1		
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical D))i	- 4											
,		1											
Persons w/ Disabilities (PWD) - Medically		2											
Persons w/ Disabilities (PWD) - Metal Imp													
Persons w/ Disabilities (PWD) - Mobility D)								1	
Persons w/ Disabilities (PWD) - Respirato	ry and Inhaler Eq									1			
Property - Special Handling	11	5	5	4	3	5	4	2		3	5	5	
Property - Special Handling - Damaged Ite	ems - Carry	1	1		1								
Property - Special Handling - Damaged Ite	ems - Checl	1	1	1	1	1					2	4	
Property - Special Handling - Missing Item	ıs - Carry-On		2			1	1	1		1			
Property - Special Handling - Missing Item		3	1	3	1	3	3	1		2	3	1	
Screening	1	1	4		2	2	3	2		2		3	
Screening - Inconsistency	1	•			1						1		
Screening - Procedures/Process		1	3		1	1	2	2		2		3	
Ourceining - Froodulies/Froods		- 1			- 1	- 1					4	3	
Screening - Retrieving Abandoned/Confisc	rated Itams		1										

			3A 00	miaci	Center (ICC) Data	1001-101							
ategories	10-Oct	11-Nov	12-D	ес	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKG		1		1	1				3	3	Ę	2	1	17
2016									1					
Mishandling of Passenger Property									1					
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Che	cked					1					
2017				1					1	1				
Mishandling of Passenger Property				1										
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC		1										
Property - Special Handling										1				
Property - Special Handling - Missing Iter	ns - Checke	d								1				
Screening									1					
Screening - Procedures/Process									1					
2018		1							1	2	2	. 1	1	
Customer Service		1								1				
Customer Service - TSO		1								1				
Locks											1			
Locks - General											1			
Mishandling of Passenger Property													1	
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked	Bagg	jage								1	
Property - Special Handling									1	1	1	1		
Property - Special Handling - Damaged It	ems - Checl	ked										1		
Property - Special Handling - Missing Iter	ns - Checke	d							1	1	1			
2019					1						3	1		
Property - Special Handling					1						2			
Property - Special Handling - Damaged It	tems - Checl	ked			1									
Property - Special Handling - Missing Iter	ns - Checke	d									2			
Screening											1	1		
Screening - Procedures/Process														

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MKK				1		1	1				1		4
2016						1							1
Screening						1							1
Screening - Procedures/Process						1							1
2017											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dama	aged/Missin	g ItemsC	hecked Bag	ggage							1		1
2018				1									1
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dama	aged/Missin	g ItemsC	hecked Ba	. 1									1
2019							1						1
Customer Service							1						1
Customer Service - TSO							1						1

egories	10-Oct		Contact Co		•	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
LB	11	7	2	11	10	03-IVIAI 8	10	11	10	11	12		11
2016	- 11	•		3	5	0	2	2	1	2	3		2
Customer Service					J		1		1		J	-	
Customer Service - TSO							1		1				
Locks				1					'				
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property				2	4		1	2		2	3	4	1
Mishandling of Passenger Property - Dam	l naged/Missin	a Items Carny	on Luggad		4		1			1	3	1	- '
Mishandling of Passenger Property - Dam				1	3		- 1	2		1	2	3	1
Mishandling of Passenger Property - Disa				1	1					1	1	3	- 1
	irrayeu items I	Carry-on or C	песке	1	1						1		
Screening					1								
Screening - Inconsistency			_							•			
2017	3	3	1	4	2	4	4	1	1	3	3		3
Civil Rights	42											1	
Civil Rights - Racial Profiling or Discrimina	ation											1	
Customer Service		1			1	1	1			1	1		
Customer Service - TSO		1			1	1	1			1	1		
Identification (ID) Requirements		1											
Identification (ID) Requirements - Domest	ic	1											
Locks										1		1	
Locks - Missing or Damaged Lock										1		1	
Mishandling of Passenger Property	2	1		4	1	3	3		1		2	1	1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsCarry-	on Lug	1									
Mishandling of Passenger Property - Dam	2	1		2	1	3	3				2	1	1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or C	hecker	1					1				
Patdown	-	-						1		1			
Patdown - Flyer								1		1			
Screening	1												
Screening - Inconsistency	1												
SIDA (Security Identification Display Area)			1										
SIDA (Security Identification Display Area) - General		1										
2018	5	3	1	3	2		2	4	4	3	4	3	3
Civil Rights			•		1							•	
Civil Rights - Screening of Religious Cultu	I Iral and Cere	monial Items			1								
Customer Service		1	1		'				1	2	1		
Customer Service - Others		- '	1						- 1		1		
Customer Service - TSO		1	- 1						1	2	- 1		
		ı							1		4	4	
Locks											1		
Locks - Missing or Damaged Lock											1	1	
Mishandling of Passenger Property	3			3	1		2	2	1			2	1
Mishandling of Passenger Property - Dam	2			3	1		2	2	1			1	1
Mishandling of Passenger Property - Disa	1											1	
Patdown		1											
Patdown - Flyer		1											
Property - Special Handling	1	1						1	1	1	1		
Property - Special Handling - Damaged Ite	ems - Carry	1											
Property - Special Handling - Damaged Ite	1							1					
Property - Special Handling - Missing Item	ns - Checked								1	1	1		
Screening	1							1	1		1		
Screening - Procedures/Process	1							1	1				
Screening - Retrieving Abandoned/Confis	cated Items										1		
2019	3	1		1	1	4	2	4	4	3	2	3	2
Civil Rights							1	1		1			
Civil Rights - Racial Profiling or Discrimina	ıation							1		1			
C agrico - racial i folillig di Discillilli							1	'		'			
Civil Rights - Sey/Gender/Gender Identity	- Not Transa	ender											
Civil Rights - Sex/Gender/Gender Identity	- Not Transg				4			4	4				
Customer Service	- Not Transg	1			1			1	1				
Customer Service Customer Service - Others	- Not Transg							1 1					
Customer Service Customer Service - Others Customer Service - TSO	- Not Transg	1			1	4			1				
Customer Service Customer Service - Others Customer Service - TSO Locks	- Not Transg	1				1	•						
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	- Not Transg	1				1		1				,	
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property		1		1				1		1	1	1	
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	naged/Missin	1 1 g ItemsCarry		е		1 2		1			1		
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	naged/Missin	1 1 g ItemsCarry				1 2		1	1	1		1	
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown	naged/Missin	1 1 g ItemsCarry		е		2		1	1				
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	naged/Missin	1 1 g ItemsCarry		е		1 2		1	1 1 1			1	
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling	aged/Missin	1 1 g ItemsCarry		е		2	1	1	1				
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	aged/Missin	1 1 g ItemsCarry		е		2		1 1 1	1 1 1		1	1	
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling	naged/Missing	1 1 g ItemsCarry- g ItemsCheck		е		2		1 1 1	1 1 1 2		1	1	
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling	naged/Missing naged/Missing 2 1 1 ns - Carry-Or	1 1 g ItemsCarry- g ItemsCheck		е		2	1	1 1 1	1 1 1 2		1	1	
Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	naged/Missing naged/Missing 2 1 1 ns - Carry-Or	1 1 g ItemsCarry- g ItemsCheck		е		2	1	1 1 1	1 1 2 1		1	2	

gories	10-Oct 11-	Nov 12	-Dec 01	-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Ц	4	5	2	6	7	6	9	7	9	3			
2016	-	•	-	J	2	1	1	2	2		3		
Civil Rights							Į.				1	-	
Civil Rights - Racial Profiling or Discrimina	l ation										1		
Customer Service	allon							1			- 1	1	
Customer Service - TSO								1				1	
					4	4			4				
Mishandling of Passenger Property		0			1	1		1	1			3	
Mishandling of Passenger Property - Dam									1			1	
Mishandling of Passenger Property - Dam	naged/Missing Ite	msCneck	ed Baggage	9	1	1		1				2	
Patdown					1						1		
Patdown - Flyer					1						1		
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - General											1		
Screening							1		1				
Screening - Procedures/Process							1		1				
2017	1	4	1	2	1	2	4	1	2		2	2	
Civil Rights					1	1							
Civil Rights - Racial Profiling or Discrimina	ation				1	1							
Customer Service		3				1	1					1	
Customer Service - Others												1	
Customer Service - TSO		3				1	1						
Mishandling of Passenger Property	1	1					1	1	2		1		
Mishandling of Passenger Property - Dam		1					1	1	2		1		
	'	- 1					1	ļ			1	1	
Property - Special Handling	omo Charles I						1					1	
Property - Special Handling - Damaged It												1	
Property - Special Handling - Missing Iten	ns - Carry-On						1						
Screening			1	2			1				1		
Screening - Inconsistency				1									
Screening - Procedures/Process			1	1			1				1		
2018	3	1	1	4	4	2	4	1	2	2	1		
Civil Rights		1					1			1			
Civil Rights - Hair Patdowns		1											
Civil Rights - Racial Profiling or Discrimina	ation						1			1			
Customer Service	1						1		1				
Customer Service - Others	1												
Customer Service - TSO							1		1				
Locks					2								
Locks - Missing or Damaged Lock					2								
Mishandling of Passenger Property				1					1		1		
Mishandling of Passenger Property - Dam	l naged/Missing Ite	msCheck	red Bar	1					1		1		
Patdown	1	1110 011001	1	1			1			1			
Patdown - Flyer	1		1	1			1			1			
	ı		ı	- 1		4	ı			1			
Persons w/ Disabilities (PWD)	oir/ Coost/ C	1401				1							
Persons w/ Disabilities (PWD) - Wheelcha	an/ Scooter/ Seg	way				1							
Property - Special Handling						1							
Property - Special Handling - Missing Iten	ns - Carry-On					1							
Screening	1			2	2		1	1					
Screening - Inconsistency								1					
Screening - Lengthy Lines				1	1		1						
Screening - Procedures/Process	1			1	1								
2019						1		3	3	1		3	
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimina	ation									1			
Customer Service									1			1	
Customer Service - TSO									1			1	
Locks												1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property								A	1			1	
	l nagod/Missing !t-	me Cha-l	rod Donno					1					
Mishandling of Passenger Property - Dam	iaged/iviissing Ite I	msCneck	ed Baggage	=				1	1			1	
Persons w/ Disabilities (PWD)		0							1				
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees and	Casts							1				
Property - Special Handling	L							1					
Property - Special Handling - Missing Iten	ns - Checked							1					
	I .					1		1					
Screening Screening - Procedures/Process													

				act Center (
Categories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MLU	3	8		5 3	-	3	4	4	13	1	5	3	56
2016				1	2		1		1				5
Mishandling of Passenger Property				1	1		1		1				4
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked B	aç 1	1				1				3
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or Check	ed			1						1
Screening					1								1
Screening - Inconsistency					1								1
2017	2	1		2	1	1		1	1	1	2	1	13
Customer Service								1			1	1	3
Customer Service - TSO								1			1	1	3
Mishandling of Passenger Property	1				1								2
Mishandling of Passenger Property - Dam	1				1								2
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - General						1							1
Property - Special Handling									1				1
Property - Special Handling - Missing Item	ns - Carry-Or	ı							1				1
Screening	1	1		2						1	1		6
Screening - Lengthy Lines				2									2
Screening - Procedures/Process	1	1								1	1		4
2018	1	2		3		2	3	3	7		1	1	23
Civil Rights		1				1							2
Civil Rights - Racial Profiling or Discrimina	ation	1				1							2
Customer Service				1									1
Customer Service - TSO				1									1
Mishandling of Passenger Property									1			1	2
Mishandling of Passenger Property - Dam	i aged/Missin	g ItemsC	hecked B	aggage								1	1
Mishandling of Passenger Property - Disa									1				1
Patdown	1			1				1	1				4
Patdown - Flyer	1			1				1	1				4
Property - Special Handling				1					1				2
Property - Special Handling - Missing Item	ns - Checked			1					1				2
Screening		1				1	3	2	4		1		12
Screening - Lengthy Lines		1						2	2				5
Screening - Procedures/Process						1	3		2		1		7
2019		5		2	1				4		2	1	15
Civil Rights		1											1
Civil Rights - National Origin		1											1
Customer Service		2			1				1				4
Customer Service - TSO		2			1				1				4
Mishandling of Passenger Property		1							2		1		4
Mishandling of Passenger Property - Dam	ı aged/Missin	a ItemsC	Carry-on Lu	ladade							1		1
Mishandling of Passenger Property - Dam	-	1	,	333-					2				3
Property - Special Handling	l			2								1	3
Property - Special Handling - Damaged Ite	i ems - Checki	ed		2									2
Property - Special Handling - Missing Item												1	1
Screening	.c Onconcu	. 1							1		1	ļ.	3
Screening - Lengthy Lines		1									1		2
Screening - Procedures/Process									1		- 1		1
Screening - Frocedures/Frocess									ı				1

			TSA Contac	ct Center (1	CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MMH				2	2	2	4	1			2	2	1:
2016				1	2	1					1	1	
Customer Service											1		
Customer Service - TSO											1		
Locks												1	
Locks - Missing or Damaged Lock												1	
Mishandling of Passenger Property					2	1							
Mishandling of Passenger Property - Dama	aged/Missir	g ItemsC	hecked Bag	ggage	2	1							
Screening				1									
Screening - Retrieving Abandoned/Confisc	ated Items			1									
2017						1	2	1			1		
Customer Service							1						
Customer Service - TSO							1						
Mishandling of Passenger Property						1	1						
Mishandling of Passenger Property - Dama	aged/Missir	g ItemsC	hecked Bag	ggage		1	1						
Property - Special Handling											1		
Property - Special Handling - Missing Items	s - Checked	d									1		
Screening								1					
Screening - Procedures/Process								1					
2018				1			1					1	
Customer Service				1									
Customer Service - TSO				1									
Mishandling of Passenger Property							1					1	- 7
Mishandling of Passenger Property - Dama	aged/Missir	g ItemsC	hecked Bag	ggage								1	
Mishandling of Passenger Property - Disarr	rayed Items	sCarry-or	or Checked	d			1						
2019							1						
Patdown							1						
Patdown - Flyer							1						

ategories	10-Oct 11-		Dec 01-Ja		2-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MOB	7	5	7 7	9	2-reb 4	US-IVIAI 9	04-Apr	10 10	16	7-Jul		•	10(a)
2016	,	J		1	•	3	2	2	3		3		10
Customer Service				1				1			2		-
Customer Service - Others								1			1		
Customer Service - TSO				1							1		
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property							1	1	2			1	
Mishandling of Passenger Property - Dam									1				
Mishandling of Passenger Property - Dam	aged/Missing Ite	msChecke	d Baggage				1	1	1			1	
Screening							1		1				
Screening - Procedures/Process							1		1				
2017	1		2	4	2	6	3	1	4	1	1	3	2
Civil Rights			1						1				
Civil Rights - Racial Profiling or Discrimin		1 - 1 - 16 ·							1				
Civil Rights - Screening of Religious Cultu		iai ite	1			4			4				
Customer Service	1		1			1			1			1	
Customer Service - Others	1					4			4				
Customer Service - TSO			1			1	4		1			1	
Locks							1						
Locks - Missing or Damaged Lock				3	1		1 1		1	1			1
Mishandling of Passenger Property - Dam	laged/Missing Its	me_Corry o	n Luggaga	3	I	<u>3</u>	1		1	1	1	1	1
Mishandling of Passenger Property - Dam				2	1	2			1	1	1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam					- 1		1		1	1			
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa				e 1			ı						
Patdown	nayeu nemsCa	iry-orr or or	ICONGI	1			1						
Patdown - Flyer				1			1						
Persons w/ Disabilities (PWD)				'		2	'						
Persons w/ Disabilities (PWD) - Medical [l Devices - Attache	d to the Bod	lv			1							
Persons w/ Disabilities (PWD) - Ostomy/0		a to the boa	• 9			1							
Prohibited & Permitted Items	, otomatoo											1	
Prohibited & Permitted Items - Knives/Too	ols/Razors/Sharp	Objects										1	
Property - Special Handling		,						1	1				
Property - Special Handling - Damaged It	ems - Carry-On							1	1				
Screening					1								
Screening - Procedures/Process					1								
2018	4	1	1	2	1	2		1	6	3	1	3	2
Civil Rights									1				
Civil Rights - Racial Profiling or Discrimina	ation								1				
Locks			1							1			
Locks - Missing or Damaged Lock			1							1			
Mishandling of Passenger Property	2			1		1			1	1			
Mishandling of Passenger Property - Dam	2			1					1	1			
Mishandling of Passenger Property - Disa	rraved ItemsCa	rry on or Ch	ookod			1							
Patdown		iry-orr or or	leckeu										
i didowiii		iny-on or on	leckeu							1			
Patdown - Flyer as Observer		irry-on or on	iecked							1			
		iny-on or on	iecked			1							
Patdown - Flyer as Observer		iny-on or on	leckeu			1 1							
Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	1	iny-on or on	ieckeu						3		1	2	
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It	1 ems - Carry-On	iny-on or cit	ieckeu						1		1	2	
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	1 ems - Carry-On	iny-on or cit	ieckeu								1	2	
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	1 ems - Carry-On 1 ns - Checked		ieckeu						1 2		1	1	
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening	1 ems - Carry-On 1 ns - Checked	1	ieckeu	1	1			1	1 2		1	1	
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Procedures/Process	1 ems - Carry-On 1 ns - Checked		leckeu		1 1			1 1	1 2		1	1	
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach	1 ems - Carry-On 1 ns - Checked 1	1 1		1	1	1		1	1 1 1	1		1 1 1	
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach	1 ems - Carry-On 1 ns - Checked	1	4				2	6	1 2			1 1 1	3
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights	1 ems - Carry-On 1 ns - Checked 1 1	1 1 4		1	1	1	2	6 1	1 1 1	1		1 1 1	3
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity	1 ems - Carry-On 1 ns - Checked 1 1	1 1 4		1	1	1		6	1 1 1	3	4	1 1 1 3	3
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service	1 ems - Carry-On 1 ns - Checked 1 1	1 1 4		1	1	1	2	6 1	1 1 1	3 1	4	1 1 1 3	3
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others	1 ems - Carry-On 1 ns - Checked 1 1	1 1 4 er 1		1	1 1	1	1	6 1	1 2 1 1 1 3 3 2 2	3	4	1 1 1 3	3
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO	1 ems - Carry-On 1 ns - Checked 1 1	1 1 4 er 1		1 2	1	1		6 1	1 1 1	3 1	4	1 1 1 3	3
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks	1 ems - Carry-On 1 ns - Checked 1 1	1 1 4 4 er 1 1 1 1 1		1 2	1 1	1	1	1 6 1 1	1 2 1 1 1 3 3 2 2	3 1	4	1 1 1 3	3
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	1 ems - Carry-On 1 ns - Checked 1 1	1 1 4 er 1	4	1 1 1	1 1	1	1	1 1 1	1 2 1 1 1 3 3 2 2 2	3 1 1	1 1	1 1 1 3	3
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1 ems - Carry-On 1 ns - Checked 1 1 2 2 - Not Transgende	1 1 4 er 1 1 1	4	1 2	1 1	1	1	1 6 1 1	1 2 1 1 1 3 3 2 2	3 3 1 1	4	1 1 1 3	3
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 ems - Carry-On 1 ns - Checked 1 1 1 2 2 - Not Transgende	1 1 4 er 1 1 1 1 1 msCarry-o	4 3 sn Luggage	1 1 1 1 1	1 1	1	1 1	1 6 1 1 1 1 4	1 2 1 1 1 2 2 2 2 1 1	3 1 1	1 1 2	1 1 1 3 3	,
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 ems - Carry-On 1 ns - Checked 1 1 2 2 - Not Transgende laged/Missing Ite laged/Missing Ite laged/Missing Ite	1 1 4 er 1 1 1 1 1 1 1 msCarry-o	3 in Luggage 2	1 1 1	1 1	1	1	1 1 1	1 2 1 1 1 3 3 2 2 2	3 3 1 1	1 1 2 2	1 1 1 3 3	
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 ems - Carry-On 1 ns - Checked 1 1 2 2 - Not Transgende laged/Missing Ite laged/Missing Ite laged/Missing Ite	1 1 4 er 1 1 1 1 1 1 1 msCarry-o	4 3 sn Luggage	1 1 1 1 1	1 1	1	1 1	1 6 1 1 1 1 4	1 2 1 1 1 2 2 2 2 1 1	3 1 1 1	1 1 2	1 1 1 3 3	1
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD)	1 ems - Carry-On 1 ns - Checked 1 1 1 2 2 - Not Transgende 1 aged/Missing Ite aged/Missing Ite aged/Missing Ite arayed Items—Ca	1 1 4 4 er 1 1 1 1 1 msCarry-o	3 in Luggage 2	1 1 1 1 1	1 1	1	1 1	1 6 1 1 1 1 4	1 2 1 1 1 2 2 2 2 1 1	3 1 1 1	1 1 2 2	1 1 1 3 3	1
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Av	1 ems - Carry-On 1 ns - Checked 1 1 1 2 2 - Not Transgende 1 aged/Missing Ite aged/Missing Ite aged/Missing Ite arayed Items—Ca	1 1 4 4 er 1 1 1 1 1 msCarry-o	4 3 in Luggage 2 1	1 1 1 1 1	1 1	1	1 1	1 6 1 1 1 1 4	1 2 1 1 1 2 2 2 2 1 1	3 1 1 1	1 1 2 2	1 1 1 3 3	1
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Screening Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Av	1 ems - Carry-On 1 ns - Checked 1 1 2 2 - Not Transgende 1 laged/Missing Ite laged/Missing Ite larged Items—Calersion (pain/traul 1	1 1 4 4 er 1 1 1 1 1 msCarry-o	3 in Luggage 2	1 1 1 1 1	1 1	1	1 1	1 6 1 1 1 1 4	1 2 1 1 1 2 2 2 2 1 1	3 1 1 1	1 1 2 2	1 1 1 3 3	1
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Property - Special Handling - Missing Item Screening Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Aw Property - Special Handling Property - Special Handling	1 ems - Carry-On 1 ns - Checked 1 1 2 2 - Not Transgende 1 enaged/Missing Ite rrayed Items—Ca tersion (pain/traurum 1 ems - Checked 1 1 1 1 ems - Checked 1 1 1 1 ems - Checked 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 4 4 er 1 1 1 1 1 msCarry-o	3 an Luggage 2 1	1 1 1 1 1	1 1	1	1 1	1 6 1 1 1 1 4	1 2 1 1 1 2 2 2 2 1 1	3 1 1 1	1 1 2 2	1 1 1 3 3	1
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Property - Special Handling - Missing Item Screening Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling Property - Special Handling - Damaged Ite	1 ems - Carry-On 1 ns - Checked 1 1 1 2 2 - Not Transgende 1 larged/Missing Ite 1 larged/Missing Ite 1 larged Items—Calerersion (pain/traul 1 ems - Checked 1 1	1 1 4 er 1 1 1 1 1 msCarry-o msC irry-on ma)	4 3 in Luggage 2 1	1 1 1 1 1	1 1	1	1 1	1 6 1 1 1 1 4	1 2 1 1 1 2 2 2 2 1 1	3 1 1 1	2	1 1 1 3 3	1
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Item Screening Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Av Property - Special Handling Property - Special Handling	1 ems - Carry-On 1 ns - Checked 1 1 2 2 - Not Transgende 1 enaged/Missing Ite rrayed Items—Ca tersion (pain/traurum 1 ems - Checked 1 1 1 1 ems - Checked 1 1 1 1 ems - Checked 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 4 4 er 1 1 1 1 1 msCarry-o	3 an Luggage 2 1	1 1 1 1 1	1 1	1	1 1	1 6 1 1 1 1 4	1 2 1 1 1 2 2 2 2 1 1	3 1 1 1	1 1 2 2	1 1 1 3 3 1 1 2	1

				act Center (
Categories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MOT	1	6	;	3 4	4	4	2	1	2	5	6	4	42
2016					2	1		1			1	1	6
Customer Service						1							1
Customer Service - TSO						1							1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property					1						1		2
Mishandling of Passenger Property - Dan											1		1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Check	ed	1								1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically	Necessary I	Medicatio	n and Med	ical Supplies				1					1
Screening					1								1
Screening - Procedures/Process					1								1
2017				2 1		2	1		1	2	3	1	13
Civil Rights										1	1		2
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimin	ation									1			1
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property				2 1							1		4
Mishandling of Passenger Property - Dan	naged/Missing	g Items(2	2 1									3
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Check	ed							1		1
Patdown						2				1		1	4
Patdown - Flyer						2				1		1	4
Prohibited & Permitted Items									1				1
Prohibited & Permitted Items - General									1				1
Screening							1						1
Screening - Inconsistency							1						1
2018	1	3	3		2	1	1			2	1		11
Customer Service					1								1
Customer Service - TSO					1								1
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property		1			1		1			1			4
Mishandling of Passenger Property - Dan	naged/Missii	1											1
Mishandling of Passenger Property - Dan	naged/Missing	g Items(Checked B	aggage	1		1						2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Check	ed						1			1
Property - Special Handling		2	2								1		3
Property - Special Handling - Damaged It	ems - Checl	2	2								1		3
Screening	1					1							2
Screening - Procedures/Process	1					1							2
2019		3	3	1 3					1	1	1	2	12
Customer Service		1		1									2
Customer Service - TSO		1		1									2
Mishandling of Passenger Property				1					1			1	3
Mishandling of Passenger Property - Dan	naged/Missing	g Items(Checked B	aç 1					1			1	3
Property - Special Handling		1								1	1	1	4
Property - Special Handling - Damaged If	ems - Checl	1									1		2
Property - Special Handling - Missing Iter	ns - Checked									1		1	2
Screening		1		1 1									3
Screening - Inconsistency				1									1
Screening - Procedures/Process				1									1
Screening - Retrieving Abandoned/Confis	cated Items	1											1

		•	TSA Conta	ct Center (ΓCC) Data	ΓοοΙ - FΟΙΑ	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MQT		1		2	1	1	1	1	3		2	1	13
2016											1	1	2
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Ba	ggage							1		1
Screening												1	1
Screening - Procedures/Process												1	1
2017						1			1				2
Civil Rights									1				1
Civil Rights - Racial Profiling or Discrir	nination								1				1
Patdown						1							1
Patdown - Flyer						1							1
2018		1		1									2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Ba	1									1
Screening		1											1
Screening - Procedures/Process		1											1
2019				1	1		1	1	2		1		7
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Iden	tity- Not Trans	gender		1									1
Customer Service							1						1
Customer Service - TSO							1						1
Mishandling of Passenger Property					1						1		2
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Ba	ggage	1						1		2
Patdown									1				1
Patdown - Flyer									1				1
Property - Special Handling									1				1
Property - Special Handling - Damage	d Items - Chec	ked							1				1
Screening								1					1
Screening - Procedures/Process								1					1

			TSA Conta										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MRY	3	4	2	5		_		_	4	6		-	4
2016					1	2	2	2		4	1	2	1
Civil Rights											1		
Civil Rights - Hostile Work Environment (TSA Employe	ee)									1		
Customer Service								1		1		1	
Customer Service - Others										1			
Customer Service - TSO								1				1	
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property						2	1			2			
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	hecked Bag	ggage		1	1			2			
Mishandling of Passenger Property - Disa	arrayed Items	Carry-on	or Checked	d		1							
Screening							1	1		1		1	
Screening - Lengthy Lines								1		1			
Screening - Procedures/Process							1					1	
2017	1	1	1	4		1					1		
Human Capital				1									
Human Capital - Former Employee				1									
Mishandling of Passenger Property	1	1	1	2		1							
Mishandling of Passenger Property - Dan	naged/Missing	a ItemsC	1										
Mishandling of Passenger Property - Dam		1		2		1							
Patdown				1									
Patdown - Flyer				1									
Property - Special Handling				•							1		
Property - Special Handling - Missing Iter	ı ns - Checked										1		
2018	1	2			1				2	2	2		1
Mishandling of Passenger Property	·	_			•					1			
Mishandling of Passenger Property - Dan	T naged/Missing	a ItemsC	hecked Bac	nane					•		1		
Mishandling of Passenger Property - Disa									1	1			
Patdown		Ourry or	or orioono	4					1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Medical I	Devices - Δt	1											
Property - Special Handling	l levices - At	- 1									1		
Property - Special Handling - Damaged It	eme - Carry (On									1		
Screening	1	1			1					1	- 1		
Screening Screening - Lengthy Lines	'	- 1			1					1			
Screening - Procedures/Process	1	1			1					1			
2019	1	1		1			2	1	2			•	1
Customer Service	1	1	1	1			1	1				3	1
Customer Service - TSO							1						
							1	4					
Locks Locks - Missing or Damaged Lock								1					
	_							1				4	
Mishandling of Passenger Property	1		1									1	
Mishandling of Passenger Property - Dan		g itemsC	1									4	
Mishandling of Passenger Property - Disa	1											1	
Screening		1		1			1		2			2	
Screening - Lengthy Lines												2	
Screening - Procedures/Process	1	1		1			1		2				

			IOA COIILA	ci center (oo, bata	001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSL	1			1	1	1	1	3	2			2	12
2016				1	1	1	1	2	2			1	9
Customer Service				1	1			1	1			1	5
Customer Service - TSO				1	1			1	1			1	5
Mishandling of Passenger Property						1							1
Mishandling of Passenger Property - D	amaged/Missir	ng ItemsC	hecked Ba	ggage		1							1
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Hearing	ng Impairment						1						1
Screening								1					1
Screening - Retrieving Abandoned/Co	nfiscated Items							1					1
2017	1												1
Customer Service	1												1
Customer Service - TSO	1												1
2018												1	1
Civil Rights												1	1
Civil Rights - Racial Profiling or Discrir	mination											1	1
2019								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - D	isarrayed Item	sCarry-or	or Checke	d				1					1

ories	10-Oct 44	-Nov 12	2-Dec 04		•	- FOIA	L-Apr A	5-May 04	Lun	07- 111	08_Au~	09-500	To
ories	10-Oct 11 19	l-Nov 12 15	2-Dec 01 10	-Jan 02 16	2-Feb 03 13	3-Mar 04 14	1-Apr 0 15	5-May 06 17	Jun 28	07-Jul 19	08-Aug 31	09-Sep 24	To
2016			10	5		5	5	4	7	3	9	8	
Civil Rights				1									
Civil Rights - Transgender Screening				1									
Customer Service				1		1	1	2	2		1		
Customer Service - Others Customer Service - TSO				4		1	4	11	0		1		
Locks				1 1			1	1 1	2	1	1	1	
Locks - Missing or Damaged Lock				1				1		1	1	1	
Mishandling of Passenger Property				1		2	1		3	2	7	6	
Mishandling of Passenger Property - Dam	aged/Missing It	emsCarry-	on Luggage								1		
Mishandling of Passenger Property - Dam	aged/Missing It	emsCheck	ked Baξ	1		2	1		3	2	6	6	
Screening				1		2	3	1	2			1	
Screening - Inconsistency				1					1				
Screening - Procedures/Process	8	6	_			2 3	3	1 5	1	•		1 5	
Advanced Imaging Technology (AIT)	8	ь	5	1	4	3		5	9	6	5 1	5	
Advanced Imaging Technology (AIT) - Fly	er										1		
Civil Rights						1		1	1			1	
Civil Rights - Headwear									1				
Civil Rights - Sex/Gender/Gender Identity-	Not Transgend	ler				1		1				1	
Customer Service	1		1		2			1	2			1	
Customer Service - Others					1								
Customer Service - TSO	1		1		1			1	2			1	
Locks	1												
Locks - Missing or Damaged Lock	1 4	2	2	4	4	2		4	4	2	2	4	
Mishandling of Passenger Property Mishandling of Passenger Property - Dam		3	2	1	1	2		1	1	2	2	1	
Mishandling of Passenger Property - Dam		1	2	1	1	2		1	1	2	2	1	
Mishandling of Passenger Property - Disa			_										
Patdown	1	1	1					1	2	2	1	1	
Patdown - Flyer	1	1	1					1	2	2	1	1	
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/	1											
Property - Special Handling									1	1	1	1	
Property - Special Handling - Damaged Ite										1	1		
Property - Special Handling - Missing Item Screening		4	1		1			4	1	4		1	
Screening - Lengthy Lines	1	<u> </u>	ı		1			1	2	1			
Screening - Procedures/Process	1	ı	1		1			1	2	1			
018	6	4	1	4	5	5	5	4	6	1	7	6	
Civil Rights						1	1	1	1			1	
Civil Rights - Age												1	
Civil Rights - National Origin							1						
Civil Rights - Racial Profiling or Discrimina								1					
Civil Rights - Sex/Gender/Gender Identity	Not Transgend				4	1			1				
Customer Service Customer Service - TSO		2			1	1					3		
Locks					1	1		1			1		
Locks - Missing or Damaged Lock					1			1			1		
Mishandling of Passenger Property	4		1	3	2	2	1	1	1				
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Dam													
	3		1	2	1	1	1	1	1				
Mishandling of Passenger Property - Dam		emsUnspe	1 ecified Lugga		1	1	1	1	1				
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	aged/Missing Ite					1		1	1				
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	aged/Missing Ite			age		1	2	1	1		2	2	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	aged/Missing Ite			age 1		1					2 2	2	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	aged/Missing Iterrayed ItemsC			age		1	2	1	1			2 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	aged/Missing Iterrayed ItemsC	arry-on or C	Checker	age 1		1	2	1	1			2	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Species of Persons w/ Disabilities (PWD) - Cancer (g	aged/Missing Iterrayed ItemsC pectrum peneral) Not Bre	arry-on or C	Checker	age 1	1	1	2 2	1	1		2	2 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism St Persons w/ Disabilities (PWD) - Cancer (g	aged/Missing Iterrayed ItemsC pectrum peneral) Not Bre 2	arry-on or C	Checker	age 1	1	1	2 2	1	1	1	1	2 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons W Disabilities (PWD) Persons w Disabilities (PWD) - Autism Spersons w Disabilities (PWD) - Cancer (generally Property - Special Handling Property - Special Handling - Damaged Ite	aged/Missing Iterrayed ItemsC pectrum peneral) Not Bre 2	arry-on or C	Checker	age 1	1	1	2 2	1	1 1 2	1 1	2	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	aged/Missing Iterrayed ItemsC pectrum peneral) Not Bre 2	arry-on or C	Checker	age 1	1	1	2 2	1	1		1	2 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism St Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening	aged/Missing Iterrayed ItemsC pectrum peneral) Not Bre 2	arry-on or C ast Cancer	Checker	age 1	1	1	2 2	1	1 1 2 2		1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Procedures/Process	aged/Missing Iterrayed ItemsC pectrum peneral) Not Bre 2	arry-on or C	Checker	age 1	1	1	2 2	1	2 2 1		1	1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Procedures/Process	aged/Missing Iterrayed ItemsC pectrum peneral) Not Bre 2 1	east Cancer	Checker	1 1 1	1 1 1	1 1 1	2 2 1 1 1	1 1	1 1 2 2 1 1	1	1 1	1 1 1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sr Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling Property - Special Handling - Missing Item Screening Screening - Procedures/Process 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT)	aged/Missing Iterrayed ItemsC Dectrum Jeneral) Not Bre 2 1 1	east Cancer	Checker	1 1 1 6	1 1 1	1 1 1	2 2 1 1 1	1 1	1 1 2 2 1 1	9	1 1	1 1 1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons W/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights	aged/Missing Iterrayed ItemsC Dectrum Jeneral) Not Bre 2 1 1	east Cancer 2 2 5	Checker	1 1 1	1 1 1	1 1 1	2 2 1 1 1	1 1	1 1 2 2 1 1	9 1	1 1	1 1 1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons W Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Hair Patdowns	aged/Missing Iterrayed ItemsC pectrum Jeneral) Not Bre 2 1 1	east Cancer	Checker	1 1 1 6	1 1 1	1 1 1	2 2 1 1 1	1 1	1 1 2 2 2 1 1 6	9 1	1 1	2 1 1 1 1 1 1 5	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sr Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina	aged/Missing Iterrayed ItemsC pectrum peneral) Not Bre 2 1 1	east Cancer	Checker	1 1 1 6 6 1	1 1 1	1 1 1	2 2 1 1 1	1 1	1 1 2 2 2 1 1 6	9 1	1 1	2 1 1 1 1 1 1 1 5	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu	aged/Missing Iterrayed ItemsC pectrum general) Not Bre 2 1 1 5 er	east Cancer 2 2 5 1 1 1 nual Items	Checker	1 1 1 6	1 1 1	1 1 1	2 2 1 1 1	1 1	1 1 2 2 2 1 1 6	9 1	1 1	2 1 1 1 1 1 1 5	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sr Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Scerening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity-	aged/Missing Iterrayed ItemsC pectrum general) Not Bre 2 1 1 5 er	east Cancer 2 2 5 1 1 1 nual Items	Checker	1 1 6 6 1 1	1 1 1	1 1 1	2 2 1 1 1	1 1	1 1 2 2 2 1 1 6	9 1	1 1 10	2 1 1 1 1 1 5	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism St Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Procedures/Process O19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service	aged/Missing Iterrayed ItemsC pectrum general) Not Bre 2 1 1 5 er	east Cancer 2 2 5 1 1 1 nual Items	Checker	1 1 1 6 6 1	1 1 1 1	1 1 1	2 2 1 1 1	1 1	1 1 2 2 2 1 1 6	9 1	1 1	2 1 1 1 1 1 1 5	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism St Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others	aged/Missing Iterrayed ItemsC pectrum general) Not Bre 2 1 1 5 er	east Cancer 2 2 5 1 1 1 nual Items	Checker	1 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1 1 1	2 2 1 1 1	1 1	1 1 2 2 2 1 1 6	9 1 1 1	1 1 10	2 1 1 1 1 1 5	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sr Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO	aged/Missing Iterrayed ItemsC Dectrum Jeneral) Not Bre 2 1 1 5 er ation ral and Ceremo	east Cancer 2 2 5 1 1 1 nual Items	Checker	1 1 6 6 1 1	1 1 1 1	1 1 1	2 2 1 1 5	4	1 1 2 2 2 1 1 6	9 1	1 1 10	2 1 1 1 1 1 5	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks	aged/Missing Iterrayed ItemsC pectrum general) Not Bre 2 1 1 5 er	east Cancer 2 2 5 1 1 1 nual Items	Checker	1 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1 1 1	2 2 1 1 1	1 1	1 1 2 2 2 1 1 6	9 1 1 1	1 1 10	2 1 1 1 1 1 5	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Space of Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Procedures/Process 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	aged/Missing Iterrayed ItemsC pectrum general) Not Bre 2 1 1 5 er ation ral and Ceremo Not Transgend	east Cancer 2 2 5 1 1 1 nual Items	Checker	1 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1 1 1	2 2 1 1 1	1 1 1	1 1 2 2 2 1 1 6	9 1 1 1	1 10 10	2 1 1 1 1 1 5	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons W/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sr Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	aged/Missing Iterrayed ItemsC Dectrum Iteneral) Not Bre 2 1 1 5 er ation ral and Ceremo Not Transgend 1 1 2	east Cancer 2 2 5 1 1 onial Items	4	1 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1	2 2 1 1 1 5	1 1	1 1 2 2 2 1 1 6	9 1 1 1 2 2	1 10 10	2 1 1 1 1 1 5 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spaces of Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Itt Property - Special Handling - Missing Item Screening Screening - Procedures/Process Property - Special Handling - Missing Item Screening - Procedures/Process Property - Special Handling - Missing Item Screening - Procedures/Process Procedures/	aged/Missing Iterrayed ItemsC pectrum Jeneral) Not Bre 2 1 1 5 er ation ral and Ceremo Not Transgend 1 1 2 2 2	east Cancer 2 2 5 1 1 nnial Items	4 1	1 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1	2 2 1 1 1 5	1 1 1 1 1 1 2	1 1 1 2 2 2 1 1 6	9 1 1 1	1 10 10	2 1 1 1 1 1 5 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism St Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property	aged/Missing Iterrayed ItemsC pectrum Jeneral) Not Bre 2 1 1 5 er ation ral and Ceremo Not Transgend 1 1 2 2 2	east Cancer 2 2 5 1 1 1 onial Items eler	4 1	1 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1	2 2 1 1 1 5	1 1 1 1 1 1 2	2 2 1 1 6	9 1 1 1 2 2	1 1 10 10	2 1 1 1 1 1 5 5	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism St Persons w/ Disabilities (PWD) - Cancer (g Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	aged/Missing Iterrayed ItemsC pectrum Jeneral) Not Bre 2 1 1 5 er ation ral and Ceremo Not Transgend 1 1 2 2 rrayed Item	east Cancer 2 2 5 1 1 1 onial Items eler	4 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 2 1 1	1	2 2 1 1 1 1 1 1 1	1 1 1 1 1 1 2	2 2 1 1 6	9 1 1 1 2 2 2	1 1 10 10	2 1 1 1 1 1 5 1 1 1	

					,		-						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelcl	nair/ Scooter	/ Segway									1		1
Property - Special Handling	1		1	1	1		2	1	2	1	2	1	13
Property - Special Handling - Damaged	tems - Carry	-On							1				1
Property - Special Handling - Damaged	ite 1		1	1	1		2	1		1	1	1	10
Property - Special Handling - Missing Ite	ms - Checke	ed							1		1		2
Screening			2	2					1	2	1		8
Screening - Procedures/Process			2	2					1	2	1		8

egories	10-Oct 11-No			C) Data Too 02-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07- 1::1	08-Aug	09-Sep	Total
SO	10-Oct 11-No	5 12-Dec	01-Jan 6	02-Feb ()3-Mar 1	04-Apr 9	05-May 1	06-Jun 8	07-Jul 16	08-Aug 16	09-Sep 3	lotai
2016	2	5	2	5 1	1	3	1	0	3	5	1	
Civil Rights				•	•	•	•		1	1	•	
Civil Rights - Racial Profiling or Discrimina	l								1	1		
Customer Service			1						1			
Customer Service - TSO			1						1			
Locks										1	1	
Locks - Missing or Damaged Lock										1	1	
Mishandling of Passenger Property			1		1	1	1			2		
Mishandling of Passenger Property - Dam	l aged/Missing Items	Checked Bac	1		1		1			2		
Mishandling of Passenger Property - Disa						1						
Patdown	,,									1		
Patdown - Non-Flyer										1		
Persons w/ Disabilities (PWD)				1					1			
Persons w/ Disabilities (PWD) - Internal M	l Medical Devices			1					- '			
Persons w/ Disabilities (PWD) - Metal Imp									1			
Screening	Janes (Johne)					2						
Screening - Procedures/Process												
	4			•		2		_	•	_		
2017	1	1	2	3		3		5	3	6		
Civil Rights										1		
Civil Rights - Racial Profiling or Discrimina	ation									1		
Customer Service								1		1		
Customer Service - TSO								1		1		
Locks								1		1		
Locks - Missing or Damaged Lock								1		1		
Mishandling of Passenger Property	1	1	2	2		1		1	2	2		
Mishandling of Passenger Property - Dam		1	1	1		1		1	2	1		
Mishandling of Passenger Property - Dam	aged/Missing Items	Unspecified Lu	ggage	1								
Mishandling of Passenger Property - Disa	rrayed ItemsCarry	on or Checker	1							1		
Patdown				1								
Patdown - Flyer				1								
Property - Special Handling						1						
Property - Special Handling - Missing Item	ns - Checked					1						
Screening						1		2	1	1		
Screening - Procedures/Process						1		2	1	1		
2018		3	1			1		2	5	1	1	
Locks		1	-					_			•	
Locks - Missing or Damaged Lock		1										
Mishandling of Passenger Property		1				1			1	1		
Mishandling of Passenger Property - Dam	l Jaged/Missing Items	Carry-on Luga:	ane			1						
Mishandling of Passenger Property - Dam						'			1	1		
Mishandling of Passenger Property - Disa			ago									
Patdown	liayed itemscarry	-011							2		1	
Patdown - Flyer									1		1	
Patdown - Non-Flyer								4	1			
Persons w/ Disabilities (PWD)								1	1			
Persons w/ Disabilities (PWD) - Hearing II									1			
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/trauma	,						1				
Property - Special Handling		1						1				
Property - Special Handling - Damaged Ite								1				
Property - Special Handling - Missing Item	ns - Checked	1										
Screening			1						1			
Screening - Inconsistency			1									
Screening - Procedures/Process									1			
2019	1	1	1	1		2		1	5	4	1	
Civil Rights									1			
Civil Rights - Sex/Gender/Gender Identity-	- Not Transgender								1			
Customer Service				1							1	
Customer Service - TSO				1							1	
Locks									1	1		
Locks - Missing or Damaged Lock									1	1		
Mishandling of Passenger Property	1					2		1		2		
Mishandling of Passenger Property - Dam						1		1		2		
Mishandling of Passenger Property - Disa		on or Checked				1						
Patdown	, ou nomoourry	C. CHOOKCO				'			1	1		
Patdown - Flyer									1	1		
Property - Special Handling		1	1						1	I		
	Cor O		1						1			
Property - Special Handling - Damaged Ite		1										
Property - Special Handling - Damaged Ite	erris - Checked		1						1			
Screening									1			
Screening - Crew Member or Airline Empl	oyee								1			

Ontonovico	10.0.1			t Center (TC	•				•••				
Categories		11-Nov	12-Dec			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSP	166	152	170	205	211	238	179	229	225	233			2,513
2016				58	73	75	47	77	53	54			554
Civil Rights				2	3	1	2	3		1	4	1	17
Civil Rights - General Complaint and Disc					2								2
Civil Rights - Racial Profiling or Discrimina				2	1		1	2		1	4		11
Civil Rights - Screening of Religious or Cu							1						1
Civil Rights - Sex/Gender/Gender Identity-	- Not Transger	nder				1						1	2
Civil Rights - Transgender Screening								1					1
Customer Service				7	11	9	9	11	14	8	6	8	83
Customer Service - CSM										1			1
Customer Service - Others					2	4	1	1	2			1	11
Customer Service - TSO				7	9	5	8	10	12	7	6	7	71
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	ic				1								1
Locks				2	6	2	2		1	3	3	1	20
Locks - General					1								1
Locks - Missing or Damaged Lock				2	5	2	2		1	3	3	1	19
Lost and Found				1		1		1	2	1		4	10
Lost and Found - Airport/TSA				1		1		1	2	1		4	10
Mishandling of Passenger Property				25	18	29	23	26	25	35	35	25	241
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCa	arry-on Lug	1		2	1	2	4	1	4	1	16
Mishandling of Passenger Property - Dam				22	17	26	21	19	21	29	27	23	205
Mishandling of Passenger Property - Dam				uggage						1		1	2
Mishandling of Passenger Property - Disa	rraved Items	Carry-on	or Checked	2	1	1	1	5		4	4		18
Patdown	,	,		3	2	3	2	3	1	1	7	2	24
Patdown - Flyer				3	2	3	2	3	1	1			24
Persons w/ Disabilities (PWD)				3	1	1	4	2	1	1			22
Persons w/ Disabilities (PWD) - Autism St	n pectrum			1			7					<u> </u>	1
Persons w/ Disabilities (PWD) - Cognitive		tal /Ments	al Disability	'			1					2	3
Persons w/ Disabilities (PWD) - Medically				2	1	1	2						6
Persons w/ Disabilities (PWD) - Metal Imp		edication	and Medic		'	- 1					1		1
Persons w/ Disabilities (PWD) - Metal IIIIp		Mhoolobo	ir or Socoto	ur)				1	1		1	2	5
			iii oi Scoole	:1)				ı	ı			1	
Persons w/ Disabilities (PWD) - Prosthesi											1	1	1
Persons w/ Disabilities (PWD) - Touch Av		auma)								-			1
Persons w/ Disabilities (PWD) - Visual Im								1		1		4	2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooler/ Si	egway			0.4		1	0.4				1	2
Screening				15	31	29	5	31	9	4	6		136
Screening - Inconsistency				1	1		1	2	1			1	7
Screening - International Screening											1		1
Screening - Lengthy Lines				9	24	21	2	23	1		1		81
Screening - Military								1					1
Screening - Procedures/Process				2	5	6	2	4	7	4	3		37
Screening - Retrieving Abandoned/Confis	cated Items			3	1							1	5
Screening - Security Breach						2		1			1		4
2017	61	38	63	43	38	49	35	46	48	53		46	567
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Fly	er as Ohserve	r									1		1
	01 40 0 00001 10		1										1
Animals	01 40 0000110												1
Animals Animals - Checked	01 40 0500170		1										
	1	3	1 4				3	4	3	1	2	1	22
Animals - Checked	1	3					3	4 2	3	1	2		22 17
Animals - Checked Civil Rights	1		4										
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discrimin	1 1 ral and Cer	1	4										17
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu	1 1 ral and Cer	1 1	4					2	2				17
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	1 1 Iral and Cer - Not Transç	1 1 1	4 4	5	6	7	3	1 1	1	1	2	1	17 1 3 1
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service	1 1 ral and Cer	1 1	4	5	6	7		1	2	9	5	13	17 1 3 1 96
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others	1 1 ral and Cer - Not Transç	1 1 1 5	10		1		9	1 1 8	1 8	9	5	13	17 1 3 1 96 3
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	1 1 Iral and Cer - Not Transç	1 1 1	4 4	5		7	3	1 1	1	9	5	13	17 1 3 1 96 3 93
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	1 1 rral and Cer - Not Transs 11	1 1 1 5	10		1		9	1 1 8	1 8	9	5	13	17 1 3 1 96 3 93
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest	1 1 1 ral and Cer - Not Trans(1 1 1 5	10	5	1	7	9	1 1 8 8	1 8 8	9	5	13 1 1 12 1	17 1 3 1 96 3 93 1 1
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	1 1 rral and Cer - Not Transs 11	1 1 1 5	10		1		9	1 1 8	2 1 8 8	9	5	13 1 1 12 1 1 2	17 1 3 1 96 3 93 1 1 1 32
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General	1 1 1 1 1 1 1 1 1 ic 7	1 1 1 5 5	10 10 3 1	5	1	7	9 9	1 1 8 8	2 1 8 8 4 1	9	5 5	13 13 1 12 1 1 2	17 1 3 1 96 3 93 1 1 1 32
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 7 7 7	1 1 1 5 5	10 10 3 1 2	2	1	7 4 4	9	2 1 1 1 8 8 8 3 3	2 1 8 8 4 1 3	9	5 5 2 2	13 13 1 12 1 1 2 1	17 1 3 1 96 3 93 1 1 1 32 3
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 7 2 2	1 1 1 5 5 2 2 2	10 10 3 1 2	2 2 3	1	7 4 4 1	9 9	2 1 1 8 8 8	2 1 8 8 4 1 3 2	9	5 5 2 2 2 2	1 13 1 12 1 1 2 1 1 1	17 1 3 1 96 3 93 1 1 1 32 3 29
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 2	1 1 1 5 5 2 2 2 2 2	10 10 3 1 2 1	2 2 3 3	1 5	7 4 4 1 1	9 9 3 3	2 1 1 8 8 3 3 2 2	2 1 8 8 4 1 3 2 2	9 1 8	5 5 2 2 2 2 2 2	1 13 1 12 1 1 2 1 1 1 1	17 1 3 1 96 3 93 1 1 1 32 3 29 16
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 19	10 10 3 1 2 1 1 1 33	2 2 3 3 25	1 5	7 4 4 1 1 31	9 9	2 1 1 8 8 8	2 1 8 8 4 1 3 2 2 17	9 1 1 8	2 5 5 2 2 2 2 2 2 22 22	1 13 1 12 1 1 2 1 1 1 1	17 1 3 1 96 3 3 93 1 1 1 3 2 2 9 1 6 6 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 5 2 2 2 2 2 2 19 3	10 10 3 1 2 1 1 33 3	2 2 3 3 3 25 8	1 5 25 2	7 4 4 1 1 31 2	9 9 3 3 3	2 1 1 8 8 3 3 2 2 2 15	2 1 8 8 4 1 3 2 2 2 17 2	9 1 1 8	2 5 5 2 2 2 2 2 2 22 1	13 11 12 1 1 2 1 1 1 1 7	17 1 3 1 96 3 93 1 1 1 32 3 29 16 16 254
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 2 19 3 13	10 10 3 1 2 1 1 1 33	2 2 3 3 25	1 5	7 4 4 1 1 31	9 9 3 3	2 1 1 8 8 3 3 2 2	2 1 8 8 4 1 3 2 2 17	9 1 1 8	2 5 5 2 2 2 2 2 2 22 1	13 11 12 1 1 2 1 1 1 1 7	17 1 3 1 96 3 93 1 1 1 32 3 29 16 16 254 26
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 3 3 0 3 2 3 1 1	1 1 1 5 5 2 2 2 2 2 19 3 3 13	10 10 3 1 2 1 1 33 3 3 26	2 2 3 3 25 8 15	1 5 25 2 20	7 4 1 1 31 2 27	3 9 9 3 3 3 10	2 1 1 8 8 3 3 2 2 15	2 1 8 8 4 1 3 2 2 17 2 14	9 1 8 20 2 2 16	2 5 5 2 2 2 2 2 2 2 1 16	13 11 12 1 1 2 1 1 1 1 7	17 1 3 1 96 3 93 1 1 1 32 3 29 16 16 254 26 194
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 3 0 3 2 3 1 1 3 3 1 1 1 3 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 2 19 3 13	10 10 10 3 1 2 1 1 33 3 26	2 2 3 3 25 8 15	1 5 25 2	7 4 4 1 1 31 2 27	9 9 3 3 3 10 7	2 1 1 8 8 8 3 3 2 2 2 15	1 8 8 4 1 3 2 2 2 17 2 14	9 1 8 20 2 16	2 5 5 2 2 2 2 2 2 2 1 16	1 13 1 12 1 1 1 2 1 1 1 1 7	17 1 3 1 96 3 93 1 1 1 1 32 3 29 16 16 254 26 194 2 2
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 3 0 3 3 2 3 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 19 3 3 13	10 10 3 1 2 1 1 33 3 3 26	2 2 3 3 25 8 15	1 5 25 2 20	7 4 1 1 31 2 27	3 9 9 3 3 3 10	2 1 1 8 8 3 3 2 2 15	2 1 8 8 4 1 3 2 2 17 2 14	9 1 8 20 2 2 16	2 5 5 2 2 2 2 2 2 2 1 16	1 13 1 12 1 1 1 2 1 1 1 1 7	17 1 3 1 96 3 93 1 1 1 1 32 3 29 16 16 254 26 194 2 2
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 3 0 3 2 3 1 1 3 3 1 1 1 3 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 19 3 3 13	10 10 10 3 1 2 1 1 33 3 26	2 2 3 3 25 8 15	1 5 25 2 20	4 4 1 1 31 2 27	9 9 3 3 3 10 7	2 1 1 8 8 3 3 2 2 15 11	2 1 8 8 4 1 3 2 2 17 2 14	9 1 1 8 20 2 16	2 5 5 2 2 2 2 2 2 2 1 16 5 5	1 13 1 12 1 1 2 1 1 1 1 7	17 1 3 1 96 3 3 93 1 1 1 32 3 29 16 16 254 26 194 2 32 27 1
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 3 0 3 3 2 3 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 19 3 3 13	10 10 10 3 1 2 1 1 33 3 26	2 2 3 3 25 8 15	1 5 25 2 20	7 4 4 1 1 31 2 27 2 3	9 9 3 3 3 10 7	2 1 1 8 8 3 3 2 2 15 11	1 8 8 4 1 3 2 2 2 17 2 14	9 1 8 20 2 16	2 5 5 2 2 2 2 2 2 2 1 16 5 5	1 13 1 12 1 1 2 1 1 1 1 7	17 1 3 1 96 3 93 1 1 1 32 3 29 16 16 254 26 194 2 32 27 1
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 3 0 3 3 2 3 1 1 3 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 19 3 3 13	10 10 10 3 1 2 1 1 1 33 3 26	2 2 3 3 25 8 15	1 5 25 2 20	4 4 1 1 31 2 27	9 9 3 3 3 10 7	2 1 1 8 8 3 3 2 2 15 11	2 1 8 8 4 1 3 2 2 17 2 14	9 1 1 8 20 2 16	2 5 5 2 2 2 2 2 2 2 1 16 5 5	1 13 1 12 1 1 2 1 1 1 1 7	17 1 3 1 96 3 93 1 1 1 32 3 29 16 16 254 26 194 2 2 2 7 1 22 2
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Non-Flyer	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 19 3 3 1 1 2	10 10 10 3 1 1 2 1 1 1 3 3 26 4 3	5 2 2 3 3 25 8 15 2 3	1 5 25 2 20 3	7 4 4 1 1 31 2 27 2 3	9 9 3 3 3 10 7	2 1 1 8 8 3 3 2 2 15 11 4 2	2 1 8 8 4 1 3 2 2 17 2 14	9 1 8 20 2 16 2 2	2 5 5 2 2 2 2 2 2 2 1 16 5 2	1 13 1 12 1 1 1 1 1 1 7 6	17 1 3 1 96 3 93 1 1 1 2 3 29 16 16 254 26 194 2 2 32 27 1 1 22 2 2
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 19 3 3 13	10 10 10 3 1 2 1 1 1 33 3 26	2 2 3 3 25 8 15	1 5 25 2 20	7 4 4 1 1 31 2 27 2 3	9 9 3 3 3 10 7	2 1 1 8 8 3 3 2 2 15 11	2 1 8 8 4 1 3 2 2 17 2 14	1 9 1 8 20 2 16 2 2 2	2 5 5 2 2 2 2 2 2 1 16 5 2	1 13 1 12 1 1 1 1 1 7 6	17 1 3 1 96 3 93 1 1 1 1 32 3 29 16 16 254 26 194 2 2 32 27 1 22 2 2 2 25
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 2 19 3 13 1 2	10 10 10 3 1 2 1 1 33 3 26 4 3	5 2 2 3 3 25 8 15 2 3	1 5 25 2 20 3	7 4 4 1 1 31 2 27 2 3	9 9 3 3 3 10 7	2 1 1 8 8 3 3 2 2 15 11 4 2	2 1 8 8 4 1 3 2 2 17 2 14	9 1 8 20 2 16 2 2	2 5 5 2 2 2 2 2 2 1 16 5 2	1 13 1 12 1 1 1 1 1 1 7 6	17 1 3 1 96 3 93 1 1 1 2 3 29 16 16 254 26 194 2 2 32 27 1 1 22 2 2
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 2 19 3 13 1 2	10 10 10 3 1 2 1 1 33 3 26 4 3	5 2 2 3 3 25 8 15 2 3	1 5 25 2 20 3	7 4 4 1 1 31 2 27 2 3	9 9 3 3 3 10 7	2 1 1 8 8 3 3 2 2 15 11 4 2	2 1 8 8 4 1 3 2 2 17 2 14	1 9 1 8 20 2 16 2 2 2	2 5 5 2 2 2 2 2 2 1 16 5 2	1 13 1 12 1 1 1 1 1 1 7 6	17 1 3 1 96 3 3 93 1 1 1 1 3 2 2 9 16 16 2 5 4 2 6 19 4 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD)	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 2 19 3 13 1 2	10 10 10 3 1 2 1 1 33 3 26 4 3	5 2 2 3 3 25 8 15 2 3	1 5 25 2 20 3	7 4 4 1 1 31 2 27 2 3	9 9 3 3 3 10 7	2 1 1 8 8 3 3 2 2 15 11 4 2	2 1 8 8 4 1 3 2 2 17 2 14	1 9 1 1 8 20 2 16 2 2 2	2 5 5 2 2 2 2 2 2 1 16 5 2	1 13 1 12 1 1 1 1 1 1 7 6	17 1 3 1 96 3 93 1 1 1 1 32 2 9 16 16 254 26 194 2 2 2 7 1 1 2 2 2 1 2 2 1 2 1 2 1 2 1 2
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 2 2 19 3 13 1 2	10 10 10 3 1 2 1 1 33 3 26 4 3	5 2 2 3 3 25 8 15 2 3	1 5 25 2 20 3	7 4 4 1 1 31 2 27 2 3	9 9 3 3 3 10 7	2 1 1 8 8 3 3 2 2 15 11 4 2	2 1 8 8 4 1 3 2 2 17 2 14	1 9 1 1 8 20 2 16 2 2 2	2 5 5 2 2 2 2 2 2 2 1 16 5 2 2	1 13 1 12 1 1 1 1 1 1 7 6	17 1 3 1 96 3 93 1 1 1 1 32 3 29 16 16 254 26 194 2 2 2 2 2 2 5 1 1
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer Sobserver Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 2 2 19 3 13 1 2	10 10 10 3 1 1 2 1 1 1 33 3 26 4 3 2	5 2 2 3 3 25 8 15 2 3	1 5 25 2 20 3	7 4 4 1 1 31 2 27 2 3	9 9 3 3 3 10 7	2 1 1 8 8 3 3 2 2 15 11 4 2	2 1 8 8 4 1 3 2 2 17 2 14	1 9 1 8 20 2 16 2 2 2 6 1 1	2 5 5 2 2 2 2 2 2 2 1 16 5 2 2	1 13 1 12 1 1 1 1 1 1 7 6	17 1 3 1 96 3 93 1 1 1 32 3 29 16 16 254 26 194 2 2 2 2 2 2 2 1 1 1 2
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 2 2 19 3 13 1 2	10 10 10 3 1 1 2 1 1 1 33 3 26 4 3 2	5 2 2 3 3 25 8 15 2 3	1 5 25 2 20 3	7 4 4 1 1 31 2 27 2 3	9 9 3 3 3 10 7	2 1 1 8 8 3 3 2 2 15 11 4 2	2 1 8 8 4 1 3 2 2 17 2 14	1 9 1 8 20 2 16 2 2 2 6 1 1	2 5 5 2 2 2 2 2 2 2 1 16 5 2 2	1 13 11 12 1 11 2 1 1 1 1 7 6 1 7	17 1 3 1 96 3 93 1 1 1 32 3 29 16 16 254 26 194 2 2 27 1 22 2 2 5 1 1 1 2
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Internal M	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 5 2 2 2 2 2 19 3 3 11 2 2 2 tal /Mentas	10 10 10 3 1 1 2 1 1 1 33 3 26 4 3 2	2 2 3 3 25 8 15 2 3	1 5 25 2 20 3	7 4 4 1 1 31 2 27 2 3	9 9 3 3 3 10 7	2 1 1 8 8 8 3 2 2 15 11 4 2	2 1 8 8 4 1 3 2 2 17 2 14	1 9 1 8 20 2 16 2 2 2 6 1 1	2 5 5 2 2 2 2 2 2 1 16 5 2	1 13 11 12 11 11 11 17 6 11 7	17 1 3 1 96 3 93 1 1 1 32 3 29 16 16 254 26 194 2 2 2 2 2 2 5 1 1 2 2 2 3 2 2 5 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism Sy Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical I	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 5 2 2 2 2 2 19 3 3 11 2 2 2 tal /Mentas	10 10 10 3 1 1 2 1 1 1 33 3 26 4 3 2	2 2 3 3 25 8 15 2 3	1 5 25 2 20 3	7 4 4 1 1 31 2 27 2 3	9 9 3 3 3 10 7	2 1 1 8 8 8 3 2 2 15 11 4 2	2 1 8 8 4 1 3 2 2 17 2 14	1 9 1 8 20 2 16 2 2 2 6 1 1	2 5 5 2 2 2 2 2 2 1 16 5 2	1 13 11 12 11 11 11 17 6 11 7	17 1 3 1 96 3 93 1 1 1 32 3 29 16 16 254 26 194 2 2 2 2 2 2 2 2 5 1 1 1 2 3 2 6
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical ID Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 5 2 2 2 2 2 19 3 3 11 2 2 2 tal /Mentas	10 10 10 3 1 1 2 1 1 1 33 3 26 4 3 2	2 2 3 3 25 8 15 2 3	1 5 25 2 20 3	7 4 4 1 1 31 2 27 2 3	9 9 3 3 3 10 7	2 1 1 8 8 8 3 2 2 15 11 4 2	2 1 8 8 4 1 3 2 2 17 2 14	1 9 1 8 20 2 16 2 2 2 6 1 1	2 5 5 2 2 2 2 2 2 1 16 5 2	1 13 11 12 1 1 1 1 1 7 6 1 7 7	17 1 3 1 96 3 93 1 1 1 1 32 3 29 16 16 254 26 194 2 2 2 2 2 2 2 5 1 1 1 2 3 2 6 1 1 1 1 2 1 3 2 1 1 1 2 1 1 2 1 1 1 1 2 1 1 1 1
Animals - Checked Civil Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical ID	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 5 5 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	10 10 10 3 1 1 2 1 1 1 33 3 26 4 3 2	2 2 3 3 25 8 15 2 3	1 5 25 2 20 3	7 4 4 1 1 31 2 27 2 3	9 9 3 3 3 10 7	2 1 1 8 8 8 3 2 2 15 11 4 2	2 1 8 8 4 1 3 2 2 17 2 14	1 9 1 8 20 2 16 2 2 2 6 1 1	2 5 5 2 2 2 2 2 2 1 16 5 2 2	1 13 11 12 1 1 1 1 1 7 6 1 7 7	17 1 3 1 96 3 3 93 1 1 1 1 3 2 9 16 16 254 26 194 2 2 2 2 2 2 2 2 5 1 1 1 2 2 2 3 3 2 2 7 1 1 1 2 2 2 3 3 3 2 2 3 3 3 3 2 2 3 3 3 3

ories	10-Oct 11			enter (TCC	•		04 Ann	OF Mov	OG Ium	07 1	00 4	00 Can	Total
Persons w/ Disabilities (PWD) - Visual Im	<u> </u>	-Nov 12	-Dec u	1-Jan 0:	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelch		1	ı	1				1		1			
Persons w/ Disabilities (PWD) - Wounder													
Prohibited & Permitted Items												1	
Prohibited & Permitted Items - Firearm/Ai	nmunition											1	
Property - Special Handling							3	8	7	6	8	4	3
Property - Special Handling - Damaged It	tems - Carry-On									1			
Property - Special Handling - Damaged It	tems - Checked						1	2	2		2		
Property - Special Handling - Missing Iter	ns - Carry-On						1		2	2	. 2		
Property - Special Handling - Missing Iter	ns - Checked						1	6	3	3	4	4	2
Request for Assistance					1								
Request for Assistance - Other					1								
Screening	5	5	5	3	5	2	5	2	5	9	2	6	5
Screening - Crew Member or Airline Emp	1			1									
Screening - Inconsistency	1	1		1		1				2			
Screening - Lengthy Lines							1		1		1	3	
Screening - Procedures/Process	4	2	5	1	5	1	4	2	4	7	1	3	3
Screening - Retrieving Abandoned/Confis	scated Items	1											
Screening - Security Breach		1					4-				0.4		
2018	55	58	55	61	64	59	47	52	55	64	81	44	69
Advanced Imaging Technology (AIT)									1	1			
Advanced Imaging Technology (AIT) - Fly		2	4	4	4	4		2	1	1		0	
Civil Rights	2	3	1	1	4	1	1	3		- 1	<u>4</u>	2	2
Civil Rights - Age Civil Rights - Constitutional Rights		1									1		
Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns		ı						2			1		
Civil Rights - Hair Patdowns Civil Rights - National Origin		1									1		
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin	1	1		1	2	1	1	1		1	2	1	1
Civil Rights - Sex/Gender/Gender Identity		'	1	'	2		'	'		'		1	
Customer Service	9	12	12	13	14	9	8	15	19	13	15	6	14
Customer Service - Others	<u> </u>	1	2	10	1-7	2	1	10	13	1		1	17
Customer Service - TSO	9	11	10	13	14	7	7	15	19	12		5	13
Locks	1	3	2	4	2		2	4	2	3		3	3
Locks - Missing or Damaged Lock	1	3	2	4	2		2	4	2	3		3	3
Lost and Found	3	1	1	3	2	2			2	3		2	2
Lost and Found - Airport/TSA	3	1	1	3	2	2			2	3	3	2	2
Mishandling of Passenger Property	14	17	12	21	18	12	12	8	7	16	14	10	16
Mishandling of Passenger Property - Dan	1 1	1		2	1	2	2		1	1		2	1
Mishandling of Passenger Property - Dan	7	12	11	17	11	8	9	5	5	11	11	7	11
Mishandling of Passenger Property - Dan	naged/Missing Ite	msUnspe	cified Lug	gage	1					1			
Mishandling of Passenger Property - Disa	6	4	1	2	5	2	1	3	1	3	3	1	3
Patdown	5	4	6	4	1	3	6	7	5	3	7	3	5
Patdown - Children										1			
Patdown - Flyer	5	4	6	3	1	2	4	7	5	2	. 7	3	4
Patdown - Flyer as Observer				1			2						
Patdown - Non-Flyer						1							
Persons w/ Disabilities (PWD)	4	1	4	2	3	2	2	1	2	3		3	3
Persons w/ Disabilities (PWD) - Cancer (,	ast Cancer									1		
Persons w/ Disabilities (PWD) - Diabetes		4	1			4			1	1			
Persons w/ Disabilities (PWD) - General		1			4	1				4			
Persons w/ Disabilities (PWD) - Hearing					1					1			
Persons w/ Disabilities (PWD) - Internal M								1				1	
Persons w/ Disabilities (PWD) - Medical		ication and	Madical C	Pupplica				1			1	I	
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Im		ication and	Medical	puppiles							1		
Persons w/ Disabilities (PWD) - Metal IIII Persons w/ Disabilities (PWD) - Mobility I		heelch	1	1	1	1					2		
Persons w/ Disabilities (PWD) - Prosthes			- 1	1	1	- 1			1		1		
Persons w/ Disabilities (PWD) - Respirate		Casis											
Persons w/ Disabilities (PWD) - Service A				1									
Persons w/ Disabilities (PWD) - Touch Av		ma)		'	1						1	1	
Persons w/ Disabilities (PWD) - Wheelch		,	2				2			1	1		
Property - Special Handling	8	5	7	9	11	14	9	10	11	9		8	11
Property - Special Handling - Damaged It			1		2	1	3	2	1		10		1
Property - Special Handling - Damaged It			2		2	3	3	3	3	3	3	1	2
Property - Special Handling - Missing Iter		3	1	3	3	4	2	2	3	2			2
Property - Special Handling - Missing Iter		2	3	6	4	6	1	3	4	4			
Request for Assistance						1							
Request for Assistance - Other						1							
	9	12	10	4	9	15	7	4	6	12	15	7	11
Screening	Íarra a	1											
Screening Screening - Crew Member or Airline Emp	loyee		1				2						
Screening - Crew Member or Airline Emp Screening - Inconsistency	loyee	3			2	1			1	3		1	1
Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines		2				4.4	5	3	4	8	12	5	8
Screening - Crew Member or Airline Emp Screening - Inconsistency	9		8	4	6	11	J		-				
Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines	9	2	8	4	6 1	2	3	1		1		1	
Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	9 scated Items	6	1		1	2		1	1	1	1		
Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	9 scated Items	6 56	1 52	43	36	2	50	1 54	1 69	62	82	88	69
Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	9 scated Items	6	1		1	2		1	1 69 3	1	82 5	88	69
Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 2019 Civil Rights Civil Rights - Age	9 scated Items 50	6 56	1 52	43	36	2		1 54	1 69	62	82	88	69
Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 2019 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights	9 scated Items	6 56	1 52	43	1 36 2	2		1 54	1 69 3	62	82 5	88 3	69
Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 2019 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns	9 scated Items 50	6 56	1 52	43	36	2		54 4	1 69 3	62	82 5	88	69
Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 2019 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin	9 scated Items 50	6 56	1 52	43	1 36 2	2		54 4	1 69 3	62 4	82 5 1	88 3	69
Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 2019 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin Civil Rights - Perceived Religion	9 scated Items 50 5	2 6 56 3	1 52 3	43 2	1 36 2	2		54 4	1 69 3 1	62 4	82 5 1	88 3	69
Screening - Crew Member or Airline Emp Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 2019 Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - National Origin	9 scated Items 50 5 1	2 6 56 3	1 52	43	1 36 2	2		54 4	1 69 3	62 4	82 82 5 1	88 3	69 3

			TSA Contac	ct Center (FCC) Data	ΓοοΙ - FΟΙΑ	\						
tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sex/Gender/Gender Identity	4 1	1	2	1							4		9
Customer Service	7	10	10	8	8	10	14	9	7	12	15	12	122
Customer Service - CSM		1											1
Customer Service - Others									1				1
Customer Service - TSO	7	9	10	8	8	10	14	9	6	12	15	12	120
Locks	1	2	1		4	1	2	1	5	1	2	3	23
Locks - Missing or Damaged Lock	1	2			4	1	2	1	5	1	2	3	23
Lost and Found	4	2		2				2		1	1		13
Lost and Found - Airport/TSA	4	2		2				2		1	1		13
Mishandling of Passenger Property	7	13		11	4	8	6		14	10	14	16	123
Mishandling of Passenger Property - Dan								1		10	3	2	10
Mishandling of Passenger Property - Dam		9		7	4	5	5		12	5	11	10	90
Mishandling of Passenger Property - Dan						1		0	12			10	1
Mishandling of Passenger Property - Disa		1	rispecifica i	4		2	1	1	2	5		4	22
Patdown	2	3	3	4	2	3	4	2	6	2	3	5	
		3	3			3					3		35
Patdown - Children							1		1			1	3
Patdown - Flyer	1	3	3		2	3	3	2	5	1	2	3	28
Patdown - Flyer as Observer	1										1	1	3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	6	4	2	2	3	4	4	6	2	6	8	5	52
Persons w/ Disabilities (PWD) - Breast C	ancer									1			1
Persons w/ Disabilities (PWD) - Cancer (general) Not	Breast Ca	ncer							1			1
Persons w/ Disabilities (PWD) - Cognitive	1	1					1						3
Persons w/ Disabilities (PWD) - Diabetes								3	1	2		1	7
Persons w/ Disabilities (PWD) - General		1									1		2
Persons w/ Disabilities (PWD) - Hearing I	Impairment							1					1
Persons w/ Disabilities (PWD) - Internal N	1									1			2
Persons w/ Disabilities (PWD) - Medical I	Devices - At	ached to th	ne Body				1						1
Persons w/ Disabilities (PWD) - Medically				al Supplies			1				3	1	5
Persons w/ Disabilities (PWD) - Metal Im				- ''		1		1					2
Persons w/ Disabilities (PWD) - Mobility I			1	1	1				1		2	2	8
Persons w/ Disabilities (PWD) - Ostomy/0		1											2
Persons w/ Disabilities (PWD) - Respirato		ler Fauipm	ent			1							1
Persons w/ Disabilities (PWD) - Service A		1											2
Persons w/ Disabilities (PWD) - Touch Av							1			1		1	3
Persons w/ Disabilities (PWD) - Visual Im		rtiauria)			1							'	1
Persons w/ Disabilities (PWD) - Wheelch			1	1	1	2		1			1		9
Persons w/ Disabilities (PWD) - Wounded			- 1	- 1	- 1			- '			1		1
Prohibited & Permitted Items	i wanioi									4	1		
	- I - /D /C	h Ohi	4-							1			1
Prohibited & Permitted Items - Knives/Too				40		4-	40		0.4	1			1
Property - Special Handling	14	15		13	5	17	10	14	21	16	18	15	171
Property - Special Handling - Damaged It			2	2					1	2	2		10
Property - Special Handling - Damaged It		2		4		6		3	4	4	6	5	38
Property - Special Handling - Missing Iter		7		5	3	4	3		4	2		2	38
Property - Special Handling - Missing Iter	r 9	6		2	2	7	7	6	12	8	10	8	85
Request for Assistance			1				1			1			3
Request for Assistance - Other			1				1						2
Request for Assistance - Wounded Warri	or (MSIJSO	C)								1			1
Screening	3	4	6	5	8	12	9	8	11	8	16	29	119
Screening - Children									1				1
Screening - Crew Member or Airline Emp	loyee										1		1
Screening - Inconsistency	i i	1				1			1			1	4
Screening - Lengthy Lines				2	2	3		5	2	1	4	9	28
Screening - Procedures/Process	3	3	5	3	6	8	8		7	6	10	19	81
Screening - Retrieving Abandoned/Confis			1						•	1	1		3
Screening - Security Breach							1				- '		1
TSA Contact Information	1												1
TSA Contact Information - General	1												1
10/1 Contact Information - Ocheral	1												

					,		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSS			1	1								2	4
2016												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dama	aged/Missir	ng ItemsC	hecked Bag	ggage								1	1
2017			1	1									2
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Dama	aged/Missir	ng ItemsC	1	1									2
2019												1	1
Screening												1	1
Screening - Security Breach												1	1

			TSA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MSY	148	154	137	154	147	181	193	247	207	189	182	162	2,101
2016				26	39	61	48	72	56	49	48	36	435
Civil Rights				1	1	1	1	1	4	3	1		13
Civil Rights - General Complaint and Disc	rimination			1	1								2
Civil Rights - Racial Profiling or Discrimina	ation					1	1	1	3	3	1		10
Civil Rights - Sex/Gender/Gender Identity-		ender							1				1
Customer Service	riot rranog	011401		2	11	12	16	17	15	7	10	6	96
Customer Service - Others					- ''	2	1	8	3		2		18
				0	4.4					7			
Customer Service - TSO				2	11	10	15	9	12	7	8		78
Locks				4	4	3	3	2	3	7		2	28
Locks - General					1								1
Locks - Missing or Damaged Lock				4	3	3	3	2	3	7		2	27
Lost and Found						1					1		2
Lost and Found - Airport/TSA						1					1		2
Mishandling of Passenger Property				14	17	28	21	30	25	26	25	21	207
Mishandling of Passenger Property - Dam	aged/Missin	n Items(Carry-on Lug	2	2	20	2	2	3	3	1	2	17
Mishandling of Passenger Property - Dam				8	15	26	17	22	18	20	21	16	163
					15								
Mishandling of Passenger Property - Disa	rrayed items	Carry-or	1 or Checker	4		2	2	6	4	3	3		27
Patdown				1		2		1	2	1	1	2	10
Patdown - Flyer				1		1		1	2	1	1	2	9
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)				1	2	2	1	2	2		5		15
Persons w/ Disabilities (PWD) - Cancer (c	eneral) Not	Breast Ca	ncer			1							1
Persons w/ Disabilities (PWD) - Diabetes	,								1				1
Persons w/ Disabilities (PWD) - Hearing II	mnairment					1					1		2
		Medication	n and Modic	1	1	- 1			1		- 1		3
Persons w/ Disabilities (PWD) - Medically		vieuicatioi	ii and iviedic	1	1				1				
Persons w/ Disabilities (PWD) - Metal Imp											1		1
Persons w/ Disabilities (PWD) - Mobility D		t Wheelch	nair or Scoote	er)	1			1			2		4
Persons w/ Disabilities (PWD) - Service A											1		1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	trauma)						1					1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway					1						1
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols											1	1
Request for Assistance	10/7 (01 00010									1			1
·													
Request for Assistance - Other										1			1
Screening				3	4	12	6	19	5	4	5		62
Screening - Inconsistency				2		3		1				1	7
Screening - Lengthy Lines					2	4	5	9	1	1		2	24
Screening - 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
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimina	ation		2		1	4	4	4	4				
			3		1	1	1	1	1				8
Civil Rights - Sex/Gender/Gender Identity											1		1
Customer Service	13	13		5	10	6	13	17	15	10	9		133
Customer Service - Others	1	3		1	1	1		2	4	1		2	16
Customer Service - TSO	12	10	8	4	9	5	13	15	11	9	9	12	117
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domesti	ic						1						1
Locks	7	2	! 4	5	2	2	1	2	5	3	3	3	39
	,		. 4	3			'		- 3	3	J		
Locks - General	_							1	- !				2
Locks - Missing or Damaged Lock	7	2	. 4	5	2	2	1	1	4	3	3	3	37
Lost and Found										1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	19	31	23	23	18	25	11	14	15	13	12	8	212
Mishandling of Passenger Property - Dam		1		1	2	3			1				9
Mishandling of Passenger Property - Dam	18	26		19	15	18	10	11	10	9	11	6	174
Mishandling of Passenger Property - Disa	1	4		3	1	4	1	3	4	4	1	2	29
	-									4			
Patdown	1	4		3	1	3	1	1	2		1	1	20
Patdown - Flyer	1	3		3	1	2	1	1	2		1	1	18
Patdown - General		1											1
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)	2	3	3	1	1	1	1	5	2	5		5	29
Persons w/ Disabilities (PWD) - Diabetes									1			1	2
Persons w/ Disabilities (PWD) - Medical [1												1
Persons w/ Disabilities (PWD) - Medically		Medication	r 1	1		1		1		1		3	8
		viculoatioi		'		- '		1		- '			
Persons w/ Disabilities (PWD) - Metal Imp		1						1					2
Persons w/ Disabilities (PWD) - Mobility D									1	2			5
Persons w/ Disabilities (PWD) - Service A		2					1	1		1			5
Persons w/ Disabilities (PWD) - Wheelcha	1				1			2		1		1	6
Property - Special Handling							7	6	7	5	6	16	47
Property - Special Handling - Damaged Ite	ems - Carry-	On						1				2	3
Property - Special Handling - Damaged Ite							2	1	1	4	1	5	14
Property - Special Handling - Missing Item									1		1	2	4
Property - Special Handling - Missing Item							5	4	5	1	4		26
						4							
Screening	2	9		6	2	4	3	5	6	4	5	8	57
Screening - Crew Member or Airline Empl	-	1											1
Screening - Inconsistency	1			1				1	2	1			6
Screening - Lengthy Lines		4		1			1	1	1	1			9
Screening - Procedures/Process	1	4	. 2	4	2	4	2	3	3	1	5	8	39
Screening - Retrieving Abandoned/Confise			1										1
Screening - Security Breach										1			1
2018		50	52	46	40	34	49	51	47	53	52	33	562
	55				40	34			4/				
Civil Rights	2	1	2	1			1	2		4	1	1	15
Civil Rights - Hair Patdowns							1			1			2

				enter (TCC	,								
Categories		11-Nov 1	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar 0	4-Apr 0	5-May 0	S-Jun		08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimin	2			1						2	1		6
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder	1					2		1		1	5
Civil Rights - Sexual Orientation - Not Tra		1	1										2
Customer Service	15	20	12	15	9	8	12	16	14	13	3	5	142
Customer Service - Others	1	2	2	1	1	2		1		1			11
Customer Service - 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
Locks - Missing or Damaged Lock		5	2	2	2	1	2	2	1	5	4	2	28
Lost and Found							1				1	1	3
Lost and Found - Airport/TSA							1				1	1	3
Mishandling of Passenger Property	23	6	12	15	12	11	14	8	9	10	16	6	142
Mishandling of Passenger Property - Dan				1	1	2	2			1	1		9
Mishandling of Passenger Property - Dan		5	11	13	11	9	12	7	6	9	13	5	120
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa								4	1		0	1	2
0 0 1 1		1	1	1	2		2	1	2		2		11
Patdown Patdown - Flyer	4	<u> </u>	1	2	2		3	3	4	2	2		26
Patdown - Flyer as Observer	4	ı	1		1		3	1	4		2		23
Patdown - Non-Flyer			1		1			ı					
Persons w/ Disabilities (PWD)	1	2	2	2	1		5	2	2	3	5	2	1 27
Persons w/ Disabilities (PWD) - Autism S			1		1		5			3	5		1
Persons w/ Disabilities (PWD) - Addishi S			1				1						1
Persons w/ Disabilities (PWD) - Breast C		tal /Mantal D	ioobility				ļ				1		1
Persons w/ Disabilities (PWD) - Cognitive		iai /ivieritai D	isability								ı		1
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	1						1			1	1		3
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	/ Necessary M	edication	1				1			ı	1	1	3
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Im		cuicatiol	1				1		1			1	1
Persons w/ Disabilities (PWD) - Metal IIII Persons w/ Disabilities (PWD) - Mobility I		Nheelchair c	or Scoot	1				1	1		1		3
Persons w/ Disabilities (PWD) - Infolinty in Persons w/ Disabilities (PWD) - Prosthes		1	, O0001	1			1	1			1		2
Persons w/ Disabilities (PWD) - Prostries		1									1		
Persons w/ Disabilities (PWD) - Service A		auma)		1							1		2
Persons w/ Disabilities (PWD) - Youch Av		1		ı			1				1		2
Persons w/ Disabilities (PWD) - Visual III					1			1	1	2		1	6
Property - Special Handling	1 4	8 8	7	5	10	7	7	8	11	6	9	12	94
Property - Special Handling - Damaged It	ems - Carry	3	- 1	1	2	ı	1	1	3	0	3	3	14
Property - Special Handling - Damaged It		1		1	3	2	1	3	3	2	3	1	23
Property - Special Handling - Missing Iter				1	2	2	3	2	1	1	1	3	16
Property - Special Handling - Missing Iter		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
Screening - Crew Member or Airline Emp		'	1		7	,		1	-	10	- ''		2
Screening - Inconsistency	1	1	4	1				1		2	1		11
Screening - Lengthy Lines	1	1	5			3		1	2	4	1		18
Screening - Procedures/Process	4	5	3	2	4	4	4	5	4	3	7	4	49
Screening - Retrieving Abandoned/Confis	cated Items			1				1		1			3
3													
Screening - Security Breach				ı							1		
Screening - Security Breach Screening - Shoe Screening				ı							1		1
Screening - Security Breach Screening - Shoe Screening 2019	49	42	39	39	32	44	57	73	51	46		38	1
Screening - Shoe Screening		42 3	39 5		32	44 2	57		51		1	38 5	1 1 555
Screening - Shoe Screening 2019	49			39				73		46	1		1 1 555 26
Screening - Shoe Screening 2019 Civil Rights	49			39				73		46	1	5	1 1 555 26 2
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights	49			39				73		46	1	5	1 1 555 26 2
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion	49 1	3	5	39		1	2	73	2	46	1	5 2	1 555 26 2 1
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin	49 1	1	2	39	1	1	2	73 3	1	46 1	1	5 2	1 555 26 2 1
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	49 1 ation	1	2	39	1	1	2	73 3	1	46 1	1	5 2	1 555 26 2 1 12 10
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others	49 1 ation - Not Trans 1	1 2	2 3	39 1	1	1 1	2	73 3 2 1	1 1	46 1	1 45	5 2 3	1 555 26 2 1 12 10 148
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service	49 1 ation Not Trans(1 14	1 2	5 2 3	39 1 1 1 11	1	1 1 11	2	73 3 2 1	1 1	46 1	1 45	5 2 3	1 555 26 2 1 12 10 1 148
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	49 1 ation - Not Trans 1 14 2 12 3	1 2 10 10 2	5 2 3 15 2	39 1 1 1 11 2	1 7	1 1 1 11 1 10 4	2 2 19 19 4	73 3 2 1	1 1 15 15 5	46 1 1 5 5 4	1 45	5 2 3	1 1 555 26 2 1 1 12 10 1 1 148 5 143 28
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	49 1 ation Not Trans 1 14 2 12	1 2 10	5 2 3 15 2	39 1 1 1 11	1 7	1 1 1 11 1 10 4 4	2 2 19 19	73 3 2 1 24 24	1 1 15 15 5 5	46 1 1 5	1 45 10	5 2 3 7	1 1 555 26 2 1 1 12 10 1 1 148 5 143 28
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	49 1 ation - Not Trans 1 14 2 12 3	1 2 10 10 2	5 2 3 15 2	39 1 1 1 11 2	1 7	1 1 1 1 1 1 1 0 4 4 3	2 2 19 19 4	73 3 2 1 24 24 2	1 1 15 15 5 5	46 1 1 5 5 4	10 10 10 11 1 1	5 2 3 7 7 1 1	1 1 555 26 2 1 1 12 10 1 1 148 5 143 28 28
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	49 1 attion - Not Transg 1 14 2 12 3 3	1 2 10 10 2 2	5 2 3 15 2 13	39 1 1 11 11 2 2	1 7 7	1 1 1 1 1 10 4 4 3 3	2 2 19 19 4 4	73 3 2 1 24 24 2 2	1 1 15 15 5 5 2 2	46 1 1 5 5 4 4	10 10 10 11 1 1 1 1	5 2 3 7 7 1 1 1	1 1 5555 26 2 1 1 1 1 1 1 1 1 1 4 8 5 1 1 3 2 8 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	#9 1 1 attion Not Trans(1 1 1 4 2 1 2 3 3 3 3 1 1 2	1 2 10 10 2 2	5 2 3 15 2	39 1 1 1 11 2	1 7	1 1 1 1 1 1 1 0 4 4 3	2 2 19 19 4 4	73 3 2 1 24 24 2	1 1 15 15 5 5 5 2 2 8	46 1 1 5 5 4 4	10 10 10 1 1 1 1 1 1	5 2 3 7 7 1 1 1 1 1 7	1 1 5555 26 2 1 1 122 10 1 1 148 5 143 28 28 7 7
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Mishandling of Passenger Property Mishandling of Passenger Property - Dan	49 1 ation Not Trans 1 14 2 12 3 3 3 12 naged/Missii	1 2 10 10 2 2 13 13 1	5 2 3 15 2 13	39 1 1 11 11 2 2	1 7 7	1 1 1 1 1 1 10 4 4 4 3 3 6	2 2 19 19 4 4	73 3 2 1 24 24 2 2 2	1 1 15 15 5 5 5 2 2 8 1	46 1 1 5 5 4 4	10 10 10 1 1 1 1 1 1 1 2	5 2 3 7 7 1 1 1 1 7	1 1 555 26 2 1 1 12 10 1 1 148 5 143 28 28 7 7
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	49 1 1 ation Not Trans 1 14 2 12 3 3 3 12 naged/Missii 10	1 2 10 10 2 2 2	5 2 3 15 2 13	39 1 1 11 11 2 2	1 7 7 12 9	1 1 1 1 1 10 4 4 3 3	2 2 19 19 4 4 4	73 3 2 1 24 24 2 2	1 1 15 15 5 5 5 2 2 8	46 1 1 5 5 4 4	10 10 10 1 1 1 1 1 1	5 2 3 7 7 1 1 1 1 1 7	1 1 5555 26 2 1 1 12 10 1 1 148 5 143 28 7 7 7 127 8
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	49 1 1 ation - Not Trans 1 14 2 12 3 3 3 12 naged/Missin 10 naged/Missing	1 2 10 10 2 2 2	5 2 3 15 2 13	39 1 1 11 11 2 2	1 7 7 12 9	1 1 1 1 1 10 4 4 3 3 6	2 2 19 19 4 4	73 3 2 1 24 24 2 2 2	1 1 15 5 5 5 2 2 8 1 6	46 1 1 5 5 4 4 4	10 10 10 1 1 1 1 1 1 1 2 8	5 2 3 7 7 1 1 1 1 7 1 5	1 1 5555 26 2 1 1 1 2 10 1 1 148 5 2 8 2 8 7 7 7 1 127
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Paccal Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Mishandling of Passenger Property Mishandling of Passenger Property - Dan	### ### ##############################	1 2 10 10 2 2 2 13 1 12 Items—Unsp	5 2 3 15 2 13 9 9 ecified Lug	39 1 1 11 11 2 2	1 7 7 12 9 1	1 1 1 1 1 1 10 4 4 4 3 3 6	2 2 19 19 4 4 4	73 3 2 1 24 24 2 2 2 14	1 1 15 15 5 5 2 2 2 8 1 6	46 1 1 5 5 4 4 4	10 10 10 1 1 1 1 1 1 2 8	5 2 3 7 7 1 1 1 1 7 1 5	1 1 5555 26 2 1 1 1 2 1 1 1 1 4 3 2 8 2 8 7 7 7 1 2 7 8 1 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1 8 1
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	### ### ##############################	3 1 2 10 10 2 2 13 1 12 Items—Unsp	5 2 3 15 2 13 9 9 ecified Lug	39 1 1 11 11 2 2	1 7 7 7 12 9 1 2 2 2	1 1 1 1 1 10 4 4 3 3 6	2 2 19 19 4 4 4 13 1 11 11	73 3 2 1 24 24 2 2 2 14 11 3 2	1 1 15 5 5 5 2 2 8 1 6	46 1 1 5 5 4 4 4 14 2 9	10 10 10 11 1 1 1 1 1 2 8	5 2 3 7 7 1 1 1 1,7 1,5	1 1 5555 26 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dan	### ### ##############################	1 2 10 10 2 2 2 13 1 12 Items—Unsp	5 2 3 15 2 13 9 9 ecified Lug	39 1 1 11 11 2 2	1 7 7 12 9 1	1 1 1 1 1 10 4 4 3 3 6	2 2 19 19 4 4 4	73 3 2 1 24 24 2 2 2 14 11	1 1 15 15 5 5 2 2 2 8 1 6	46 1 1 5 5 4 4 4	10 10 10 1 1 1 1 1 1 2 8	5 2 3 7 7 1 1 1 1 7 1 5	1 1 5555 26 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 3 5 1 1 3 2 8 7 7 7 7 7 7 8 1 1 1 7 7 7 7 8 7 8 7 7 7 8 7 8
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - Valiport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	49 1 ation Not Trans 1 14 2 12 3 3 3 12 naged/Missin 10 naged/Missing 2 3 3 3	1 2 10 10 2 2 13 1 12 1tems—Unsp	5 2 3 15 2 13 9 9 eciffed Lug	39 1 1 11 11 2 2 8 8 8 gage	1 7 7 12 9 1 2 2 2	1 1 1 1 1 1 1 0 4 4 4 3 3 6	2 2 19 19 4 4 4 13 1 11 1 1 2 2	73 3 2 1 24 24 2 2 2 14 11	1 1 15 15 5 5 2 2 8 1 6	46 1 1 5 5 4 4 14 2 9	10 10 10 1 1 1 1 1 1 2 8	5 2 3 7 7 1 1 1 7 1 5	1 1 1 555 26 26 21 1 12 12 10 10 11 14 14 18 15 14 14 18 17 12 17 18 10 10 10 11 11 11 11 11 11 11 11 11 11
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Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disc Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C	49 1 1 ation - Not Trans 1 14 2 12 3 3 3 1 12 naged/Missin 10 naged/Missing 2 3 3 1 1 ancer	1 2 10 10 2 2 13 1 12 1temsUnsp 5 5 2	5 2 3 15 2 13 9 9 ecified Lug 1 1	39 1 1 11 11 2 2 8 8 8 gage	1 7 7 12 9 1 2 2 2	1 1 1 1 1 1 1 0 4 4 4 3 3 6	2 2 19 19 4 4 4 13 1 11 1 1 2 2	73 3 2 1 24 24 2 2 2 14 11	1 1 15 15 5 5 2 2 8 1 6	46 1 1 5 5 4 4 4 14 2 9 3 3 3 3	10 10 10 1 1 1 1 1 1 2 8 1 2 2	5 2 3 7 7 1 1 1 7 1 5	1 1 1 555 26 26 2 1 1 1 1 2 1 1 2 1 1 2 1 2 1 1 2 1 2
Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	ation - Not Trans 1 14 2 12 3 3 3 12 naged/Missin 10 naged/Missing 2 3 3 1 ancer	1 2 10 10 2 2 13 1 12 1temsUnsp 5 5 2	5 2 3 15 2 13 9 9 ecified Lug 1 1	39 1 1 11 11 2 2 8 8 gage	1 7 7 12 9 1 2 2 2	1 1 1 1 1 1 1 1 0 4 4 3 3 3 6 5	2 2 19 19 4 4 4 13 1 11 1 1 2 2	73 3 2 1 24 24 2 2 2 14 11 3 2 1 1 1	1 1 15 15 5 5 2 2 8 1 6	46 1 1 5 5 4 4 14 2 9	10 10 10 1 1 1 1 1 1 2 8 1 2 2	5 2 3 7 7 1 1 1 1 7 1 5	1 1 5555 26 2 1 1 1 1 1 1 1 4 3 2 8 2 8 7 7 7 7 1 2 7 1 2 7 1 1 2 7 1 1 2 7 1 1 2 7 1 1 2 7 1 1 2 7 1 1 2 1 2
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Screening - Shoe Screening 2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dase Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Inabetes Persons w/ Disabilities (PWD) - General	ation - Not Trans 1 14 2 12 3 3 12 12 aged/Missin 10 naged/Missing 2 3 3 1 1 ancer e /Development	1 2 10 10 2 2 13 1 12 1temsUnsp 5 5 2	2 3 15 2 13 9 9 ecified Lug 1 1 2	39 1 1 11 11 2 2 8 8 gage	1 7 7 12 9 1 2 2 2	1 1 1 1 1 1 1 1 0 4 4 3 3 3 6 5	2 2 19 19 4 4 4 13 1 11 1 1 2 2	73 3 2 1 24 24 24 2 2 11 11 3 2 1 1 7 1	1 1 15 15 5 5 2 2 8 1 6	46 1 1 5 5 4 4 4 14 2 9	10 10 10 1 1 1 1 1 1 2 8 1 2 2	5 2 3 7 7 1 1 1 1 7 1 5	1 1 5555 26 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disc Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Internal M	ation - Not Trans 1 14 2 12 3 3 3 12 12 agged/Missin 10 nagged/Missing 2 3 3 1 1 ancer a /Development Medical Device- Devices - Attace	1 2 10 10 2 2 13 1 12 1tems—Unsp 5 5 2 2 tal /Mental D	5 2 3 15 2 13 9 9 ecified Lug 1 1 2 isability	39 1 1 11 11 2 2 8 8 gage	1 7 7 12 9 1 2 2 2	1 1 1 1 1 1 1 1 0 4 4 4 3 3 6 5 1	2 2 19 19 4 4 4 13 1 11 1 2 2	73 3 2 1 24 24 24 2 2 11 11 3 2 1 1 7 1	1 15 15 5 5 2 2 8 1 6	46 1 1 5 5 4 4 4 14 2 9	10 10 10 1 1 1 1 1 1 2 8 1 2 2 4	5 2 3 7 7 1 1 1 1 7 1 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disc Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Respirate	ation - Not Trans 1 14 2 12 3 3 3 12 12 naged/Missin 10 naged/Missing 2 3 3 1 ancer b / Development Medical Devices Devices - Attact v Necessary plants (joint) Disability (Not Vory and Inhaler	3 1 2 10 10 2 2 13 1 12 Items—Unsp 5 5 2 Ital /Mental D	2 3 15 2 13 9 9 ecified Lug 1 1 2 isability 1	39 1 1 11 11 2 2 8 8 gage	1 7 7 12 9 1 2 2 2	1 1 1 1 1 1 1 1 0 4 4 3 3 3 6 5 1	2 2 19 19 4 4 4 13 1 11 1 2 2	73 3 2 1 24 24 2 2 11 3 2 11 1 7 1	1 15 15 5 5 2 2 8 1 6	46 1 1 5 5 4 4 4 14 2 9	10 10 10 1 1 1 1 1 1 2 8 1 2 2 4	5 2 3 7 7 1 1 1 1 7 1 5	1 1 1 1 555 26 26 2 1 1 12 10 10 11 11 11 11 11 11 11 11 11 11 11
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2019 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disc Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Hearing i Persons w/ Disabilities (PWD) - Hearing i Persons w/ Disabilities (PWD) - Medical i Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Service / Persons w/ Disabilities (PWD) - Service /	ation - Not Trans 1 14 2 12 3 3 3 12 12 agged/Missin 10 nagged/Missing 2 3 3 1 1 ancer a /Development Medical Device Devices - Attact y Necessary plants (joint) Disability (Not Vory and Inhaler Corporation (pain/tra) 1 version (pain/tra)	1 1 2 10 10 2 2 13 1 12 1tems—Unsp 5 5 2 1tal /Mental D s hed to the B 1 1 Mheelch Equipment auma)	2 3 15 2 13 9 9 ecified Lug 1 1 2 isability 1	39 1 1 11 11 2 2 8 8 8 8 9age	1 7 7 12 9 1 2 2 2	2 1 1 1 1 10 4 4 3 3 6 5 1 1 9	2 2 19 19 4 4 4 13 1 11 1 1 2 2	73 3 3 2 1 24 24 24 2 2 14 11 3 2 1 1 7 1	1 15 15 5 5 2 2 8 1 6	46 1 1 5 5 4 4 4 14 2 9	10 10 10 1 1 1 1 1 1 2 2 2 4 4 1 1	5 2 3 7 7 1 1 1 1 7 1 5 1 1 1 1 2	1 1 1 5555 26 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	11	5	3	14	7	5	7	9	6	13	10	11	101
Property - Special Handling - Damaged Ite	2	1		3	1	1	1	2	1				12
Property - Special Handling - Damaged Ite	2	1		4	2		3	2		2	2	3	21
Property - Special Handling - Missing Item	1	2	1	5		2	1	2	1	2	3	4	24
Property - Special Handling - Missing Item	6	1	2	2	4	2	2	3	4	9	5	4	44
Screening	4	2	4		2	4	5	12	6	4	6	3	52
Screening - Inconsistency						1		1					2
Screening - Lengthy Lines	1	1	1			1		4			1		9
Screening - Procedures/Process	3		3		2	2	5	7	6	4	3	2	37
Screening - Retrieving Abandoned/Confise	cated Items										1		1
Screening - Security Breach		1									1	1	3

						CC) Data								
egories	10-Oct	11-Nov	12-De		1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ITJ		2		4	9	6	4				3	3	3	
2016						2	2	1	2		1			
Customer Service						1			1		1			
Customer Service - Others									1					
Customer Service - TSO						1					1			
Mishandling of Passenger Property						1		1	1					
Mishandling of Passenger Property - Dama	aed/Missir	na ItemsCh	necked	Bagga	ae	1		1						
Mishandling of Passenger Property - Disarr					J				1					
Patdown	ayou nonn	o oung on	0. 0				1							
Patdown - Flyer							1							
Screening							1							
Screening - Procedures/Process							1							
2017					•	•	1			•		•		
		1		1	2	2	1	1	1	2	1	2	1	
Civil Rights	e					1								
Civil Rights - Racial Profiling or Discrimina	tion					1								
Customer Service		1		1			1		1	2		1		
Customer Service - Others		1												
Customer Service - TSO				1			1		1	2		1		
Locks					1									
Locks - Missing or Damaged Lock					1									
Mishandling of Passenger Property					1	1							1	
Mishandling of Passenger Property - Dama	ged/Missir	ng ItemsCh	necked	Baç	1	1							1	
Persons w/ Disabilities (PWD)		_						1						
Persons w/ Disabilities (PWD) - Metal Impl	ants (joint))						1						
Property - Special Handling	,										1			
Property - Special Handling - Missing Items	s - Checker	d									1			
Screening												1		
Screening - Lengthy Lines												1		
2018				1	6	2		2			1		1	
Civil Rights				•	1			_			•	•	•	
Civil Rights - Racial Profiling or Discrimina	tion				1									
Customer Service	uon				3	1						4	1	
Customer Service - Others					1	1						1	1	
Customer Service - TSO					2	1						1	1	
Mishandling of Passenger Property						1		1						
Mishandling of Passenger Property - Disar	rayed Items	sCarry-on	or Che	cked		1		1						
Patdown								1						
Patdown - Flyer as Observer								1						
Property - Special Handling											1			
Property - Special Handling - Missing Items	s - Checke	d									1			
Screening				1	2									
Screening - Procedures/Process				1	2									
2019		1		2	1		1		1				1	
Civil Rights													1	
Civil Rights - Headwear													1	
Customer Service				2	1		1							
Customer Service - TSO				2	1		1							
Patdown		1		_	- 1									
		1												
Patdown - Flyer		I							4					
Property - Special Handling	01 .								1					
Property - Special Handling - Missing Items	s - Checke	a							1					

			ISA Conta	ci Center (i CC) Dala	1001 - 1014	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MVY								1	2	3	4	1	11
2016										1	2		3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property										1	1		2
Mishandling of Passenger Property - D	amaged/Missii	ng ItemsC	hecked Ba	ggage						1			1
Mishandling of Passenger Property - D	sarrayed Item	sCarry-or	or Checke	d							1		1
2017								1	1				2
Customer Service								1					1
Customer Service - TSO								1					1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Ostom	y/Ostomates								1				1
2018										1	2	1	4
Mishandling of Passenger Property												1	
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Ba	ggage								1	1
Patdown										1			1
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)											2		2
Persons w/ Disabilities (PWD) - Prosth	esis/Amputees	and Casts									2		2
2019									1	1			2
Civil Rights										1			1
Civil Rights - Hair Patdowns										1			1
Screening									1				1
Screening - Procedures/Process									1				1

TSA Contact Center	(TCC) Data Tool - FOIA
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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MWA		2	2	2	1			2	1		1	1	12
2017		2	1		1				1			1	6
Mishandling of Passenger Property		2	1		1				1				5
Mishandling of Passenger Property - Dan	naged/Missiı	2	1		1				1				5
Property - Special Handling												1	1
Property - Special Handling - Damaged It	tems - Check	red										1	1
2018				2				1			1		4
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimin	ation							1					1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	gage							1		1
Patdown				1									1
Patdown - Flyer				1									1
Property - Special Handling				1									1
Property - Special Handling - Missing Iter	ns - Checke	d		1									1
2019			1					1					2
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Checked	d				1					1
Screening			1										1
Screening - Procedures/Process			1										1

Catagorias	40.0=4	44 Na				CC) Data Tool		04 4	OF Marr	00 1	07 1	00 4	00 0	Tatal
Categories	10-Oct 21	11-Nov	v 12-L 12	лес U1- 11	Jan 11	02-Feb 03	3-Mar 29	04-Apr 26	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
MYR 2016	21		12	11	2	2	29 4	3	39 14	47 12	44 6	34 9	34 11	323 63
Customer Service							4	3	4	3	1	2	2	12
Customer Service - Others									1					1
Customer Service - TSO									3	3	1	2	2	11
Locks									1	1				2
Locks - Missing or Damaged Lock									1	1				2
Lost and Found									1					1
Lost and Found - Airport/TSA									1					1
Mishandling of Passenger Property					1	2	4	2	2	4	4	4	8	31
Mishandling of Passenger Property - Dam								1			1		11	3
Mishandling of Passenger Property - Dam						2	4	1	2	4	3	4	7	27
Mishandling of Passenger Property - Disa Patdown	rrayed items	sCarry-	OII OI CITE	ecker	1				1					1
Patdown - General									1					1
Persons w/ Disabilities (PWD)									1			1	1	3
Persons w/ Disabilities (PWD) - Diabetes									1					1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway										1	1	2
Screening					1			1	4	4	1	2		13
Screening - Inconsistency					1							1		2
Screening - Lengthy Lines								1	3	2				6
Screening - Procedures/Process									1	1	1	1		4
Screening - Retrieving Abandoned/Confis			_							1				1
2017	5		5	3	3	6	8	6	2	6	10	7	11	72
Civil Rights Pagial Profiling or Discrimina	tion										1	1		2
Civil Rights - Racial Profiling or Discrimina		iondo-									1	1		1
Civil Rights - Sex/Gender/Gender Identity- Customer Service	- NOU HANSG	jender		2		2	2	1		1	1	1	2	1 11
Customer Service - Others				1		1		1		1	- 1			2
Customer Service - TSO				1		1	2	1		1	1		2	9
Locks					1	2		1		1	- 1			4
Locks - Missing or Damaged Lock					1	2		1						4
Lost and Found	1										1			2
Lost and Found - Airport/TSA	1										1			2
Mishandling of Passenger Property	4		2	1	2	2	6	1	1	3	2	2	3	29
Mishandling of Passenger Property - Dam			2	1	2	2	5	1	1	2	1	2	2	25
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-	on or Che	ecked			1			1	1		1	4
Patdown									1		1	1	1	4
Patdown - Flyer									4		1	1	1	3
Patdown - Flyer as Observer Persons w/ Disabilities (PWD)								1	1		1			1 2
Persons w/ Disabilities (PWD) - Internal M	ledical Devi	ces						1			1			1
Persons w/ Disabilities (PWD) - Metal Imp		063						1			- 1			1
Property - Special Handling	nanto (joint)									1	2	2	4	9
Property - Special Handling - Damaged Ite	ems - Carry-	-On									2		1	4
Property - Special Handling - Damaged Ite												1		1
Property - Special Handling - Missing Item										1			3	4
Screening			3					2		1	1	1	1	9
Screening - Inconsistency								1						1
Screening - Lengthy Lines													1	1
Screening - Procedures/Process	_		3					1	_	1	1	1	_	7
2018	7		5	3	1	3	8	10	7	12	17	7	5	85
Civil Rights Civil Rights - Hair Patdowns								1	1					1
Civil Rights - Racial Profiling or Discrimina	ation							1	1					1
Customer Service	1		1			1	3		2	2	6	1		17
Customer Service - Others	'		1			'	3				1	1		3
Customer Service - TSO	1					1	3		2	2	5			14
Locks	,		1	1				1						3
Locks - 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
Mishandling of Passenger Property - Dam	2			1	1	1	2	2		2	1	2	3	17
Mishandling of Passenger Property - Disa			1			1			1					4
Patdown	2			1				3		3	2		1	12
Patdown - Flyer	2			1				3		2	2		1	11
Paragon w/ Disabilities (DWD)										1				1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes								1		3	1	1		6
Persons W/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M	ledical Devi	ces								1	1			<u>1</u>
Persons w/ Disabilities (PWD) - Internal in			ion and M	Medical Sur	nnlies			1		- 1				1
Persons w/ Disabilities (PWD) - Metal Imp			. 5 GIIG IV	. 20.001 00	- 6.100			į.		1		1		2
Persons w/ Disabilities (PWD) - Touch Av	. ,									1				1
Prohibited & Permitted Items	// ***	,									1			1
Prohibited & Permitted Items - Lighters/Ma	atches										1			1
Property - Special Handling	1						3	1	1	2	3	3		14
Property - Special Handling - Damaged Ite							1		1		1	1		4
Property - Special Handling - Damaged Ite											1			1
Property - Special Handling - Missing Item		n								1		1		2
Property - Special Handling - Missing Item	1		_				2	1		1	1	1		7
Screening			2					1	2		3		1	9
Screening - Children			1					4			1			1
Screening - Lengthy Lines Screening - Procedures/Process			1					1			1		1	3
2019	9		2	5	5	4	9	7	2 16	17	11	11	7	5 103
Civil Rights	9		1	J	9	1	2		10	17	11	11		4
OTTH TAIGHTO			1			- 1								4

			TSA Contac	ct Center (1	CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Hair Patdowns					1	1							2
Civil Rights - Racial Profiling or Discrimin	ation					1							1
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1											1
Customer Service	1		1	2	1	1	1	1	3	3			14
Customer Service - TSO	1		1	2	1	1	1	1	3	3			14
Locks	1			2				1				2	6
Locks - Missing or Damaged Lock	1			2				1				2	6
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	2		1		1	2	5	5	3	2	2	2	25
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	Carry-on Lug	gage			1					1	2
Mishandling of Passenger Property - Dam	2		1		1	2	3	5	2	2	2	1	21
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checked	d			1		1				2
Patdown							1	3	1		3		8
Patdown - Flyer							1	3	1		2		7
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)	1		1					1	3	2	1	1	10
Persons w/ Disabilities (PWD) - Autism S	pectrum									1			1
Persons w/ Disabilities (PWD) - Internal M	/ledical Devi	ices										1	1
Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medication	n and Medic	al Supplies				1	1				2
Persons w/ Disabilities (PWD) - Mobility I	1		1						1		1		4
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees	and Casts	6						1	1			2
Property - Special Handling	1	1	2		1	3		3	3	2	4	2	22
Property - Special Handling - Damaged It	ems - Carry	-On								1			1
Property - Special Handling - Damaged It	1		1			2		1	2		1		8
Property - Special Handling - Missing Iter	ns - Checke	1	1		1	1		2	1	1	3	2	13
Screening	3			1		1		2	3	2	1		13
Screening - Crew Member or Airline Emp	loyee								1				1
Screening - Lengthy Lines						1							1
Screening - Procedures/Process	3			1				1	2	2	1		10
Screening - Security Breach								1					1

		1	SA Contac										
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NYL	3	9	5	6	10	12	6	6	9	9	6	2	83
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
Mishandling of Passenger Property - Dama	aged/Missin	g ItemsCl	hecked Βας	1	5	5	2	2	2	1	3	1	22
Mishandling of Passenger Property - Disar	rayed Items	Carry-on	or Checked				1						1
2017	2	3	1	3	1	4	2	2	4	3	1		26
Locks		1											1
Locks - Missing or Damaged Lock		1											1
Mishandling of Passenger Property	2	2	1	2	1	4	1	1	1	2	1		18
Mishandling of Passenger Property - Dam	2	2		2	1	2	1	1	1	1	1		14
Mishandling of Passenger Property - Disar	rayed Items	Carry-on	1			2				1			4
Property - Special Handling							1	1	1	1			4
Property - Special Handling - Damaged Ite	ms - Check	ed					1	1					2
Property - Special Handling - Missing Item	s - Checked								1	1			2
Screening				1					2				3
Screening - Procedures/Process				1					1				2
Screening - Retrieving Abandoned/Confisc	ated Items								1				1
2018		4	1	1	1	1			2	2	1		13
Customer Service				1					1				2
Customer Service - TSO				1					1				2
Mishandling of Passenger Property		3	1		1	1			1	2	1		10
Mishandling of Passenger Property - Dama	aged/Missii	3	1			1			1	2	1		9
Mishandling of Passenger Property - Disar	rayed Items	Carry-on	or Checked		1								1
Screening		1											1
Screening - Inconsistency		1											1
2019	1	2	3	1	3	2	1	2	1	3	1	1	21
Customer Service						1				1			2
Customer Service - TSO						1				1			2
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Mishandling of Passenger Property	1	2	2		1		1						7
Mishandling of Passenger Property - Dama	aged/Missii	2	1		1		1						5
Mishandling of Passenger Property - Disa	1		1										2
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/	trauma)										1	1
Property - Special Handling			1		2	1				1			5
Property - Special Handling - Damaged Ite	ms - Carry-	On				1							1
Property - Special Handling - Damaged Ite	ms - Check	ed			1					1			2
Property - Special Handling - Missing Item	s - Checked		1		1								2
Screening				1				1	1	1	1		5
Screening - Procedures/Process				1					1	1	1		4
Screening - Retrieving Abandoned/Confisc	ated Items							1					1

gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
AJ	7	5	8	6	7	16	. 8	5	6	14		<u> </u>	9:
2016				1	1	4	1	1	3	4	1	2	1
Customer Service						1				1			
Customer Service - Others						1							
Customer Service - TSO										1			
Identification (ID) Requirements						1							
Identification (ID) Requirements - Domesti	ic					1							
Mishandling of Passenger Property					1		1		1			2	
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCl	necked Bagg	age	1		1					2	
Mishandling of Passenger Property - Dam	aged/Missing	ItemsU	nspecified Lu	iggage					1				
Persons w/ Disabilities (PWD)				1		2				1			
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Menta	al Disability	1									
Persons w/ Disabilities (PWD) - Medically				Supplies		1							
Persons w/ Disabilities (PWD) - Metal Imp				- ' '						1			
Persons w/ Disabilities (PWD) - Prosthesis		and Casts				1							
Screening								1	2	2	1		
Screening - Procedures/Process								1	2	2			
2017	3			•	4		2	3	2				
		1	8	3	1	8	2	3	2	5			3
Customer Service	1		2	1		1				2			
Customer Service - TSO	1		2	1		1				2	1		
Mishandling of Passenger Property	1		2	2	1	2							
Mishandling of Passenger Property - Dam			2	2	1	1							
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-on	or Checked			1							
Patdown						3		1					
Patdown - Flyer						3							
Patdown - Non-Flyer								1					
Persons w/ Disabilities (PWD)						1			1				
Persons w/ Disabilities (PWD) - Mobility D	ı Disability (Not	Wheelcha	air or Scoote	r)					1				
Persons w/ Disabilities (PWD) - Touch Ave			0. 000010.	,		1							
Property - Special Handling	Croioti (pairir	adina)						1		2		2	
	l ome Chocke	nd .						- '		1		1	
Property - Special Handling - Damaged Ite								4		1		1	
Property - Special Handling - Missing Item								1					
Property - Special Handling - Missing Item										1		1	
Screening	1	1	4			1	2	1	1	1			1
Screening - Crew Member or Airline Empl			2										
Screening - Inconsistency	1		1				2						
Screening - Lengthy Lines									1				
Screening - Procedures/Process		1	1			1		1		1			
2018	1	2		2	5	2	4			2			1
Civil Rights				1	1	1							
Civil Rights - Racial Profiling or Discrimina	ation			1	1	1							
Customer Service										1			
Customer Service - TSO										1			
Mishandling of Passenger Property				1	2					1			
Mishandling of Passenger Property - Dam	ı aged/Missind	ItemsC	necked Bac	1	2					1			
Persons w/ Disabilities (PWD)		,	ioonou Duç		1	1							
Persons w/ Disabilities (PWD) - Medically	Necessary N	Andication	and Medical	Supplies	1								
Persons w/ Disabilities (PWD) - Prosthesis			and Medical	oupplies	1	1							
	s/Amputees a					- 1							
Property - Special Handling	01	2											
Property - Special Handling - Damaged Ite		2											
Screening	1				1		4						
Screening - Crew Member or Airline Emple	ovee						1						
	,						1						
Screening - Lengthy Lines							2						
	1				1								
Screening - Lengthy Lines		2			1	2	1	1	1	3	2	3	1
Screening - Lengthy Lines Screening - Procedures/Process	1	2			1	2		1	1	3	1		
Screening - Lengthy Lines Screening - Procedures/Process 2019	1 3				1	2		1	1	3			
Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights	1 3				1	2		1	1	1	1		
Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service	1 3				1	2		1	1		1		
Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO	1 3	ender			1	2		1	1	1	1		
Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Mishandling of Passenger Property	1 3 - Not Transge	ender 1			1	2		1	1	1	1 1		
Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 3 - Not Transge	ender			1	2				1	1		
Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	1 3 - Not Transge	ender 1			1	2		1	1	1	1 1	1	
Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer	1 3 - Not Transge	ender 1			1	2				1	1 1	1 1	
Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling	1 3 - Not Transge	1 1			1	2		1	1	1	1 1	1 1 2	
Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling	1 3 - Not Transge aged/Missii	1 1			1	2		1	1	1	1 1	1 1	1
Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling	1 3 - Not Transge aged/Missii	1 1			1	2		1	1	1	1 1	1 1 2	
Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite	1 3 - Not Transge aged/Missii	1 1 1			1	2		1	1	1	1 1 1	1 1 2	
Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	1 3 3 - Not Transge aged/Missii ems - Checke	1 1 1			1		1	1	1	1 1	1 1 1	1 1 2	

Catagorias	40.0-4	44 51			Center (TC	-		04 4	05.14	00 1	07 1.1	00 4	00.0	T-4-1
Categories		11-Nov -	12-D				03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OAK	77	74	4	68	84	83	129	112	133	122	133	128	118	1,261
2016					27	31	43	34	35	32	38	44	37	321
Advanced Imaging Technology (AIT)	01								1					1
Advanced Imaging Technology (AIT) - Fly	er as Observe	r			0	4	0	-	1	0	0			1
Civil Rights Regist Profiling or Discrimin	ation				2	1	2	1		2	2			10
Civil Rights - Racial Profiling or Discrimina		ndor			2	1	2			1	1			7
Civil Rights - Sex/Gender/Gender Identity-	- Not Transger	ider						4		1				1
Civil Rights - Transgender Screening						4		1	4		1	4.4	10	2
Customer Service					2	4	5	10	4	6	12	14	13	70
Customer Service - Others						3	1_		1		2	11	3	21
Customer Service - TSO					2	1	4	10	3	6	10	3	10	49
Identification (ID) Requirements									1					1
Identification (ID) Requirements - Domest	C								1					1
Locks					2	2	2	1		1	3	1	1	13
Locks - Missing or Damaged Lock					2	2	2	1		1	3	1	1	13
Lost and Found					2		1	1						4
Lost and Found - Airport/TSA					2		1	1						4
Mishandling of Passenger Property	1/2.41		_		17	15	24	16	17	16	17	20		162
Mishandling of Passenger Property - Dam					3	1	4	2	1	3	2	2		22
Mishandling of Passenger Property - Dam					14	13	18	13	13	12	13	17	15	128
Mishandling of Passenger Property - Dam					ggage						1			1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Che	ecked		1	2	1	3	1	1	1	1	11
Patdown						3			4	1		4		12
Patdown - Flyer						1			4	1		3		9
Patdown - Flyer as Observer						2								2
Patdown - General												1		1
Persons w/ Disabilities (PWD)						2		1		1	1	1	1	7
Persons w/ Disabilities (PWD) - Medically	Necessary M	edicatio	n and M	1edical	Supplies	1				1				2
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelc	hair or S	Scooter	-)	1					1	1		3
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway						1					1	2
Screening					2	4	9	4	8	5	3	4	2	41
Screening - Inconsistency						1	1	1	2			1		6
Screening - Lengthy Lines					1		6	2	4		1	1		15
Screening - Procedures/Process					1	3	2	1	2	4	2	2	2	19
Screening - Security Breach										1				1
2017	23	23	3	26	23	25	40	20	40	31	31	33	32	347
Civil Rights	1		1			1	3	1	2	1	2		2	14
Civil Rights - Headwear													1	1
Civil Rights - Racial Profiling or Discrimina	1		1			1			2	1	1		1	8
Civil Rights - Sex/Gender/Gender Identity-		nder					1				1			2
Civil Rights - Transgender Screening	Ū						2	1						3
Customer Service	5	- :	2	2	2	1	5	1	10	3	4	4	3	42
Customer Service - Others	1						1				1	2		5
Customer Service - TSO	4		2	2	2	1	4	1	10	3	3	2		37
Identification (ID) Requirements			_							1		1		2
Identification (ID) Requirements - Domesti	ic									1				1
Identification (ID) Requirements - ID Match		d Board	ing Pas	s Issue	25							1		1
Locks	3				1		2	1	1	4	1	1	2	17
Locks - General					•			•	•	1				1
Locks - Missing or Damaged Lock	3		1		1		2	1	1	3	1	1	2	16
Lost and Found			1	1			1		1	3		3		11
Lost and Found - Airport/TSA			1	1			1		1	3		3		11
Mishandling of Passenger Property	7	16		19	13	21	21	9	13	9	15	7	11	161
Mishandling of Passenger Property - Dam	1			10	3	5	4		2		2	1		19
Mishandling of Passenger Property - Dam	6	13		16	10	15	15	8	9	8	10	5	7	122
Mishandling of Passenger Property - Dam						10	10	0	3	0	10	3	1	1
Mishandling of Passenger Property - Disa			2 2	3	ggage	1	2	1	2	1	3	1	3	19
Patdown	3		<u>^</u> 1	1	2	1	4	3	2	1	3	- 1	2	19
Patdown - Flyer	3		1	1	2		4	3	2	1			2	19
•	1		1	- 1		1	4	3			- 1	2		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal M	-				2	1			1 1	2	1	2	2 1	12
Persons w/ Disabilities (PWD) - Medical D			ho Body	.,					1			1	ı	1
Persons w/ Disabilities (PWD) - Medically					2	1						- 1	1	4
Persons w/ Disabilities (PWD) - Metal Imp		eulcalic	ili aliu iv	ieuic		ı						1	ı	1
Persons w/ Disabilities (PWD) - Metal IIII, Persons w/ Disabilities (PWD) - Ostomy/C	. ,									1	1	ı		2
										1	1			
Persons w/ Disabilities (PWD) - Touch Av	1				4									2
Prohibited & Permitted Items	amunitian			1	1									2
Prohibited & Permitted Items - Firearm/An		rn OLI	oto	1	1									1
Prohibited & Permitted Items - Knives/Too	015/Raz015/511a	iip Obje	cis		1						7			1
Property - Special Handling	0							5	8	4	7	9		38
Property - Special Handling - Damaged Ite									1	2	1	_	2	6
Property - Special Handling - Damaged Ite		1						1	2		1	5		9
Property - Special Handling - Missing Item									1	1	1		1	4
Property - Special Handling - Missing Item			4					4	4	1	4	4		19
Screening	3		1	2	2	1	4		2	3	1	6		29
Screening - Inconsistency	1					1	2		1	1			2	8
Screening - Lengthy Lines				_						1	1			2
Screening - Procedures/Process	1		1	2	2		2		1	1		5	2	17
Screening - Security Breach	1		_									1		2
2018	27	2	5	22	16	17	24	31	36	32	33	20	19	302
Advanced Imaging Technology (AIT)	1													1
Advanced Imaging Technology (AIT) - Fly	1													1
Civil Rights			1					2	2		1	1		7
Civil Rights - Constitutional Rights												1		1
Civil Rights - National Origin			1											1

ories	10.0 1 11) Data Tool								
		Nov 1	2-Dec 01-	-Jan 0	2-Feb 03	3-Mar (•		06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimina							2	1					3
Civil Rights - Sex/Gender/Gender Identity								1		1			2
Customer Service	6	6	8	4	3	3	6	6	2	6	6	5	61
Customer Service - Others			2	1				1				2	6
Customer Service - TSO	6	6	6	3	3	3	6	5	2	6	6	3	55
Locks	5	2	3	1	1			2	4			1	19
Locks - General	1												
Locks - Missing or Damaged Lock	4	2	3	1	1			2	4			1	18
Lost and Found	1				'	2	1	1		2		'	7
Lost and Found - Airport/TSA	1							1					
				7		2	1			2			7
Mishandling of Passenger Property	6	2	5	7	3	9	10	13	6	6	2		74
Mishandling of Passenger Property - Dam								1				1	2
Mishandling of Passenger Property - Dam		1	5	6	3	7	8	11	6	4			60
Mishandling of Passenger Property - Disa	2	1		1		2	2	1		2		1	12
Patdown	2	2			1		3	3	1	3	1	1	17
Patdown - Flyer	2	2			1		3	2	1	2	1	1	1
Patdown - Flyer as Observer										1			
Patdown - Non-Flyer								1					
Persons w/ Disabilities (PWD)	1	1	1	1		1	3	1	3	2	1	1	10
Persons w/ Disabilities (PWD) - Autism S		1		- '		- '		- '	- 0			'	
· · · · · · · · · · · · · · · · · · ·		- 1											
Persons w/ Disabilities (PWD) - Breast Ca							1						
Persons w/ Disabilities (PWD) - Cognitive	/Developmental	/Mental D	isability									1	
Persons w/ Disabilities (PWD) - Diabetes									1				
Persons w/ Disabilities (PWD) - General									2				
Persons w/ Disabilities (PWD) - Internal M	1						1			1			
Persons w/ Disabilities (PWD) - Medically		cation an	d Medic	1			•						
. , , , ,				- 1			1				1		
Persons w/ Disabilities (PWD) - Mobility [1				1		
Persons w/ Disabilities (PWD) - Prosthesi			1										
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Segv	way				1		1		1			
Property - Special Handling	4	6	5	2	6	2	4	2	9	8	7	4	5
Property - Special Handling - Damaged Ite					1	1			2		2		
Property - Special Handling - Damaged Ite		1	3	1	2		2		3	4			2
		- '	3	- 1						4	4	- 1	
Property - Special Handling - Missing Item					1				1				
Property - Special Handling - Missing Item	ns - Checke	5	2	1	2	1	2	2	3	4	1		2
Request for Assistance							1		1			1	
Request for Assistance - Other							1					1	
Request for Assistance - Wounded Warrio	or (MSIJSOC)								1				
Screening	1	5		1	3	7	1	6	6	5	2	1	3
Screening - Inconsistency	'			- '			- '	2	0	1		'	
	4	1			4	1	4						
Screening - Lengthy Lines	1				1		1						
Screening - Lengthy Lines Screening - Procedures/Process	1	4		1	1 2	6	1	3	6	4		1	2
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach	1			1			1		6			1	28
Screening - Lengthy Lines Screening - Procedures/Process	27		20	1			27	3	6 27		1	30	28
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach		4	20		2	6		3		4	1		28
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT)	27	4	20		2	6	27	3		4	1		29
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	27	4 26	20	18	10	6 22	27 1	3	27	4 31	31		29
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights	27	4	20	18	2	6	27	3		4	31		2 29
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age	27	4 26	20	18	10	6 22	27 1	3	27	4 31	31		2 9
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion	27 er	26	20	18	2 10	6 22 2	27 1 1 1	3	27 3	4 31	31		2 29
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina	27 er ation	4 26 5	20	18	10	2	27 1	3	27	4 31	31		2 29
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion	27 er ation	26	20	18	2 10	6 22 2	27 1 1 1	3	27 3	4 31	31		2 29
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina	27 er ation	4 26 5	20	18	2 10	2	27 1 1 1	3	27 3	4 31	31	30	2 29
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity	27 er ation - Not Transç	4 26 5		18	1 1 1	2 2 1 1	27 1 1 1	3 1 22	3 2 1	4 31 1	31	30	29 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others	er ation - Not Trans(4 26 5 1 4 4 4	5	18 1 1	1 1 1 1	22	27 1 1 1 1	3 1 22	3 2 1	4 31 1 1	31 31 5	30	29 29 1 1 4
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity: Customer Service Customer Service - Others Customer Service - TSO	er ation - Not Trans 8 2 6	4 26 5 1 4 4 4	5	18	1 1 1	2 2 1 1 1 3 3 3	27 1 1 1 1 1 7 1 6	3 1 22	3 2 1 2	4 31 1 1 5 5 5 5	1 31 5 1 4	1	29 29 1 4 4 4
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks	er ation - Not Trans(8 2 6 2	4 26 5 5 4 4 4 1 1	5 5 1	18 1 1	1 1 1 1 1 1	2 2 2 1 1 1 3 3 3 2 2	27 1 1 1 1 7 1 6 1	2 2 1	27 3 2 1 2 2 2 3	4 31 1 1 5 5 5 1 1	1 31 5 1 4 2	1 1 1	29 29 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	er ation - Not Trans 8 2 6	4 26 5 1 4 4 4	5	18 1 1	1 1 1	2 2 1 1 1 3 3 3	27 1 1 1 1 1 7 1 6	3 1 22	3 2 1 2	4 31 1 1 5 5 5 1 1 1 1	1 31 5 1 4 2 2	1 1 1 1 1	29 29 1 4 4 4 1 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	er ation - Not Trans(8 2 6 2	4 26 5 5 4 4 4 1 1	5 5 1	18 1 1	1 1 1 1 1 1	2 2 2 1 1 1 3 3 3 2 2	27 1 1 1 1 7 1 6 1	2 2 1	27 3 2 1 2 2 2 3	4 31 1 1 5 5 5 1 1	1 31 5 1 4 2 2	1 1 1 1 1 1 1	29 29 1 1 4 4 4 1 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	er ation - Not Trans(8 2 6 2	4 26 5 5 4 4 4 1 1	5 5 1	18 1 1	1 1 1 1 1 1	2 2 2 1 1 1 3 3 3 2 2	27 1 1 1 1 7 1 6 1	2 2 1	27 3 2 1 2 2 2 3	4 31 1 1 5 5 5 1 1 1 1	5 1 4 2 2	1 1 1 1 1	29 29 1 1 4 4 4 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	er ation - Not Trans(8 2 6 2	4 26 5 5 4 4 4 1 1	5 5 1	18 1 1	1 1 1 1 1 1	2 2 2 1 1 1 3 3 3 2 2	27 1 1 1 1 7 1 6 1	2 2 1	27 3 2 1 2 2 2 3	4 31 1 1 5 5 5 1 1 1 1 1	5 1 4 2 2	1 1 1 1 1 1 1 1	29 29 1 1 4 4 4 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	27 er ation - Not Trans(8 2 6 2 2	4 26 5 5 1 4 4 4 1 1 1 8 8	5 5 1 1	18 1 1 1 1 1 8	1 1 1 1 1 1 1 1 1	2 2 1 1 3 3 2 2	27 1 1 1 1 7 1 6 1 1	2 2 2 1	3 2 1 2 2 2 3 3	4 31 1 1 5 5 5 1 1 1 1 1 1 1 1 1	5 1 4 2 2	1 1 1 1 1 1 1 1	29 29 1 1 4 4 4 1 1 1 6 6
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	er ation - Not Trans 8 2 6 2 2 7 aaged/Missing Iter	4 26 5 1 4 4 1 1 1 8 8 ms Carry	5 5 1 1 2 -on Luggage	18 1 1 1 1 1 8	1 1 1 1 1 1 2	6 22 2 1 1 1 3 3 2 2 2 6 6	27 1 1 1 1 7 1 6 1 1	2 2 1 1	27 3 2 1 2 2 3 3	4 31 1 1 5 5 1 1 1 5 5 5 5 1 1 5 5 5 5 5	1 31 5 1 4 2 2 2	1 1 1 1 1 1 1 1 1 1 1 2	29 29 1 1 4 4 4 1 1 1 6 6
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin: Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity: Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	er ation - Not Trans(8 2 6 2 2 7 aged/Missing Itel 5	4 26 5 5 1 4 4 4 1 1 1 8 8	5 5 1 1 2 -on Luggage	18 1 1 1 1 1 8	1 1 1 1 1 1 1 1 1	6 22 2 1 1 1 3 3 2 2 2 6 6 3	27 1 1 1 1 7 1 6 1 1	2 2 2 1 1	3 2 1 2 2 2 3 3	4 31 1 1 5 5 1 1 1 1 5 5 3 3 3	1 31 5 1 4 2 2 2	1 1 1 1 1 1 1 1 1 2 7	29 29 1 1 4 4 4 1 1 1 1 6 6 5 5
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	er ation Not Trans 8 2 6 2 2 7 aged/Missing Itel 5 2	4 26 5 1 4 4 1 1 1 8 8 ms Carry	5 5 1 1 2 -on Luggage	11 1 1 1 8 8 8 8	1 1 1 1 1 1 2	6 22 2 1 1 1 3 3 2 2 2 6 6	27 1 1 1 1 7 1 6 1 1	2 2 1 1 3 2 1	27 3 2 1 2 2 3 3 4	4 31 1 1 5 5 1 1 1 1 1 5 5 3 3 2 2	1 31 5 1 4 2 2 2	1 1 1 1 1 1 1 1 1 2 7	29 299 1 1 4 4 4 4 1 1 1 1 6 6 5 1 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	27 er ation - Not Trans(4 26 5 1 4 4 1 1 1 8 8 ms Carry	5 5 1 1 2 -on Luggage	11 1 1 1 8 8 8 1 1	1 1 1 1 1 1 2	6 22 2 1 1 1 3 3 2 2 2 6 6 3	27 1 1 1 1 7 1 6 1 1	2 2 2 1 1 3	27 3 2 1 2 2 3 3 3	4 31 1 1 5 5 1 1 1 1 5 3 2 2 2	5 1 4 2 2 2 8 8 3 4 1 1 2	1 1 1 1 1 1 1 1 1 2 7 2	29 29 1 1 4 4 4 4 1 1 1 1 6 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	er ation Not Trans 8 2 6 2 2 7 aged/Missing Itel 5 2	4 26 5 1 4 4 1 1 1 8 8 ms Carry	5 5 1 1 2 -on Luggage	11 1 1 1 8 8 8 8	1 1 1 1 1 1 2	6 22 2 1 1 1 3 3 2 2 2 6 6 3	27 1 1 1 1 7 1 6 1 1	2 2 1 1 3 2 1	27 3 2 1 2 2 3 3 4	4 31 1 1 5 5 1 1 1 1 1 5 5 3 3 2 2	5 1 4 2 2 2 8 8 3 4 1 1 2	1 1 1 1 1 1 1 1 1 2 7 2	29 29 1 1 4 4 4 4 1 1 1 1 6 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1
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Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found Service - TSO Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	er ation Not Trans 8 2 6 2 2 7 agged/Missing Iter 5 2 1 1 3 ancer //Developmental Aedical Devices 2 1 ersion (pain/traurair/ Scooter/ Segva 4 ems - Carry-On 2 s - Carry-C 2	4 26 5 1 4 4 1 1 8 msCarry 8 3 2 //Ment 1 1 ma) way 4	5 5 1 1 2 -on Luggage 1 1 1	18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 10 1 1 1 1 1 1 2 2 1 1 1 3 2 1	6 22 2 1 1 1 3 3 2 2 2 6 6 3 3 3 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	27 1 1 1 1 7 1 6 1 1 1 4 4 4	2 2 2 1 1 3 3 3 1	27 3 2 1 2 2 3 3 4 4 4 2 2 1 1	4 31 1 1 5 5 11 11 15 33 22 22 2 9 9 9 3 6	1 31 31 31 4 4 2 2 2 1 1 1 1 1 2 2 3 3 2 5 5	1 1 1 1 1 1 1 1 1 2 7 2 1 1 1 3 3	29 29 1 1 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Mobility C	er ation Not Trans 8 2 6 2 2 7 agged/Missing Iter 5 2 1 1 3 ancer //Developmental Aedical Devices 2 1 ersion (pain/traurair/ Scooter/ Segva 4 ems - Carry-On 2 s - Carry-C 2	4 26 5 1 4 4 1 1 8 msCarry 8 3 2 //Ment 1 1 ma) way 4	5 5 1 1 2 -on Luggage 1 1 1	18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 10 1 1 1 1 1 1 2 2 1 1 1 3 2 1	6 22 2 1 1 1 3 3 2 2 2 6 6 3 3 3 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	27 1 1 1 1 7 1 6 1 1 1 4 4 4	2 2 2 1 1 3 3 3 1	27 3 2 1 2 2 3 3 4 4 4 2 2 1 1	4 31 1 1 5 5 11 11 15 33 22 22 2 9 9 9 3 6	1 31 31 31 4 4 2 2 2 1 1 1 1 1 2 2 3 3 2 5 5	1 1 1 1 1 1 1 1 1 2 7 2 1 1 1 3 3	29 1 1 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hotenal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Damaged Ite Property - Special Handling - Missing Item Screening	er ation Not Trans 8 2 6 2 2 7 agged/Missing Iter 5 2 1 1 3 ancer //Developmental Aedical Devices 2 1 ersion (pain/traurair/ Scooter/ Segva 4 ems - Carry-On 2 s - Carry-C 2	4 26 5 1 4 4 1 1 8 msCarry 8 3 2 //Ment 1 1 ma) way 4	5 5 1 1 2 -on Luggage 1 1 1	18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 10 1 1 1 1 1 1 2 2 1 1 1 3 2 1	6 22 2 1 1 1 3 3 2 2 2 6 6 3 3 3 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	27 1 1 1 1 7 1 6 1 1 1 4 4 4	3 1 22 2 2 1 1 3 3 3 1	27 3 2 1 2 2 3 3 4 4 4 2 2 1 1	4 31 1 1 5 5 11 11 15 33 22 22 2 9 9 9 3 6	1 31 31 31 4 2 2 2 1 1 1 1 1 2 2 3 3 2 5 1 1 1 1	1 1 1 1 1 1 1 1 1 2 7 2 1 1 1 3 3	29 1 1 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin: Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Mobility C	er ation Not Trans 8 2 6 2 2 7 agged/Missing Iter 5 2 1 1 3 ancer //Developmental Aedical Devices 2 1 ersion (pain/traurair/ Scooter/ Segva 4 ems - Carry-On 2 s - Carry-C 2	4 26 5 1 4 4 1 1 8 msCarry 8 3 2 //Ment 1 1 ma) way 4	5 5 1 1 2 -on Luggage 1 1 1	18 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 10 1 1 1 1 1 1 2 2 1 1 1 3 2 1	6 22 2 1 1 1 3 3 2 2 2 6 6 3 3 3 1 2 2 3 3	27 1 1 1 1 7 1 6 1 1 1 4 4 4 1	3 1 22 2 2 1 1 3 3 3 1	27 3 2 1 2 2 3 3 4 4 4 2 2 1 1	4 31 1 1 5 5 1 1 1 1 5 3 2 2 2 2 9 9 3 6 7	1 31 31 31 4 2 2 2 3 3 4 1 1 2 2 3 3 2 5 5 1 1 1	1 1 1 1 1 1 1 1 1 2 7 2 1 1 1 3 3	29 29 11 44 41 11 11 11 11 11 11 11 11 11 11

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OGD							1			1			2
2019							1			1			2
Customer Service							1						1
Customer Service - Others							1						1
Screening										1			1
Screening - Procedures/Process										1			1

ories 3			2 Da) Data Too		4 8	05 15	nc 1	07 1	00 4	00.0	T-4 *
									06-Jun	07-Jul	08-Aug	09-Sep	Total
	54	41	48	62	65 20	93	82	88	80	75 16	58	71	817
2016 Civil Rights				21	20	30	32	29	21	16	14	19 1	202
Civil Rights - National Origin						1			- 1	1		1	
Civil Rights - Racial Profiling or Discrimina	l					1						1	:
Civil Rights - Sex/Gender/Gender Identity		ler				'			1			'	
Civil Rights - Transgender Screening	- Not Transgond	ici							'	1			
Customer Service				4	2	6	6	3	3	1	2	2	2
Customer Service - CSM				4		0	1	3	3	1			
Customer Service - Others													
Customer Service - Others Customer Service - TSO				4	0		1	1	0	-	0	0	
				4	2	6	4	2	3	1	2	2	2
Identification (ID) Requirements	-			11									
Identification (ID) Requirements - Domest	IC			1									
Locks				2	3	3	1	1	1	5	4	2	2
Locks - Missing or Damaged Lock				2	3	3	1	1	1	5	4	2	2
Mishandling of Passenger Property				12	12	15	17	16	12	6	6	10	10
Mishandling of Passenger Property - Dam				е	1		3		1	2	1	1	
Mishandling of Passenger Property - Dam	aged/Missing It	emsChecl	ked Baξ	12	11	14	12	15	10	3	5	9	9
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or (Checked			1	2	1	1	1			
Patdown								4	1	2	1		
Patdown - Flyer								4	1	2	1		
Persons w/ Disabilities (PWD)				2		1	1		1		1		
Persons w/ Disabilities (PWD) - Cancer (g	ı general) Not Bre	ast Cancer		1									
Persons w/ Disabilities (PWD) - General]						1						
Persons w/ Disabilities (PWD) - Medically	l Necessary Mei	dication and	d Medical S	unnlies					1		1		
Persons w/ Disabilities (PWD) - Prosthesi			a ividaldal d	арриоо		1							
· · ·				1		'							
Persons w/ Disabilities (PWD) - Wheelcha Request for Assistance	anii 0000181i 08(yway		1			1						
•													
Request for Assistance - Other						•	1		_				
Screening					3	3	6	5	2	1		4	2
Screening - Children					1								
Screening - Crew Member or Airline Empl	oyee						1						
Screening - Inconsistency								1				1	
Screening - Lengthy Lines						1	3	3					
Screening - Procedures/Process					1	2	2	1	2	1		3	1
Screening - Security Breach					1								
017	19	11	22	17	15	25	14	21	20	19	14	19	21
Civil Rights				1					1				
Civil Rights - Racial Profiling or Discrimina	ıation			1									
Civil Rights - Transgender Screening									1				
Customer Service	4	1	3	3		6		4	1	3	1	1	2
Customer Service - TSO	4	1	3	3		6		4	1	3	1	1	2
Locks	1	1	3	1		U	1	1	2	1	2	2	1:
Locks - General	'	- 1		1			- 1	1	1	- 1			
		4		4			4			4	0		
Locks - Missing or Damaged Lock	1	1	10	1	4.4	4-7	1	1	1	1	2	2	1
Mishandling of Passenger Property	10	9	13	8	11	17	5	7	10	7	6	9	11
Mishandling of Passenger Property - Dam		1	1		1						1	1	
Mishandling of Passenger Property - Dam	10	7	10	8	6	15	3	7	6	6	5	6	8
							1		1				
Mishandling of Passenger Property - Dam	i aged/Missing It			gage		1							
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	i aged/Missing It	emsUnspo 1	ecified Lugg	jage	4	1	1		3	1		2	
	i aged/Missing It			jage 1	4 2			1		1 2		2	1
Mishandling of Passenger Property - Disa	aged/Missing It rrayed Item		2			1	1	1	3				1 1
Mishandling of Passenger Property - Disa Patdown	aged/Missing It rrayed Item 3		2	1	2	1	1 2		3 2	2		3	1 1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	aged/Missing It rrayed Item 3		1	1	2	1	1 2		3 2	2		3	1 1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	aged/Missing It rrayed Item 3		1	1	2	1 1 1	1 2	1	3 2	2 1 1		3	1 1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	aged/Missing It rrayed Item 3 3	1	2 1 1 1	1	2	1 1 1	1 2	1	3 2	2 1 1		3	1 1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	aged/Missing It rrayed Item 3 3 3	1 dicatior	2 1 1 1	1	2	1 1 1	1 2	1	3 2	1 1 1		3	1 1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I	aged/Missing It rrayed Item 3 3 3	1 dicatior 'heelchair c	2 1 1 1	1	2	1 1 1	1 2	1	3 2	2 1 1		3	1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirator	aged/Missing It rrayed Item 3 3 3	1 dicatior 'heelchair c	2 1 1 1	1	2	1 1 1	1 2	1	3 2 2	1 1 1		3	1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirator	naged/Missing It rrayed Item 3 3 Necessary Medicial Communication (Not Wory and Inhaler E	1 dicatior /heelchair o Equipment	2 1 1 1	1	2	1 1 1	1 2	1	3 2 2	1 1 1		3	1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too	naged/Missing It rrayed Item 3 3 Necessary Medicial Communication (Not Wory and Inhaler E	1 dicatior /heelchair o Equipment	2 1 1 1	1	2	1 1 1	1 2 2	1 1 1	3 2 2 2	1 1 1		3 3	1 1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirato Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling	aged/Missing It rrayed Item 3 3 Necessary Mec Disability (Not W Dry and Inhaler E DISPACE OF THE STATE OF THE	1 dicatior /heelchair o Equipment	2 1 1 1	1	2	1 1 1	1 2	1	3 2 2	1	3	3	1 1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling Property - Special Handling	aged/Missing It rrayed Item 3 3 7 Necessary Medisability (Not Wory and Inhaler Elections) ols/Razors/Shart ems - Carry-On	1 dicatior /heelchair o Equipment	2 1 1 1	1	2	1 1 1	1 2 2	1 1 1	3 2 2 2	1 1 4 1		3 3	1 1 1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	aged/Missing It rrayed Item 3 3 7 Necessary Mec Disability (Not W Dry and Inhaler E Dis/Razors/Shary ems - Carry-On ems - Checked	1 dicatior /heelchair o Equipment	2 1 1 1	1	2	1 1 1	1 2 2 2	1 1 1	3 2 2 2	1	3	3 3	1 1 1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling Property - Special Handling	aged/Missing It rrayed Item 3 3 Necessary Mec Disability (Not W Dry and Inhaler E Dis/Razors/Shary ems - Carry-On ems - Checked	1 dicatior /heelchair o Equipment	2 1 1 1	1	2	1 1 1	1 2 2	1 1 1	3 2 2 2	1 1 4 1		3 3	1 1 1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	aged/Missing It rrayed Item 3 3 ' Necessary Mer Disability (Not W bory and Inhaler E bloss/Razors/Shary ems - Carry-On ems - Checked as - Carry-On	1 dicatior /heelchair o Equipment	2 1 1 1	1	2	1 1 1	1 2 2 2	1 1 1	3 2 2 2	1 1 4 1		3 3	1 1 1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	aged/Missing It rrayed Item 3 3 ' Necessary Mer Disability (Not W bory and Inhaler E bloss/Razors/Shary ems - Carry-On ems - Checked as - Carry-On	1 dicatior /heelchair o Equipment	2 1 1 1	1	2	1 1 1	1 2 2 5 1 1	1 1 1 4 4 3	3 2 2 1 1 1 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2	3 3	1 1 1 1 2 2 2 2 1 1
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirator Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	aged/Missing It rrayed Item 3 3 ' Necessary Mer Disability (Not W bory and Inhaler E bls/Razors/Shary ems - Carry-On ems - Checked as - Carry-On as - Checked	1 dicatior /heelchair o Equipment	2 1 1 1 1 or Scooter)	1 1	2 2	1 1 1	1 2 2 5 1 1 3	1 1 1 4 3 1	3 2 2 1 1 1 3	2 1 1 1 1 1 4 4 1 1	2	3 3 3	1 1 1 1 2 2
Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Nobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency	aged/Missing It rrayed Item 3 3 ' Necessary Mer Disability (Not W bory and Inhaler E blackBazors/Shary ems - Carry-On ems - Checked as - Carry-On as - Checked	1 dicatior /heelchair o Equipment	2 1 1 1 1 or Scooter)	1 1	2 2	1 1 1	1 2 2 5 1 1 3 1	1 1 1 1 1 3	3 2 2 1 1 1 3	1 1 1 1 2 1	2	3 3 3 3	2
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	aged/Missing It rrayed Item 3 3 ' Necessary Mer Disability (Not W bory and Inhaler E blackBazors/Shary ems - Carry-On ems - Checked as - Carry-On as - Checked	1 dicatior /heelchair o Equipment	2 1 1 1 1 or Scooter)	1 1	2 2	1 1 1	1 2 2 5 1 1 3 1	1 1 1 1 3 1 3	3 2 2 1 1 1 3	2 1 1 1 1 1 4 4 1 1	1 2	3 3 3 3	2
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	Necessary Medissing It is a second of the se	1 dicatior /heelchair o Equipment	2 1 1 1 1 or Scooter)	1 1	2 2	1 1 1	1 2 2 5 1 1 3 1	1 1 1 1 3 1 3	3 2 2 1 1 1 3	1 1 1 1 2 1	1 2	3 3 3 3	2
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	Necessary Medissing It is a second of the se	1 dicatior /heelchair o Equipment	2 1 1 1 1 or Scooter)	1 1	2 2	1 1 1	1 2 2 5 1 1 3 1	1 1 1 1 3 1 3	3 2 2 1 1 1 3	1 1 1 1 2 1	1 2	3 3 3 3	2
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise Screening - Security Breach	aged/Missing It rrayed Item 3 3 3 Necessary Mer Disability (Not Wory and Inhaler E Disl/Razors/Shary ems - Carry-On ems - Checked ns - Carry-On as - Checked 1	dication Theelchair of Equipment of Objects	2 1 1 1 1 or Scooter)	3	2 2 2	1 1 1 1	5 1 1 1 3 1 1	1 1 1 1 3 1 3 1	3 2 2 1 1 1 3 1	2 1 1 1 1 1 4 4 1 1 1	1 2	3 3 3 1 1	2
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	Necessary Medissing It is a second of the se	1 dicatior /heelchair o Equipment	2 1 1 1 1 or Scooter)	1 1	2 2	1 1 1	1 2 2 5 1 1 3 1	1 1 1 1 3 1 3 1 1 20	3 2 2 1 1 1 3	2 1 1 1 1 1 1 2 1	1 2	3 3 3 1 1	22
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	aged/Missing It rrayed Item 3 3 3 Necessary Mer Disability (Not Wory and Inhaler E Disl/Razors/Shary ems - Carry-On ems - Checked ns - Carry-On ns - Checked 1	dication Theelchair of Equipment of Objects	2 1 1 1 1 or Scooter)	3	2 2 2	1 1 1 1	5 1 1 1 3 1 1	1 1 1 1 3 1 3 1	3 2 2 1 1 1 3 1	2 1 1 1 1 1 4 4 1 1 1	1 2	3 3 3 3 1 1 1	1 1 1 1 2 2 23
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Retrieving Abandoned/Confis Screening - Security Breach 2018 Civil Rights Civil Rights - Constitutional Rights	aged/Missing It rrayed Item 3 3 3 Necessary Medisability (Not Wory and Inhaler E pls/Razors/Shary ems - Carry-On ems - Checked ns - Carry-On as - Checked 1 1 20	dication Theelchair of Equipment of Objects	2 1 1 1 1 or Scooter)	3	2 2 2	1 1 1 1	5 1 1 1 3 1 1	1 1 1 1 3 1 3 1 1 20	3 2 2 1 1 1 3 1	2 1 1 1 1 1 2 1 2 1	1 2	3 3 3 1 1	1 1 1 1 2 2 23
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Item Property - Special Handling - Damaged Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Retrieving Abandoned/Confis Screening - Security Breach 2018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin.	aged/Missing It rrayed Item 3 3 3 Necessary Mec Disability (Not Wary and Inhaler E DISA/Razors/Shary ems - Carry-On ems - Checked 1 1 20	dicatior Theelchair of Equipment Display Objects	2 1 1 1 1 or Scooter)	3	2 2 2	1 1 1 1	5 1 1 1 3 1 1	1 1 1 1 3 1 3 1 1 20	3 2 2 1 1 1 3 1	2 1 1 1 1 1 2 2 1 2 3 2	1 2	3 3 3 3 1 1 1	1 1 1 1 2 2 23
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 2018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin- Civil Rights - Sex/Gender/Gender Identity	aged/Missing It rrayed Item 3 3 3 Necessary Mec Disability (Not Wory and Inhaler E DISACTOR CONTROL TO A CONTROL	dicatior Theelchair of Equipment Display Objects	2 1 1 1 1 or Scooter)	3	2 2 2 22	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 1 1 3 1 1	1 1 1 1 3 1 1 20 1	1 1 1 3 1 2	2 1 1 1 1 1 2 1 1 2 3 2 1 1	1 2 1 1 1	3 3 3 1 1 1	2 2 2 2 3 2 3
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 2018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service	aged/Missing It rrayed Item 3 3 3 Necessary Mec Disability (Not Wary and Inhaler E DISA/Razors/Shary ems - Carry-On ems - Checked 1 1 20	dicatior Theelchair of Equipment Display Objects	2 1 1 1 1 or Scooter)	3	2 2 2	1 1 1 1	5 1 1 1 3 1 1	1 1 1 1 3 1 3 1 1 20	3 2 2 1 1 1 3 1	2 1 1 1 1 1 2 2 1 2 3 2	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 3 3 1 1 1	1 1 1 1 2 2 3
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin- Civil Rights - Sex/Gender/Gender Identity	aged/Missing It rrayed Item 3 3 3 Necessary Mec Disability (Not Wory and Inhaler E DISACTOR CONTROL TO A CONTROL	dicatior Theelchair of Equipment Display Objects	2 1 1 1 1 or Scooter)	3	2 2 2 22	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 1 1 3 1 1	1 1 1 1 3 1 1 20 1	1 1 1 3 1 2	2 1 1 1 1 1 2 1 1 2 3 2 1 1	1 2 1 1 1	3 3 3 1 1 1	1 1 1 1 2 2 3
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 2018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service	aged/Missing It rrayed Item 3 3 3 Necessary Mec Disability (Not Wory and Inhaler E DISACTOR CONTROL TO A CONTROL	dicatior Theelchair of Equipment Display Objects	2 1 1 1 1 or Scooter)	3	2 2 2 22	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 1 1 3 1 1	1 1 1 1 3 1 1 20 1	1 1 1 3 1 2	2 1 1 1 1 1 2 1 1 2 3 2 1 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 3 1 1 1	2: 1: 1: 2: 2: 4
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Persons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Tod Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Retrieving Abandoned/Confis Screening - Security Breach 2018 Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others	Necessary Medisability (Not Worry and Inhaler Elements - Carry-Onems - Checked 1 1 20 20 attion - Not Transgence 6	dicatior Theelchair of Equipment Display Objects	2 1 1 1 1 or Scooter)	3 3 13	2 2 2 2 2 24	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 1 1 1 1 1 2 2 2	1 1 1 1 1 1 1 3 1 1 1 1 20 1 1 5	3 2 2 2 1 1 1 3 3 1 2 29	2 1 1 1 1 1 2 1 1 2 1 2 1 1 1 9	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 3 1 1 1	1: 1: 1: 1: 2: 1: 1: 23: 4:
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 2018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks	aged/Missing It rrayed Item 3 3 3 Necessary Medical States of the Common States of the Carry-Onems - Checked 1 1 20 ation - Not Transgence 6 6 6 2	dication Theelchair of Equipment Dio Objects 17	2 1 1 1 1 1 or Scooter)	3 3 13	2 2 2 2 2 24	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 1 2 2 5 1 1 1 1 2 2 2	1 1 1 1 1 1 1 3 1 1 1 1 20 1 1 5	3 2 2 1 1 1 3 1 2 29	2 1 1 1 1 1 2 1 1 2 1 2 1 1 1 9	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 3 1 1 1	1! 1! 1! 1! 1! 223! 4 4 4!
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Items Property - Special Handling - Damaged Items Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency Screening - Retrieving Abandoned/Confisterential Screening - Security Breach 2018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	Necessary Medisability (Not Worry and Inhaler Elements - Carry-Onems - Checked 1 1 20 20 attion - Not Transgence 6	dicatior Theelchair of Equipment To Objects	2 1 1 1 1 2 2 3 4 3 1 15	3 3 13	2 2 2 2 2 24 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 1 1 1 1 1 2 2 2	1 1 1 1 1 1 1 3 1 1 1 1 20 1 1 5	3 2 2 2 1 1 1 3 3 1 2 29	2 1 1 1 1 1 2 1 1 2 1 2 1 1 1 9	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 3 1 1 1	18 11 12 12 12 12 12 12 12 12 12 12 12 12
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Inconsistency Screening - Inconsistency Screening - Retrieving Abandoned/Confis Screening - Security Breach 2018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	aged/Missing It rrayed Item 3 3 3 Necessary Medical States of the Common States of the Carry-Onems - Checked 1 1 20 ation - Not Transgence 6 6 6 2	dication Theelchair of Equipment Dio Objects 17	2 1 1 1 1 1 or Scooter)	3 3 13	2 2 2 2 2 4 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 1 2 2 5 1 1 1 1 2 2 2	1 1 1 1 1 1 1 3 1 1 1 1 20 1 1 5	3 2 2 1 1 1 3 1 2 29	2 1 1 1 1 1 2 1 1 2 1 2 1 1 1 9	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 3 1 1 1	1! 11: 11: 11: 22: 11: 11: 11: 23: 44: 44: 41: 11:
Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirate Prohibited & Permitted Items Prohibited & Permitted Items - Knives/Too Property - Special Handling - Damaged Items Property - Special Handling - Damaged Items Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Retrieving Abandoned/Confiss Screening - Retrieving Abandoned/Confiss Screening - Security Breach 2018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discriminal Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	aged/Missing It rrayed Item 3 3 3 Necessary Medical States of the Common States of the Carry-Onems - Checked 1 1 20 ation - Not Transgence 6 6 6 2	dication Theelchair of Equipment Dio Objects 17	2 1 1 1 1 1 or Scooter)	3 3 13	2 2 2 2 2 24 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 1 2 2 5 1 1 1 1 2 2 2	1 1 1 1 1 1 1 3 1 1 1 1 20 1 1 5	3 2 2 1 1 1 3 1 2 29	2 1 1 1 1 1 2 1 1 2 1 2 1 1 1 9	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 3 3 1 1 1	15 18 18 16 2 2 2 2 3 10 2 2 3 4 4 4 4 4 4 12 12 12 12 12 12 12 12 12 12 12 12 12

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Mishandling of Passenger Property - Dam					- 11	5	0	0		5	4	4	
Mishandling of Passenger Property - Dam		itemsun	ispecilled Lug					4	1				
Mishandling of Passenger Property - Disa			•	3				1	1		1	1	
Patdown	2	3	3		1	2	1		2	1			
Patdown - Flyer	2	3	3		1		1		2	1			
Patdown - Flyer as Observer						1							
Patdown - Non-Flyer						1							
Persons w/ Disabilities (PWD)	1		2			2	3	1	1	2		1	
Persons w/ Disabilities (PWD) - Autism Sp	pectrum		1										
Persons w/ Disabilities (PWD) - Cancer (g		react Can					1						
Persons w/ Disabilities (PWD) - Cognitive							1			4			
				S			1			1			
Persons w/ Disabilities (PWD) - Medically		edication	and Medical S	Supplies		1						1	
Persons w/ Disabilities (PWD) - Ostomy/C							1						
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees a	nd Casts							1				
Persons w/ Disabilities (PWD) - Respirato	1												
Persons w/ Disabilities (PWD) - Service A	nimals							1					
Persons w/ Disabilities (PWD) - Touch Av		auma)				1				1			
Persons w/ Disabilities (PWD) - Wheelcha			1							- '			
	aii/ 3000tei/ 3												
Property - Special Handling	1	3	2	1	3	5	2	2	7	3	2		
Property - Special Handling - Damaged Ite								1	1			2	
Property - Special Handling - Damaged Ite	ems - Checl	1	1	1		2		1	1		1		
Property - Special Handling - Missing Item					1				2	1			
Property - Special Handling - Missing Item		2	1		2	3	2		3	2	1		
Screening	1	4	1	1	2	1	5	4	4	1		2	
ů .	1	4	ı	- 1		- 1	5		4	- 1			
Screening - Inconsistency								1					
Screening - Lengthy Lines	1	1	1				3		3	1			
Screening - Procedures/Process		3		1	2	1	2	2	1			2	
Screening - Security Breach								1					
019	15	13	11	11	8	19	14	18	10	17	12	21	
Advanced Imaging Technology (AIT)	_										1		
Advanced Imaging Technology (AIT) - Fly	or										1		
	CI												
Civil Rights		2						2		1	1		
Civil Rights - Racial Profiling or Discrimina		1											
Civil Rights - Sex/Gender/Gender Identity-	- Not Trans(1								1	1		
Civil Rights - Sexual Orientation - Not Trai	nsgender							1					
Civil Rights - Transgender Screening								1					
Customer Service	1	2		2	1		1	4	3	4	1	1	
Customer Service - TSO	1	2		2	1		1	4	3	4	1		
	'		4		1		1						
Locks			1	2				1		1		2	
Locks - Missing or Damaged Lock			1	2	1		1	1		1		2	
Lost and Found	1	1						1		2			
Lost and Found - Airport/TSA	1	1						1		2			
Mishandling of Passenger Property	8	2	5	3	1	10	5	3	3	2	5	4	
Mishandling of Passenger Property - Dam	7	2	4	3	1	8	4	2	3	2	5		
			-	0			-		U				
			4				4				5		
Mishandling of Passenger Property - Disa			1			2	1	1				1	
Patdown		1	1	1	1		1 1		1	1	1	1	
Patdown Patdown - Children		1	1	1		2		1	1	1		1	
Patdown		1	1	1		2		1		1		1 4	
Patdown Patdown - Children	1		1		1	1	1	1			1	1 4	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD)	1	1			1	1	1	1 1		1	1	1 4	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	1 pectrum	1 2	1		1	1	1	1 1		1	1	1 4	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spensons w/ Disabilities (PWD) - Cognitive	1 pectrum	1 2			1	1	1	1 1		1 2	1	1 4	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	1 pectrum /Developmen	1 2 tal /Ment	1		1	1	1	1 1		1 2	1 2 1	1 4	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spensons w/ Disabilities (PWD) - Cognitive	1 pectrum /Developmen	1 2 tal /Ment	1		1	1	1	1 1		1 2	1 2 1	1 4	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	1 pectrum /Developmen Devices - Attac	1 2 tal /Ment	1 1 e Body	1	1	1	1	1 1		1 2	1 2 1	1 4	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sparsons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically	1 Dectrum /Developmen Devices - Attac Necessary M	1 2 tal /Ment thed to the	1 1 Body and Medical S	1 Supplies	1	1	1	1 1		1 2	1 2 1	1 4 2 1	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sparsons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ De	1 Dectrum /Developmen Devices - Attac Necessary M Disability (Not	1 2 tal /Ment thed to the	1 1 Body and Medical S	1 Supplies	1	1 1 1	1	1 1		1 2	1 2 1	1 4 2 1	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sq Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Service A	1 Dectrum //Developmen Devices - Attac Necessary M Disability (Not	1 2 tal /Ment thed to the edication Wheelcha	1 1 Body and Medical S	1 Supplies	1	1 1 1	1	1 1 1		1 2	1 2 1	1 4 2 1	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sr Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelcha	1 Dectrum //Developmen Devices - Attac Necessary M Disability (Not' 1 air/ Scooter/	1 2 tal /Ment thed to the	1 1 Body and Medical S	1 Supplies	1	1 1 1	1	1 1		1 2	1 2 1	1 4 2 1 1	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medicall D Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded	1 Dectrum /Developmen Devices - Attac Necessary M Disability (Not 1 air/ Scooter/	tal /Ment thed to the edication Wheelcha	1 1 Body and Medical \$ ir or Scooter)	1 Supplies	1	2 1 1 1 1 1	1	1 1 1 1	1	1 1 1	1 2 1	1 4 2 1 1	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Service Aersons w/ Disabilities (PWD) - Service Aersons w/ Disabilities (PWD) - Wheelcheersons w/ Disabilities (PWD) - Wounded Property - Special Handling	1 Dectrum /Developmen Devices - Attac Necessary M Disability (Not' 1 air/ Scooter/ Warrior 3	1 2 tal /Ment thed to the edication Wheelcha	1 1 Body and Medical S	1 Supplies	1	1 1 1	1	1 1 1		1 1 1	1 2 1	1 4 2 1 1	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Standard - Cognitive Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Service Aersons w/ Disabilities (PWD) - Wheelchaersons w/ Disabilities (PWD) - Wounded Persons w/ Disabilities (PWD) - Wounded Property - Special Handling - Damaged Ite	1 Dectrum /Developmen Devices - Attac Necessary M Disability (Not' 1 air/ Scooter/ Warrior 3 1	tal /Ment thed to the edication Wheelcha	1 1 Body and Medical \$ ir or Scooter)	1 Supplies	1	2 1 1 1 1 1	1	1 1 1 1	1	1 1 1	1 2 1	1 4 2 1 1	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Service Aersons w/ Disabilities (PWD) - Service Aersons w/ Disabilities (PWD) - Wheelcheersons w/ Disabilities (PWD) - Wounded Property - Special Handling	1 Dectrum /Developmen Devices - Attac Necessary M Disability (Not' 1 air/ Scooter/ Warrior 3 1	tal /Ment thed to the edication Wheelcha	1 1 Body and Medical \$ ir or Scooter)	1 Supplies	1	2 1 1 1 1 1	1	1 1 1 1	1	1 1 1	1 2 1	1 4 2 1 1	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sr. Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical Dr. Persons w/ Disabilities (PWD) - Medical Dr. Persons w/ Disabilities (PWD) - Mobility Dr. Persons w/ Disabilities (PWD) - Service Ar. Persons w/ Disabilities (PWD) - Wheelcher Persons w/ Disabilities (PWD) - Wounded Property - Special Handling - Damaged Iteroperty - Special Handling	1 Decetrum //Developmen Devices - Attac Necessary M Disability (Not ' 1 air/ Scooter) Warrior 3 1 1	tal /Ment the edication Wheelcha	1 1 Be Body and Medical Sir or Scooter)	1 Supplies	1	1 1 1 3	1 1 4 2	1 1 1 1	1	1 1 1 1 3 3 1	1 2 1	1 4 2 1 1	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sq. Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical Dg. Persons w/ Disabilities (PWD) - Medical Dg. Persons w/ Disabilities (PWD) - Mobility Dg. Persons w/ Disabilities (PWD) - Service Ag. Persons w/ Disabilities (PWD) - Wheelchedg. Persons w/ Disabilities (PWD) - Woundedg. Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter	1 Decetrum //Developmen //Devel	tal /Ment thed to the edication Wheelcha	1 1 Be Body and Medical S ir or Scooter) 3	1 Supplies	3	1 1 3 3	1 1 4 2 1	1 1 1 1 2	1	1 2 1 1 1	1 2 1	1 4 2 1 1	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sq. Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical Dg. Persons w/ Disabilities (PWD) - Medical Dg. Persons w/ Disabilities (PWD) - Mobility Dg. Persons w/ Disabilities (PWD) - Service Ag. Persons w/ Disabilities (PWD) - Wheelcheterson w/ Disabilities (PWD) - Wounded Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter	1 Decetrum //Developmen //Devel	tal /Ment ched to the edication Wheelcha	1 1 2 Body and Medical \$ ir or Scooter) 3 1	Supplies 2	3	1 1 3 3	4 2 1 1	1 1 1 2 2	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	1 4 2 1 1	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp. Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medicall D. Persons w/ Disabilities (PWD) - Medicall D. Persons w/ Disabilities (PWD) - Medicall D. Persons w/ Disabilities (PWD) - Mobility D. Persons w/ Disabilities (PWD) - Service A. Persons w/ Disabilities (PWD) - Service A. Persons w/ Disabilities (PWD) - Wounded. Persons w/ Disabilities (PWD) - Wounded. Property - Special Handling - Damaged Itt. Property - Special Handling - Damaged Itt. Property - Special Handling - Missing Item. Property - Special Handling - Missing Item. Screening	1 Decetrum //Developmen //Devel	tal /Ment thed to the edication Wheelcha	1 1 Be Body and Medical S ir or Scooter) 3	1 Supplies	3	1 1 3 3	1 1 4 2 1	1 1 1 1 2 2 3	1	1 2 1 1 1	1 2 1	1 4 2 1 1 2 2 2	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medicall Dersons w/ Disabilities (PWD) - Medicall Dersons w/ Disabilities (PWD) - Medicall Dersons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Service Aersons w/ Disabilities (PWD) - Service Aersons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children	1 Decetrum //Developmen //Devel	tal /Ment ched to the edication Wheelcha	1 1 2 Body and Medical \$ ir or Scooter) 3 1	Supplies 2	3	1 1 3 3	4 2 1 1	1 1 1 2 2	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	1 4 2 1 1	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp. Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medicall D. Persons w/ Disabilities (PWD) - Medicall D. Persons w/ Disabilities (PWD) - Medicall D. Persons w/ Disabilities (PWD) - Mobility D. Persons w/ Disabilities (PWD) - Service A. Persons w/ Disabilities (PWD) - Service A. Persons w/ Disabilities (PWD) - Wounded. Persons w/ Disabilities (PWD) - Wounded. Property - Special Handling - Damaged Itt. Property - Special Handling - Damaged Itt. Property - Special Handling - Missing Item. Property - Special Handling - Missing Item. Screening	1 Decetrum //Developmen //Devel	tal /Ment ched to the edication Wheelcha	1 1 2 Body and Medical \$ ir or Scooter) 3 1	Supplies 2	3	1 1 3 3	4 2 1 1	1 1 1 1 2 2 3	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	1 4 2 1 1	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medicall Dersons w/ Disabilities (PWD) - Medicall Dersons w/ Disabilities (PWD) - Medicall Dersons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Service Aersons w/ Disabilities (PWD) - Service Aersons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Damaged Iter Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children	1 Decetrum //Developmen //Devel	tal /Ment ched to the edication Wheelcha	1 1 2 Body and Medical \$ ir or Scooter) 3 1	Supplies 2	3	1 1 3 3 4	4 2 1 1	1 1 1 1 2 2 3	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	1 4 2 1 1	
Patdown Patdown - Children Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sr Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical Dersons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Service APersons w/ Disabilities (PWD) - Service APersons w/ Disabilities (PWD) - Wheelcher Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Iter Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Children Screening - Inconsistency	1 Decetrum //Developmen //Devel	tal /Ment ched to the edication Wheelcha	1 1 2 Body and Medical \$ ir or Scooter) 3 1	Supplies 2	3	1 1 1 3 3 1 2 4	4 2 1 1	1 1 2 2 3 1	1 1 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1	1 4 2 1 1 4 2 2 4	

			I SA CUIILO	ct center (i cc) Data	1001-101	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OGS	1	1	2	:			2	1	2	2	3		14
2017		1					1			1	1		4
Mishandling of Passenger Property		1								1	1		3
Mishandling of Passenger Property - Da	amaged/Missiı	1								1	1		3
Property - Special Handling							1						1
Property - Special Handling - Missing It	ems - Checke	d					1						1
2018	1		2					1			1		5
Mishandling of Passenger Property			1					1			1		3
Mishandling of Passenger Property - Da	amaged/Missir	ng ItemsC	1										1
Mishandling of Passenger Property - Da	amaged/Missir	ng ItemsC	hecked Ba	ggage				1			1		2
Patdown	1												1
Patdown - Flyer	1												1
Screening			1										1
Screening - Procedures/Process			1										1
2019							1		2	1	1		5
Mishandling of Passenger Property							1		1	1	1		4
Mishandling of Passenger Property - Da	amaged/Missir	ng ItemsC	arry-on Lu	ggage					1				1
Mishandling of Passenger Property - Da	amaged/Missir	ng ItemsC	hecked Ba	ggage			1						1
Mishandling of Passenger Property - Di	sarrayed Item	sCarry-or	or Checke	d						1	1		2
Property - Special Handling									1				1
Property - Special Handling - Missing It	ems - Checke	d							1				1

Categories	10-Oct	11-Nov				-	ool - FOIA	04 4	OE Marr	06 1	07 11	08-Aug	00 00-	Total
OKC	10-Oct		/ 12-De 36	ec 01 26	I-Jan 30	02-Feb 31	03-Mar 37	04-Apr 45	05-May 42	06-Jun 37	07-Jul 44	08-Aug 43	09-Sep 40	1 otai 441
2016	30		,,,	20	30 5	31	10	16	16	10	10	10		94
Civil Rights					,	3	10	1	10	10	10	10	1-	1
Civil Rights - Racial Profiling or Discrimin	ı ation							1						1
Customer Service							2	7	8	2	2	1	1	23
Customer Service - Others							1	5	8	1	1			16
Customer Service - TSO							1	2		1	1	1	1	7
Locks							1		1				1	3
Locks - Missing or Damaged Lock Mishandling of Passenger Property					3	3	1 4	6	5	7	6	6	1 8	3
Mishandling of Passenger Property - Dam	 naged/Missing	ı Items-	-Carry-on	Lua	2	3	4	6	1	- /	6	3		48 7
Mishandling of Passenger Property - Dam					1	3	4	5	3	7	6	3		39
Mishandling of Passenger Property - Disa								1	1					2
Patdown					1		2			1			2	6
Patdown - Flyer					1		2			1			2	6
Persons w/ Disabilities (PWD)							1				1		1	3
Persons w/ Disabilities (PWD) - Diapers/0							1							1
Persons w/ Disabilities (PWD) - Medical [1		4	1
Persons w/ Disabilities (PWD) - Mobility I	Jisability (No.	vvneei	chair or So	cooter)	1			2	2		1	3	1 1	10
Screening - Inconsistency					1						- 1	3	- 1	10
Screening - Inconsistency Screening - Lengthy Lines									1		1		1	3
Screening - Procedures/Process								2	1			3		6
2017	12		9	7	8	7	6	9	7	11	9	13		102
Civil Rights	1		2									1		4
Civil Rights - Racial Profiling or Discrimin	1		2									1		4
Customer Service	5		4	1		1	1	1						13
Customer Service - CSM	1													1
Customer Service - Others	1													1
Customer Service - TSO	3		4	1	0	1	1	1	4	4		0		11
Locks Locks - Missing or Damaged Lock				1	3				1 1	1 1		2		8
Lost and Found			1	1	3				ı	ı				1
Lost and Found - Airport/TSA			1											
Mishandling of Passenger Property	4		1	4	1	2	4	1	4	7	6	3	1	38
Mishandling of Passenger Property - Dam	aged/Missin	g Items-	-Carry-on	Luggage	е							1		1
Mishandling of Passenger Property - Dam			1	4		1	2		3	7	5	2	1	29
Mishandling of Passenger Property - Disa					1	1	2	1	1		1			8
Patdown	1		1				1	2			1	1		7
Patdown - Flyer	1		1				1	2			1	1		6
Patdown - Flyer as Observer Persons w/ Disabilities (PWD)				1		1		2				1	1	5
Persons w/ Disabilities (PWD) - General				'		'		1						1
Persons w/ Disabilities (PWD) - Internal M	ı ⁄ledical Devic	es											1	1
Persons w/ Disabilities (PWD) - Mobility [ch	1				1						2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	Segway				1								1
Property - Special Handling								2	2	3	1	5	1	14
Property - Special Handling - Damaged It								1	1	1	1		1	5
Property - Special Handling - Missing Iten												1		1
Property - Special Handling - Missing Iten					4	3		1	1	2	1	<u>4</u> 1		12
Screening Screening - Inconsistency	1				1	1		1			- 1	1	- 1	3
Screening - Inconsistency Screening - Lengthy Lines	'				- '						1			1
Screening - Procedures/Process					3	2		1				1	1	8
2018	10	1	16	8	9	15	10	10	13	8	11	11	11	132
Civil Rights			1		1	2					1	1	1	7
Civil Rights - Age						1								1
Civil Rights - Constitutional Rights			1											1
Civil Rights - Hair Patdowns					1						1			2
Civil Rights - Racial Profiling or Discrimin		ndor				1						1		2
Civil Rights - Sex/Gender/Gender Identity Customer Service	- Not Transge	ender	2				3	2		1	1	2	2	13
Customer Service - Others			1				3			1	1			13
Customer Service - TSO			1				3	2		1	1	2	2	12
Locks			1						1		1	1		4
Locks - Missing or Damaged Lock			1						1		1	1		4
Lost and Found									1					1
Lost and Found - Airport/TSA									1					1
Mishandling of Passenger Property	5		5	3	2	2	3	2	2	1	2	2		30
Mishandling of Passenger Property - Dam		g Items-					_			1	1		1	3
Mishandling of Passenger Property - Dam			5	2	2	2	2	2	1		1	2		23
Mishandling of Passenger Property - Disa	1			1			1		1				4	4
Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener	-al												1	1
Patdown	aı		3		3			1	1	1	1		1	10
Patdown - Flyer			3		2			1	ı	1	1			8
Patdown - Flyer as Observer			-					,	1	1				1
Patdown - Non-Flyer					1									1
Persons w/ Disabilities (PWD)	2		1	2		2		1	1				2	11
Persons w/ Disabilities (PWD) - Diabetes			1	1		1								3
Persons w/ Disabilities (PWD) - Hearing I				1										1
Persons w/ Disabilities (PWD) - Internal N		es						1	1					2
Persons w/ Disabilities (PWD) - Metal Imp		! 0	4-											2
Persons w/ Disabilities (PWD) - Prosthesi		and Cas	SIS			1								1
Persons w/ Disabilities (PWD) - Service A	Ariimais												1	1

		1	TSA Contac	t Center (T	CC) Data	Tool - FOIA							
gories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/ S	Segway										1	1
Prohibited & Permitted Items					1								1
Prohibited & Permitted Items - Remains					1								1
Property - Special Handling	3		3	2	4			2	3	3	1	4	25
Property - Special Handling - Damaged Ite	ms - Carry-C	On										1	1
Property - Special Handling - Damaged Ite	2			1	1			2	1	1		1	ç
Property - Special Handling - Missing Item	s - Carry-On									1			1
Property - Special Handling - Missing Item	1		3	1	3				2	1	1	2	14
Screening		3		1	4	4	4	5	2	2	4		29
Screening - Lengthy Lines		1			2		2						į
Screening - Procedures/Process		2		1	2	4	2	4	2	2	4		2
Screening - Security Breach								1					
2019	8	11	11	8	6	11	10	6	8	14	9	11	113
Civil Rights		1				1	1				1		
Civil Rights - Age							1						
Civil Rights - Racial Profiling or Discrimina	ition					1					1		
Civil Rights - Sex/Gender/Gender Identity-		1											
Customer Service	1	2		1	1	2	3	3	4	2	1	2	2
Customer Service - Others								1					
Customer Service - TSO	1	2		1	1	2	3	2	4	2	1	2	2
Locks		1	1		2		1			2	2		1
Locks - Missing or Damaged Lock		1	1		2		1			2	2		1
Mishandling of Passenger Property	1	2	5	3	2		1	1	2	4	1	1	2
Mishandling of Passenger Property - Dam	1	2		2	2		1	1	1	3		1	1
Mishandling of Passenger Property - Disar	raved Items-	-Carry-on	1	1					1	1	1		
Patdown	,	1								1			
Patdown - Flyer		1								1			
Persons w/ Disabilities (PWD)		1	1			2						1	
Persons w/ Disabilities (PWD) - Mobility D	isability (Not	Wheelch	1			1							
Persons w/ Disabilities (PWD) - Prosthesis	, ,											1	
Persons w/ Disabilities (PWD) - Wheelcha		1				1							
Property - Special Handling	1		2	3	1		2		2		4	3	2
Property - Special Handling - Damaged Ite	ms - Checke	ed	1	1		1	1		1		1	2	
Property - Special Handling - Missing Item				1		'							
Property - Special Handling - Missing Item	1		1	1	1	2	1		1		3	1	1
Request for Assistance										1			
Request for Assistance - Other										1			
Screening	5	3	2	1		2	2	2		4		3	2
Screening - Crew Member or Airline Emplo		- 0						1					
Screening - Inconsistency	-,		1					'					
Screening - Lengthy Lines		1	1										
		1											-
Screening - Procedures/Process	4	2	1	1		2	2	1		4		2	19

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OLF								1					1
2016								1					1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Bag	ggage				1					1

orias	10.004 4		Contact Co		•		4 4 4	ne Mari	ne I	07 11	00 4	00 00-	Total
ories A	10-Oct 1 44	1-Nov 1: 45	2-Dec 01 43	-Jan 0 40	2-Feb 03	3-Mar 0 51	4-Apr (05-May (79	06-Jun 77	07-Jul 69	08-Aug 82	09-Sep 58	Total 67
2016	-14		70	10	13	14	8	21	13	21	23	16	13
Civil Rights					1		1	1		2		1	
Civil Rights - Racial Profiling or Discrimina					1		1	1		1			
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen I	der			0			2	0	1	4	1	4
Customer Service - CSM					2 1			3	<u>2</u>	1	4	4	1
Customer Service - Others					ı				ı			1	
Customer Service - TSO					1			3	1	1	4	3	1
Locks								2	1	3		2	
Locks - Missing or Damaged Lock								2	1	3		2	
Lost and Found					1								
Lost and Found - Airport/TSA					1								
Mishandling of Passenger Property				8	7	7	5	10	7	11	13	7	
Mishandling of Passenger Property - Dam					1	2		3	1		4.4	_	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa				7	6	5	3	5 2	6	7	11 2	7	
Patdown	nayed itemsc	Jany-On Or	CHECKE	1		3	1	4	1	3	2		
Patdown - Children				'		- 0	'		'	1			
Patdown - Flyer				1		3	1	4	1	2	2		
Persons w/ Disabilities (PWD)					1	1							
Persons w/ Disabilities (PWD) - General					1								
Persons w/ Disabilities (PWD) - Visual Im	pairment					1							
Screening				1	1	3	1	1	2	1	4	2	
Screening - Crew Member or Airline Empl	oyee										1		
Screening - Inconsistency							1					1	
Screening - Lengthy Lines						2		1					
Screening - Procedures/Process				1	1	1			2	1	3	1	
2017	14 1	12	17	12	9	17	14	18	22	17	23	16	1
Civil Rights - Recial Profiling or Discriming	1					2							
Civil Rights - Racial Profiling or Discrimina Customer Service	1	1	2		1	1	4	2	4	3	4	2	
Customer Service - CSM		ı	1		ı	ı	4		4	1	4		
Customer Service - Others			'							1	1		
Customer Service - TSO		1	1		1	1	4	2	4	1	3	2	
Locks	4		1		1	1	1	1			2	1	
Locks - Missing or Damaged Lock	4		1		1	1	1	1			2	1	
Lost and Found			1	1		1							
Lost and Found - Airport/TSA			1	1		1							
Mishandling of Passenger Property	4	11	10	10	3	8	3	6	4	5	8	4	
Mishandling of Passenger Property - Dam	1	1	1	2		1					1		
Mishandling of Passenger Property - Dam		8	9	7	3	6	2	6	3	3	4	4	
Mishandling of Passenger Property - Dam		1											
Mishandling of Passenger Property - Disa		1		1		1	1		1	2	3		
Patdown	1				2	2	2	2	5	6		5	
Patdown - Flyer	1				2	2	2	2	5	6		4	
Patdown - Flyer as Observer	1		4		- 1				2		2	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically	1		1		1				2		2	ı	
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D		/heelchair (1		1	1	
Persons w/ Disabilities (PWD) - Respirato			or occorer)		1				'		1	ļ.	
Persons w/ Disabilities (PWD) - Wheelcha									1				
Property - Special Handling		3)					2	4	2	1	2	1	
Property - Special Handling - Damaged Ite	ems - Checked							1	1			1	
Property - Special Handling - Missing Item	ns - Carry-On						2	2			1		
Property - Special Handling - Missing Item	ns - Checked							1	1	1	1		
Screening	3		2	1		2	2	3	4	2	5	2	
Screening - Crew Member or Airline Empl	oyee										2		
Screening - Inconsistency									2		1	1	
Screening - Lengthy Lines						1			1			1	
Screening - Procedures/Process Screening - Security Breach	3		2	1		1	2	3	1	1 1	2		
2018	14	13	13	12	11	8	11	24	17	11	18	11	
Advanced Imaging Technology (AIT)	14	13	13	12	11	8	11	24	17	11	18	11	1
Advanced Imaging Technology (AIT) - Fly													
Civil Rights	'				2		1				1		
Civil Rights - Racial Profiling or Discrimina	ation				2		1						
Civil Rights - Sex/Gender/Gender Identity-		der									1		
Customer Service	1	4	2	3	2	1	1	6	1	1	1	2	
Customer Service - Others							1						
Customer Service - TSO	1	4	2	3	2	1		6	1	1	1	2	
Locks		1	1	2	3			1	1	1	1	1	
Locks - Missing or Damaged Lock		1	1	2	3			1	1	1	1	1	
Mishandling of Passenger Property	4	3	3	2		3	3	7	6	3	6	3	
	ogod/Micci	1		1				1					
Mishandling of Passenger Property - Dam			1	1		2	2	5	5	3	3	3	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	3	1									2		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	3 1	1	2			1	1	1	1	_	3		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	3 1 1	1 2	2	1		2	2	3	2	3	2	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	3 1	1	2							1		1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	3 1 1	1 2	2	1		2	2	3	2	1	2		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer	3 1 1	1 2 2	2	1		2	2	3	2	1	2		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	3 1 1	1 2	2	1		2	2	3 3	2	1	2		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer	3 1 1 1 1 1	1 2 2	2 1 1	1		2	2	3	2	1	2		

			TSA Contac	t Center (1	CC) Data	Tool - FOIA							
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway							1				
Property - Special Handling	5		3	1	1		1	2		1	5	1	2
Property - Special Handling - Damaged It	2			1							1	1	
Property - Special Handling - Missing Iten	ns - Carry-O	n								1	1		
Property - Special Handling - Missing Iten	3		3		1		1	2			3		1
Screening	2	2	3	2	3	2	3	4	5	2	2	3	3
Screening - Inconsistency			1	1									
Screening - Lengthy Lines		1			2		1	1	1				
Screening - Procedures/Process	2	1	2	1		2	2	3	4	2	2	2	2
Screening - Retrieving Abandoned/Confis	cated Items				1								
Screening - Security Breach												1	
2019	16	20	13	6	11	12	12	16	25	20	18	15	18
Civil Rights	1		1	2				2	2	5	1	1	
Civil Rights - Age				1					1			1	
Civil Rights - Constitutional Rights											1		
Civil Rights - Racial Profiling or Discrimin	1								1	3			
Civil Rights - Sex/Gender/Gender Identity		ender	1	1				1		2			
Civil Rights - Transgender Screening	l							1					
Customer Service		3	1			4	1	1	4	3	1	2	
Customer Service - Others										1			
Customer Service - TSO		3	1			4	1	1	4	2	1	2	
Locks	1	1					1		4	2		1	
Locks - Missing or Damaged Lock	1	1					1		4	2		1	
Lost and Found		1							1				
Lost and Found - Airport/TSA		1							1				
Mishandling of Passenger Property	7	5	2	2	2		3	4	4	7	6	5	-
Mishandling of Passenger Property - Dam	3	4	2	2	2		3		3	4		3	
Mishandling of Passenger Property - Disa	4	1						2	1	3		2	
Patdown	2	1	1		1	2	2		2		2	3	
Patdown - Flyer	2	1	1		1	2			2		1	3	
Patdown - Flyer as Observer					'						1	0	
Persons w/ Disabilities (PWD)	1	4			1	1			1		1	1	
Persons w/ Disabilities (PWD) - Autism S		1				'			'			1	
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Internal M		1											
Persons w/ Disabilities (PWD) - Metal Imp									1				
Persons w/ Disabilities (PWD) - Mobility [1			1	1			'				
Persons w/ Disabilities (PWD) - Wheelch		1			'						1		
Property - Special Handling	1	4	6	1	3	2	4	4	4	2		1	
Property - Special Handling - Damaged It	ems - Carry	1	U	'									
Property - Special Handling - Damaged It		1	1	1	2	1		1	2				
Property - Special Handling - Missing Iten			'	'		1	1	1			1	1	
Property - Special Handling - Missing Item		2	5		1	'	3		2	2			
Request for Assistance	'		1		- 1		3						
Request for Assistance - Other			1										
Screening	3	1	1	1	4	3	1	1	3	1	5	1	
Screening - Inconsistency	3	ļ	1	1	4	1	ļ	ļ	3	ļ	1	l l	
					1	1					1		
Screening - Lengthy Lines	_	1	- A	1		1		4	3	4	2	4	
Screening - Procedures/Process	2	1	1	1	3	1	4	1	3	1	3	1	1
Screening - Retrieving Abandoned/Confis							1						
Screening - Security Breach	1										1		

		I SA CUIILA	ot Genter (1	CC) Data	001 - FOIA	٠						
10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
			2	3	1	1	1	2	3	1	3	17
							1	1	1		1	4
								1				1
								1				1
							1		1		1	3
naged/Missir	ng ItemsC	Checked Bag	ggage				1		1			2
rrayed Items	sCarry-or	or Checked	d								1	1
				3	1	1		1	2	1	2	11
									1			1
									1			1
				3	1					1	1	6
naged/Missir	ng ItemsC	Carry-on Lug	gage	1								1
naged/Missir	ng ItemsC	Checked Bag	ggage	1	1							2
naged/Missir	ng ItemsL	Inspecified I	_uggage	1								1
rrayed Items	sCarry-or	or Checked	d							1	1	2
						1			1		1	3
ems - Check	red								1			1
ns - Checke	d					1					1	2
								1				1
								1				1
			1									1
			1									1
naged/Missir	ng ItemsC	Checked Bag	1									1
			1									1
			1									1
naged/Missir	ng ItemsC	Checked Bag	1									1
	naged/Missir naged/Missir naged/Missir naged/Missir naged/Missir naged/Missir naged/Missir	naged/Missing ItemsCarry-or larrayed ItemsCarry-or laged/Missing ItemsCarry-or laged/Missing ItemsCarry-or lems - Checked las - Checked laged/Missing ItemsCarry-or	naged/Missing Items—Checked Bagarrayed Items—Carry-on or Checked Bagaged/Missing Items—Carry-on Lugnaged/Missing Items—Checked Bagaged/Missing Items—Unspecified Items—Carry-on or Checked Bagaged/Missing Items—Checked	10-Oct 11-Nov 12-Dec 01-Jan 2 aged/Missing ItemsChecked Baggage aged/Missing ItemsCarry-on or Checked aged/Missing ItemsCarry-on Luggage aged/Missing ItemsChecked Baggage aged/Missing ItemsUnspecified Luggage arrayed ItemsCarry-on or Checked ems - Checked	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 2 3 Inaged/Missing ItemsChecked Baggage Inaged/Missing ItemsCarry-on or Checked 3 Inaged/Missing ItemsCarry-on Luggage 1 Inaged/Missing ItemsChecked Baggage 1 Inaged/Missing ItemsUnspecified Luggage 1 Inaged/Missing ItemsCarry-on or Checked Inaged/Missing ItemsChecked Baggage 1 Inaged/Missing ItemsChecked Inaged/Missing Inaged/Missing Inaged	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 2 3 1 laged/Missing ItemsChecked Baggage arrayed ItemsCarry-on or Checked 3 1 laged/Missing ItemsCarry-on Luggage 1 1 laged/Missing ItemsChecked Baggage 1 1 laged/Missing ItemsChecked Bag 1 1 laged/Missing ItemsChecked Bag 1 1 laged/Missing ItemsChecked Bag 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 2 3 1 1 1 2 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 2 3 1 1 1 2 3 1 1 1 1 1 1 1 1 1	2 3 1 1 1 2 3 1 1 1 1 1 1 1 1 1	10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 08-Aug 09-Sep

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regories DNT	10-Oct 11 54	1-Nov 1 54	2-Dec 0 65	1-Jan 0: 59	2-Feb 0 48	3-Mar 0-	4-Apr 0 48	05-May 0 68	6-Jun 66	07-Jul 44	08-Aug 71	09-Sep 47	Total 688
2016	J4	J-4	UJ	19	9	14	9	17	14	9	15	11	117
Civil Rights					1			1			1		
Civil Rights - Racial Profiling or Discrimin					1			1					2
Civil Rights - Sex/Gender/Gender Identity	- Not Transgend	der									1		
Customer Service				2		1	1	3	4	2	2	1	16
Customer Service - Others				0		4	4	2	2	1	0	4	3
Customer Service - TSO Identification (ID) Requirements				2		1	1	3	2	1	2	1	13
Identification (ID) Requirements - Domest	ic						1						
Locks				3	2	2	'	1	1				9
Locks - Missing or Damaged Lock				3	2	2		1	1				(
Lost and Found				1									
Lost and Found - Airport/TSA				1									
Mishandling of Passenger Property				12	5	8	6	8	8	5	10	10	7:
Mishandling of Passenger Property - Dan							1	1			1		
Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan				10 1	4	8	4	5	7	4	9	10	6
Mishandling of Passenger Property - Disa				1	1		1	2	1	1			
Patdown		diry on or	Oncoro	1	'		1	1	'	1			
Patdown - Flyer				1			1	1		1			
Persons w/ Disabilities (PWD)					1	2		1			2		
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	al /Mental [Disability								1		
Persons w/ Disabilities (PWD) - General						1							
Persons w/ Disabilities (PWD) - Internal M											1		
Persons w/ Disabilities (PWD) - Medical I					1								
Persons w/ Disabilities (PWD) - Medically		dication an	nd Medical S	Supplies		4		1					
Persons w/ Disabilities (PWD) - Metal Im Request for Assistance	pianis (joint) I					1				1			
Request for Assistance - Wounded Warri	or (MSUSOC)									1			
Screening						1		2	1	- '			
Screening - Inconsistency						1		1	•				
Screening - Procedures/Process								1					
Screening - Security Breach									1				
2017	17	21	22	19	12	23	14	15	13	11	15	14	19
Animals						1							
Animals - Carry-On			4			1							
Civil Rights National Origin		2	1		2	1							
Civil Rights - National Origin	otion		4		1								
Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity		2	1		1	1							
Customer Service	5 5	3	2	1	2	4	2	3	4	4	8	8	4
Customer Service - Others	3	1		ı		2	1	3	4	4	1	1	- 4
Customer Service - TSO	5	2	2	1	2	2	1	3	4	4	7	7	4
Locks	1			1	1	2	1	1	1		1	2	1
Locks - Missing or Damaged Lock	1			1	1	2	1	1	1		1	2	1
Lost and Found		3						1					
Lost and Found - Airport/TSA		3						1					
Mishandling of Passenger Property	8	12	14	15	4	8	4	5	2	1	1		7
Mishandling of Passenger Property - Dam	1		1										
Mishandling of Passenger Property - Dan		12	11	14	3	7	3	5	2	1	1		6
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on	2	1	1	1	1						
Patdown	2		1			3		1					
Patdown - Flyer	2		1			3		1					
Persons w/ Disabilities (PWD)		1	3		2	3	1		1	1	1	2	1
Persons w/ Disabilities (PWD) - Diabetes			1		1	11			4			1	
Persons w/ Disabilities (PWD) - Medical I				upplies		1	- 1		1	1			
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	supplies	1	1	1			1	1		
Persons w/ Disabilities (PWD) - Prosthes		1	ı		1						1	1	
Persons w/ Disabilities (PWD) - Touch Av			1									1	
Property - Special Handling		,					6	2	3	2	2		1
Property - Special Handling - Damaged It	ems - Carry-On						1			1			'
									2	1	1		
Property - Special Handling - Damaged It	ems - Checked								1				
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter							5	2			1		
	ns - Carry-On						0						
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening	ns - Carry-On		1	2	1	1		2	2	3	2	2	
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency	ns - Carry-On ns - Checked		1	2	1			2 1	1	3 1		2	
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines	ns - Carry-On ns - Checked 1					1	Ü		1	1	1		
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	ns - Carry-On ns - Checked 1		1	2				1				2	: :
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	ns - Carry-On ns - Checked 1 1 1 cated Items	40	1	2	1	1		1	1	2	1	2	10
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	ns - Carry-On ns - Checked 1	18					18	1	1	1	1 1		1
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2018 Advanced Imaging Technology (AIT)	ns - Carry-On ns - Checked 1 1 1 cated Items	18	1	2	1	1		1	1	2	1 1 15	2	17
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	ns - Carry-On ns - Checked 1 1 1 cated Items		1	2	1	1		1 1 15	1	2	1 1	2	1
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights	ns - Carry-On ns - Checked 1 1 1 cated Items 15	18 2 1	1	2	1	1		1	1	2	1 1 15	2	17
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	ns - Carry-On ns - Checked 1 1 1 ccated Items 15 er ation	2	1	2	1	1		1 1 15	1	2	1 1 15	2	1 17
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Racial Profiling or Discrimin	ns - Carry-On ns - Checked 1 1 1 ccated Items 15 er ation	2	1	2	1	1 11		1 1 15	1	2	1 1 15	2	17
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity	ns - Carry-On ns - Checked 1 1 1 ccated Items 15 er ation	2	1	2	1	1 11		1 1 15	1	2	1 1 15	2	17:
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	ns - Carry-On ns - Checked 1 1 cated Items 15 eer ation - Not Trans	2 1 1	1 21	2 10	14	1 1 1 1 1	18	1 1 15	1 1 16	1 2 10	1 1 15 1	12	11 17 17 17 17 17 17 17 17 17 17 17 17 1
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service	ns - Carry-On ns - Checked 1 1 cated Items 15 rer ation - Not Trans 1	2 1 1	1 21	2 10	14	1 1 1 1 1	18	1 1 15	1 1 16	1 2 10	1 1 15 1 1	2 12	10 10 178 178 18 12 12 13
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	ns - Carry-On ns - Checked 1 1 cated Items 15 rer ation - Not Trans 1	2 1 1 7 4	1 21 10 3	2 10 4 4 2	1 14 2	1 1 1 1 1 1 1	18	1 1 15 2 1	1 1 16	1 2 10	1 1 15 1 1	2 12 6 1	2 10 175 175 2 2 2 2 5 5 11
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	ns - Carry-On ns - Checked 1 1 cated Items 15 rer ation - Not Trans 1	2 1 1 7 4	1 21 10 3	2 10 4 4	1 14 2 2 2	1 1 1 1 1 1 1	18 4 4	1 1 15 2 1	1 1 16 5 1 4	1 2 10 3 3 3	1 1 15 1 1 1 1	2 12 6 1	178 178 2 2 2 2 2 3 40 6 6
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	ns - Carry-On ns - Checked 1 1 cated Items 15 rer ation - Not Trans 1	2 1 1 7 4	1 21 10 3	2 10 4 4 2	1 14 2 2 2 1	1 1 1 1 1 1 1	18 4 4 1	1 1 15 2 1	1 1 16 5 1 4 1	1 2 10	1 1 15 1 1 1 6 1 5 1	2 12 6 1	177 4 2 100 11 175 11 11 15 5 2 2 11 11 11 11 11 11 11 11 11 11 11 11

ories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Mishandling of Passenger Property	10-Oct	1 1-NOV	12-Dec 4	01-Jan 3		03-Mar 5	04-Apr 7	<u> </u>	06-Jun 3	07-Jul 5		•	
Mishandling of Passenger Property - Dam	-	a Itoma (0	5	1	4	3	5	1		
Mishandling of Passenger Property - Dam		y itemsc	Jarry-ori Lugg	aye 2	3	4	5	4	3	4		1	
Mishandling of Passenger Property - Disa		Carry or	n or Checker	1		1	1	4	J	1	J	1	
Patdown	2	Carry-or	TOI CHECKE	- 1	3	- 1	- '	1	2	- 1		1	
Patdown - Flyer	2							1	2			1	
Persons w/ Disabilities (PWD)	1	1			- 1	4	1	1			1	1	
· ,		ı			1	1	1	1	2		1		
Persons w/ Disabilities (PWD) - Breast Ca											1		
Persons w/ Disabilities (PWD) - Cognitive		1											
Persons w/ Disabilities (PWD) - Medical [. \ \ / / -		-\		4	-						
Persons w/ Disabilities (PWD) - Mobility E				r)		1	1		2				
Persons w/ Disabilities (PWD) - Prosthesi			3		1								
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S							1					
Property - Special Handling	3	- 6	3	1	1	2	3	2	3		1	2	
Property - Special Handling - Damaged Ite		On					1						
Property - Special Handling - Damaged Ite					1			1	1		1	1	
Property - Special Handling - Missing Item		1		1		1			1				
Property - Special Handling - Missing Item	1	5	5 2			1	2	1	1			1	
Request for Assistance												1	
Request for Assistance - Other												1	
Screening	5	2	2 4		3	1	2	3		1	1		
Screening - Inconsistency	2	1					1	1					
Screening - Lengthy Lines	1		1							1			
Screening - Procedures/Process	2	1	2		2	1	1	2			1		
Screening - Retrieving Abandoned/Confis	cated Items		1										
Screening - Security Breach					1								
2019	22	15	22	11	13	16	7	21	23	14	26	10	
Civil Rights	1	2	2 3					2	1	2	1	1	
Civil Rights - Hair Patdowns										1		1	
Civil Rights - National Origin								1					
Civil Rights - Racial Profiling or Discrimina	1	2	2 2					1			1		
Civil Rights - Sex/Gender/Gender Identity			1						1				
Civil Rights - Transgender Screening	riot rranogi	Jildoi								1			
Customer Service	4	1	3	2	6	2	5	2	1	3			
Customer Service - Others	1		1		0		J			J	1		
Customer Service - TSO	3	1		2	6	2	5	2	1	3			
Locks	3		2		0	2	5		1	3	2		
Locks - Missing or Damaged Lock						2			1		2		
Lost and Found											2		
Lost and Found - Airport/TSA	_										2		
Mishandling of Passenger Property	9	2	7	6	1	4		8	5	6		4	
Mishandling of Passenger Property - Dam	1					1				2			
Mishandling of Passenger Property - Dam	4	2	2 6	5	1			7	4	4	5	4	
Mishandling of Passenger Property - Dam	1							1					
Mishandling of Passenger Property - Disa	3		1	1		3			1		2		
Patdown		1	2			1	1	2			2	1	
Patdown - Flyer		1	2			1	1	2			2	1	
Persons w/ Disabilities (PWD)	2	1	1				1	2	4	1	1	1	
Persons w/ Disabilities (PWD) - Breast Ca	ancer									1			
Persons w/ Disabilities (PWD) - Cognitive		ntal /Men	tal Disability				1						
Persons w/ Disabilities (PWD) - Diabetes									1				
Persons w/ Disabilities (PWD) - General								1	1				
Persons w/ Disabilities (PWD) - Internal M	l ledical Devic	es							1				
Persons w/ Disabilities (PWD) - Medically		1									1	1	
Persons w/ Disabilities (PWD) - Metal Imp		'							1		'	'	
Persons w/ Disabilities (PWD) - Metal IIII, Persons w/ Disabilities (PWD) - Mobility D		t Wheelch	nair or Scoots	r)				1	- 1				
Persons w/ Disabilities (PWD) - Prosthesi				' /				1					
Persons w/ Disabilities (PWD) - Prostriesi Persons w/ Disabilities (PWD) - Touch Av		unu Casis	o 1										
· · · · · · · · · · · · · · · · · · ·	3				^								
Property - Special Handling	-	4	6		3	2		2	6	2	3	2	
Property - Special Handling - Damaged Ite			_						1		_		
Property - Special Handling - Damaged Ite		ed	3		1				1		2		
Property - Special Handling - Missing Item			1		1			1	2			1	
Property - Special Handling - Missing Item		4			1	2		1	2	2			
Screening	3	4		3	3	5		3	5		1	1	
Screening - Inconsistency					1								
Screening - Procedures/Process	3	3	3	3	2	5		3	5			1	
Screening - Retrieving Abandoned/Confise	cated Items										1		

Cotomonico	12.0.1			t Center (TC							•••		
Categories		11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORD	372	326	362	446	369	469	499	632	476	507	555		5,460
2016				137	109	135	186	279	127	128	157	122	1,380
Advanced Imaging Technology (AIT)					1								1
Advanced Imaging Technology (AIT) - Fly	er I				1								1
Civil Rights				4	6	3	6	8	1	2	8	3	41
Civil Rights - Constitutional Rights					0	1							1
Civil Rights - General Complaint and Disc	rimination				3								3
Civil Rights - Headwear					1								1
Civil Rights - National Origin							1				1		2
Civil Rights - Perceived Religion						1		1					2
Civil Rights - Racial Profiling or Discrimina				2	2	1	2	6	1	1	7	3	25
Civil Rights - Sex/Gender/Gender Identity		nder					2	1					3
Civil Rights - Sexual Orientation - Not Tra	nsgender						1			1			2
Civil Rights - Transgender Screening				2									2
Customer Service				33	20	27	33	59	41	25	35	28	301
Customer Service - CSM									1				1
Customer Service - Others				2	3	4	1	7	7	4	6		36
Customer Service - TSO				31	17	23	32	52	33	21	29	26	264
Identification (ID) Requirements						1	2	1					4
Identification (ID) Requirements - Domest						1	1	1					3
Identification (ID) Requirements - Internat	ional Travel						1						1
Intranet/Internet Inquiries								1					1
Intranet/Internet Inquiries - General								1					1
Locks				4	6	7	5	2	7	3	5	6	45
Locks - General											1		1
Locks - 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
Lost and Found - Airport/TSA				2	1	3	3	1	2	6	6	2	26
Mishandling of Passenger Property				52	39	54	53	57	46	70	72		500
Mishandling of Passenger Property - Dam	ı ıaqed/Missing	ItemsCa	arry-on Lug	8	7	11	6	11	6	11	14	10	84
Mishandling of Passenger Property - Dam				42	27	40	42	40	39	53	54		375
Mishandling of Passenger Property - Dam					1	2	1	3	1	2			10
Mishandling of Passenger Property - Disa				2	4	1	4	3		4	4	9	31
Patdown		ourry on	0. 000		1	5	-	6	5	5	7		41
Patdown - Flyer					1	3		5	4	4	5		34
Patdown - Flyer as Observer					'	1		1	1		- 0	12	3
Patdown - General						'					2		2
Patdown - Non-Flyer						1				1			2
Persons w/ Disabilities (PWD)				2	3	4	3	5	2	3	6	4	32
Persons w/ Disabilities (PWD) - Cognitive	/Dovolopmor	atal /Manta	d Disobility		3	1	3	1		3	1	4	
Persons w/ Disabilities (PWD) - Cognitive	l /Developinel	itai /ivierita	al Disability			1		ı			ı		3 1
	 				4	1							
Persons w/ Disabilities (PWD) - Hearing I					1								1
Persons w/ Disabilities (PWD) - Internal N			- D - d	4				1					1
Persons w/ Disabilities (PWD) - Medical [1	4		0	1	4		0		2
Persons w/ Disabilities (PWD) - Medically		ledication	and Medica	ii Supplies	1	4	2		1		2		6
Persons w/ Disabilities (PWD) - Metal Imp	,					1					1		2
Persons w/ Disabilities (PWD) - Mobility [air or Scoot	1		1		2	1			3	8
Persons w/ Disabilities (PWD) - Prosthesi		ind Casts								1	1		2
Persons w/ Disabilities (PWD) - Service A												1	1
Persons w/ Disabilities (PWD) - Touch Av	- "	rauma)			1								1
Persons w/ Disabilities (PWD) - Visual Im										1			1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway					1			1	1		3
Prohibited & Permitted Items												1	1
Prohibited & Permitted Items - Firearm/Ar	nmunition											1	1
Screening				39	32	30	81	139	23	14	18	9	385
Screening - Crew Member or Airline Empl	oyee				1					1			2
Screening - Inconsistency				2		1	5	4	3		1		16
Screening - International Screening							1						1
Screening - Lengthy Lines				30	27	21	63	129	6	1	1	1	279
Screening - Procedures/Process				7	3	8	12	5	12	10	13	6	76
Screening - Retrieving Abandoned/Confis	cated Items								2	1	1	1	5
Screening - Security Breach					1			1		1	2	1	6
TSA Contact Information				1		1							2
TSA Contact Information - 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		47
Civil Rights - Hair Patdowns									1				1
Civil Rights - Headwear					1							1	2
Civil Rights - National Origin			1		1						1		3
Civil Rights - Racial Profiling or Discrimina	3	2	4		2	4	3	1	1	1	3	4	28
Civil Rights - Sex/Gender/Gender Identity		2	2		_	1			2		1		8
Civil Rights - Sexual Orientation - Not Tra								1			'	1	2
Civil Rights - Transgender Screening						1		1	2			1	3
Customer Service	35	25	31	23	31	32	32	36	39	29	24	40	377
Customer Service - CSM	35	20	31	1	31	32	32	30	39	29	24	40	2
Customer Service - CSM Customer Service - Others	1	3		ı		2		3	F		1	1	16
			04	00	24		20		5	00			
Customer Service - TSO	33	22	31	22	31	30	32	33	34	29	23	39	359
Human Capital	Ludde TO 1				1								1
Human Capital - Prospective Employmen	t with TSA				1								1
Identification (ID) Requirements								1			1	1	3
Identification (ID) Requirements - Domest		1.0									1	1	2
Identification (ID) Requirements - ID Matc			_					1					1
Locks	5	5	3	8	5	8	3	3	6	4	9	9	68
Locks - General		1	1						2				4
Locks - Missing or Damaged Lock	5	4	2	8	5	8	3	3	4	4	9	9	64

				Center (TCC	•								
Categories	10-Oct 1		2-Dec 0	1-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found	1	5	6	11		2	2	3	5	1	3	1	40
Lost and Found - 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
Mishandling of Passenger Property - Dam	15	7	12	6	6	13	2	1	4	2	5	2	75
Mishandling of Passenger Property - Dam	41	42	42	46	36	43	21	26	30	34	33	23	417
Mishandling of Passenger Property - Dam	naged/Missii	1			1	3					2		7
Mishandling of Passenger Property - Disa	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
Patdown - Children				1									1
Patdown - Flyer	4	10	10	5	1	4	2	3	3	4	6	5	57
Patdown - Flyer as Observer			1										1
Patdown - Non-Flyer			1	1									2
Persons w/ Disabilities (PWD)	7	2	1	2		5	4	2	2	3	4	3	35
Persons w/ Disabilities (PWD) - Cancer (g	1						1					1	3
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - General	2		1					1					4
Persons w/ Disabilities (PWD) - Internal N	ledical Device	S				1							1
Persons w/ Disabilities (PWD) - Medically	Necessary	1										1	2
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)								2	1			3
Persons w/ Disabilities (PWD) - Mobility I	Disability (N	1								1	1		3
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates			1									1
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees ar	nd Casts					1						1
Persons w/ Disabilities (PWD) - Respirato	ory and Inhaler	Equipment					1						1
Persons w/ Disabilities (PWD) - Service A	Animals					1						1	2
Persons w/ Disabilities (PWD) - Touch Av		auma)				2	1						3
Persons w/ Disabilities (PWD) - Wheelcha	2			1				1		1	3		8
Persons w/ Disabilities (PWD) - Wounded													2
Prohibited & Permitted Items									1	1	3		5
Prohibited & Permitted Items - Chemical/h	lousehold Pro	ducts									1		1
Prohibited & Permitted Items - Food/Beve	erages									1	1		2
Prohibited & Permitted Items - Lighters/M									1				1
Prohibited & Permitted Items - Remains											1		1
Property - Special Handling							15	22	23	20	25	18	123
Property - Special Handling - Damaged It	ems - Carry-Or	1						3	2	1	2	1	9
Property - Special Handling - Damaged It							1	4	5	6	6		29
Property - Special Handling - Missing Iten							2	4	4	2	8		21
Property - Special Handling - Missing Iten							12	11	12	11	9		64
Request for Assistance	1	1											2
Request for Assistance - Other	1	1											2
Screening	16	18	10	12	5	14	10	12	6	14	14	18	149
Screening - Crew Member or Airline Empl				1							1		2
Screening - Inconsistency	3	2		2		3	3			3		3	19
Screening - International Screening							1						1
Screening - Lengthy Lines	2	3	1	1			2		2	2	1	2	16
Screening - Procedures/Process	9	12	9	8	5	10	4	12	4	8	10		104
Screening - Retrieving Abandoned/Confis											1		1
Screening - Security Breach	2	1				1					1		5
Screening - 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
Advanced Imaging Technology (AIT) - Fly	1								1	1		1	4
Civil Rights	5	6	4	5	3	1	6	2	6	9	4	5	56
Civil Rights - Constitutional Rights					1					1			2
Civil Rights - Hair Patdowns									1		2		3
Civil Rights - Headwear										1			1
Civil Rights - National Origin		1		2			1			1		1	6
Civil Rights - Racial Profiling or Discrimina	4	4	3	1	1	1	5	1	5	5	2	2	34
Civil Rights - Sex/Gender/Gender Identity		1		2	1			1		1		2	9
Civil Rights - Transgender Screening			1										1
Customer Service	35	18	30	20	27	30	30	39	31	35	41	20	356
Customer Service - CSM						1							1
Customer Service - Others	2	2	1		1	1	1	2	1		2	1	14
Customer Service - TSO	33	16	29	20	26	28	29	37	30	35	39	19	341
Locks		4	6	8	3	10	8	7	2	5	3	8	71
LOCKS	7	4		- 4	1	2	2						6
Locks - General	7	4		1									65
	7	4	6	7	2	8	6	7	2	5	3	8	00
Locks - General Locks - Missing or Damaged Lock Lost and Found			6			8	6 2	7	2 1	5 2		2	32
Locks - General Locks - Missing or Damaged Lock	7	4		7	2						1		
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	7 5 5 30	4 2	7	7	2	3	2	3	1	2	1 1	2	32
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	7 5 5 30	4 2 2	7 7	7 3 3	2 1 1	3	2 2	3	1 1	2 2	1 1	2	32 32
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	7 5 5 30	4 2 2 2	7 7 30	7 3 3 34	2 1 1 19	3 3 19	2 2	3 3 33	1 1	2 2	1 1 27	2 2 23 3	32 32 312
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	7 5 5 30 2	4 2 2 2 24 1	7 7 30 2	7 3 3 34 1	2 1 1 19 4	3 3 19 1	2 2 26	3 3 33 3	1 1 25	2 2 22	1 1 27 1	2 2 23 3	32 32 312 18
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	7 5 5 30 2 25	4 2 2 2 24 1	7 7 30 2 24 1 3	7 3 3 34 1 28	2 1 1 19 4	3 3 19 1	2 2 26	3 3 33 3 26 1	1 1 25	2 2 22 16	1 1 27 1 24	2 2 23 3 14	32 32 312 18 250 5
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	7 5 5 30 2 25	4 2 2 24 1 18	7 7 30 2 24 1 3 5	7 3 3 34 1 28	2 1 1 19 4 14	3 3 19 1 1	2 2 26 23	3 3 33 3 26 1	1 1 25 22	2 2 22 16	1 1 27 1 24	2 2 23 3 14	32 32 312 18 250 5
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	7 5 5 30 2 25 2	4 2 2 24 1 18 1 4	7 7 30 2 24 1 3	7 3 3 34 1 28	2 1 1 19 4 14	3 3 19 1 16	2 2 26 23	3 3 33 3 26 1	1 1 25 22	2 2 22 16	1 1 27 1 24	2 2 23 3 14 6 3	32 32 312 18 250 5
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	7 5 5 30 2 25 25 2 1	4 2 2 24 1 18 1 4 6	7 7 30 2 24 1 3 5	7 3 3 34 1 28	2 1 1 19 4 14	3 3 19 1 16	2 2 26 23 3 6	3 3 33 3 26 1 3 5	1 1 25 22 3 10	2 2 22 16 6 2	1 1 27 1 24 2	2 2 23 3 14 6 3	32 32 312 18 250 5 39 55
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	7 5 5 30 2 25 25 2 1	4 2 2 24 1 18 1 4 6	7 7 30 2 24 1 3 5	7 3 3 34 1 28	2 1 1 19 4 14	3 3 19 1 16 2 2	2 2 26 23 3 6	3 3 33 3 26 1 3 5	1 1 25 22 3 10 8	2 2 22 16 6 2	1 1 27 1 24 2 7 6	2 2 23 3 14 6 3 3	32 32 312 18 250 5 39 55 50
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer	7 5 5 30 2 25 25 2 1 4 4 4	4 2 2 24 1 18 1 4 6 6	7 7 30 2 24 1 3 5	7 3 3 34 1 28 5 3	2 1 1 19 4 14 14	3 3 19 1 16 2 2 1	2 2 26 23 3 6 6	3 3 33 3 26 1 3 5	1 1 25 22 3 10 8 2	2 22 22 16 6 2 1	1 1 27 1 24 2 7 6	2 2 23 3 14 6 3 3	32 32 312 18 250 5 39 55 50 5
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	7 5 5 5 30 2 25 2 1 4 4 4 3 3 pectrum	4 2 2 24 1 18 1 4 6 6	7 7 30 2 24 1 3 5	7 3 3 34 1 28 5 3 3	2 1 1 19 4 14 14	3 3 19 1 16 2 2 1	2 2 26 23 3 6 6	3 3 33 3 26 1 3 5	1 1 25 22 3 10 8 2	2 2 22 16 6 2 1 1 1	1 1 27 1 24 2 7 6	2 2 23 3 14 6 3 3	32 32 312 18 250 5 39 55 50 5 68
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	7 5 5 5 30 2 2 2 1 4 4 4 3 3 pectrum	4 2 2 24 1 18 1 4 6 6	7 7 30 2 24 1 3 5 5	7 3 3 34 1 28 5 3 3 3	2 1 1 19 4 14 14	3 3 19 1 16 2 2 1	2 2 26 23 3 6 6	3 3 33 3 26 1 3 5	1 1 25 22 3 10 8 2	2 2 22 16 6 2 1 1 1	1 1 27 1 24 2 7 6	2 2 23 3 14 6 3 3	32 32 312 18 250 5 39 55 50 5 68
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive	7 5 5 5 30 2 2 25 2 1 4 4 4 3 3 pectrum ancer general) Not Br	4 2 2 24 1 18 1 4 6 6	7 7 30 2 24 1 3 5 5	7 3 3 34 1 28 5 3 3 3	2 1 1 19 4 14 14	3 3 19 1 16 2 2 1	2 2 26 23 3 6 6 9	3 3 33 3 26 1 3 5	1 1 25 22 3 10 8 2	2 2 22 16 6 2 1 1 1	1 1 27 1 24 2 7 6	2 2 23 3 14 6 3 3	32 32 312 18 250 5 39 55 50 5 68 3
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g	7 5 5 5 30 2 2 25 2 1 4 4 4 3 3 pectrum ancer general) Not Br	4 2 2 24 1 18 1 4 6 6	7 7 30 2 24 1 3 5 5	7 3 3 34 1 28 5 3 3 3	2 1 1 1 19 4 14 1 1 2 2	3 3 19 1 16 2 2 1	2 2 26 23 3 6 6 9	3 3 33 3 26 1 3 5	1 1 25 22 3 10 8 2	2 2 22 16 6 2 1 1 1	1 1 27 1 24 2 7 6 1 5	2 2 23 3 14 6 3 3	32 32 312 18 250 5 39 55 50 5 68 3 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive	7 5 5 5 30 2 2 25 2 1 4 4 4 3 3 pectrum ancer general) Not Br	4 2 2 24 1 18 1 4 6 6	7 7 30 2 24 1 3 5 5	7 3 3 34 1 28 5 3 3 3	2 1 1 1 19 4 14 1 1 2 2	3 3 19 1 16 2 2 2 1 1 5	2 2 26 23 3 6 6 9	3 3 33 3 26 1 3 5 5	1 1 25 22 3 10 8 2	2 2 2 2 2 2 2 2 1 1 6 6 2 1 1 1 4 4 1 1	1 1 27 1 24 2 7 6 1 5	2 2 23 3 14 6 3 3 5	32 32 312 18 250 5 5 55 50 5 68 3 1 1
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Internal M	7 5 5 5 30 2 2 2 1 4 4 4 3 3 pectrum ancer general) Not Bri // Developm 1 // Developm 2 // Developm	4 2 2 24 1 18 1 4 6 6 6	7 7 30 2 24 1 3 5 5	7 3 3 34 1 28 5 3 3 3	2 1 1 1 19 4 14 1 1 2 2	3 3 19 1 16 2 2 2 1 1 5	2 2 26 23 3 6 6 9 1	3 3 33 3 26 1 3 5 5	1 1 25 22 3 10 8 2	2 2 2 2 2 2 2 2 1 1 6 6 2 1 1 1 4 4 1 1	1 1 27 1 24 2 7 6 1 5	2 2 23 3 14 6 3 3 5	32 32 312 18 250 5 39 55 50 5 68 3 1 1 1 3
Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cancer (C Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes	7 5 5 5 30 2 2 2 1 4 4 4 3 3 pectrum ancer general) Not Bri // Developm 1 // Developm 2 // Developm	4 2 2 24 1 18 1 4 6 6 6	7 7 30 2 24 1 3 5 5	7 3 3 34 1 28 5 3 3 3	2 1 1 1 19 4 14 1 1 2 2	3 3 19 1 16 2 2 2 1 1 5	2 2 26 23 3 6 6 9 1	3 3 33 3 26 1 3 5 5	1 1 25 22 3 10 8 2 8	2 2 2 2 2 2 2 2 1 1 6 6 2 1 1 1 4 4 1 1	1 1 27 1 24 2 7 6 1 5	2 2 23 3 14 6 3 3 5	32 32 312 18 250 5 55 50 55 68 3 1 1 1 3 6

-						C) Data To								
Categories		10-Oct				02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Disabilities (PWD) - Medically		Medication a	nd Medical	Supplies			2				1		3
	Disabilities (PWD) - Metal Imp	,					1			1				2
	Disabilities (PWD) - Mobility D		t Wheelch	1	1			1	2	3		1	2	11
	Disabilities (PWD) - Ostomy/C			1										1
	Disabilities (PWD) - Prosthesi		1		1	2		2						6
	Disabilities (PWD) - Respirato		er Equipment			1	1							2
	Disabilities (PWD) - Service A			1				1						2
	Disabilities (PWD) - Touch Av		1		1	2				1	1			7
	Disabilities (PWD) - Visual Im									1		1		2
	Disabilities (PWD) - Wheelcha	1	2		3	1	1			1	1		1	11
Property - Specia		20	24	22	23	23	20	12	13	23	31	22	8	241
	pecial Handling - Damaged Ite				1	4		2		3	3	1		15
	pecial Handling - Damaged Ite		3	4	2	2	3	2	5	4	7	10	4	51
	pecial Handling - Missing Item		4	4	7	6	7	2	2	1	8	4	2	51
Property - Sp	pecial Handling - Missing Item	10	17	14	13	11	10	6	6	15	13	7	2	124
Request for Assis	stance												1	1
Request for A	Assistance - Other												1	1
Screening		4	18	11	10	15	17	17	10	11	16	22	13	164
Screening - I	nconsistency	2	4	2	1	1	2	2		1		2		17
	_engthy 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/Confis		1			1	1		1			1		5
	Security Breach						1					1	2	4
2019	Security Breach	129	97	116	78	69	92	101	118	103	136	126	107	1,272
	ng Technology (AIT)	123	31	110	70	03	32	101	110	103	130	120	107	2
		l								1		1		2
	naging Technology (AIT) - Fly			2	7		2		-					
Civil Rights	Ago	15	9	3	7	6	2	9	6	10	9	10	8	94
Civil Rights -			1								1			2
	Constitutional Rights							1						1
	Hair Patdowns	1					1				1	2	2	7
Civil Rights -	Headwear	1												1
Civil Rights -	National Origin	2	1							1	1	1		6
Civil Rights -	Perceived Religion	1		1				1	2	1		1		7
Civil Rights -	Racial Profiling or Discrimina	6	5	1	2	4	1	4	2	3	5	5	2	40
Civil Rights -	Sex/Gender/Gender Identity	3	2	1	3	1		3			1	1	3	18
Civil Rights -	Sexual Orientation - Not Tra	nsgender			2	1			2	5			1	11
	Transgender Screening	1												1
Customer Service		25	22	40	18	18	23	24	33	27	31	27	25	313
	ervice - Others	1	1	1	1		1	2	1	2	3			13
Customer Se		24	21	39	17	18	22	22	32	25	28	27	25	300
Human Capital	100	27	21	00	1	10		22	02	20	20		20	1
•	tal - Prospective Employment	t with TSA			1									1
Locks	tal - 1 Tospective Employment	4	5	5	1	3	6	9	7	5	9	5	9	68
Locks - Gene	aral	1	5	5	ı	3	0	9	- 1	5	9	5	9	1
					4	2		0	7		0		0	
	ing or Damaged Lock	3	5	5	1	3	6	9	7	5	9	5	9	67
Lost and Found		3		4	4	1		1	2	1	3	2	1	22
	ınd - Airport/TSA	3		4	4	1		1	2	1	3	2	1	22
	assenger Property	23	20	16	19	9	18	15	25	16	23	27	26	237
	of Passenger Property - Dam		1		3	1	1	1	1		2	1	4	17
	of Passenger Property - Dam		16	13	13	8	13	11	19	12	17	22	19	180
	of Passenger Property - Dam				1		1	1					1	5
Mishandling	of Passenger Property - Disa	3	3	3	2		3	2	5	4	4	4	2	35
Patdown		6	1	6	2	3	3	8	2	5	8	2	6	52
Patdown - FI	yer	5	1	5	2	2	3	8	2	5	7	2	5	47
Patdown - FI	yer as Observer	1				1							1	3
Patdown - N	•			1							1			2
Persons w/ Disal		7	6	6	6	3	3	4	3	3	2	8	4	55
	Disabilities (PWD) - Autism S											1		2
	Disabilities (PWD) - Breast Ca	1	1											
	Disabilities (PWD) - Cancer (c			er	1					1				2
	Disabilities (PWD) - Caricer (§		1	٠.	1	1				ı	1	2		5
	Disabilities (PWD) - Cognitive		1	2		1					1	1		5
	Disabilities (PWD) - Diapers/(1					1				
	. , , ,		essings/iviasr	(5	ı	4			4	ı				2
	Disabilities (PWD) - Hearing I					1			1					2
	Disabilities (PWD) - Internal M			1										2
	Disabilities (PWD) - Medical D									1				1
	Disabilities (PWD) - Medically		iviedication	2			1	1			1	1	1	7
	Disabilities (PWD) - Metal Imp				2								1	3
	Disabilities (PWD) - Mobility D		2				1							5
	Disabilities (PWD) - Ostomy/C								1					1
Persons w/ [Disabilities (PWD) - Prosthesi	1			1			1						3
Persons w/ D	Disabilities (PWD) - Respirato	ory and Inhal	er Equipment	t			1							1
Persons w/ [Disabilities (PWD) - Touch Av	ersion (pain/	/trauma)					2				1	1	4
	Disabilities (PWD) - Visual Im					1								1
	Disabilities (PWD) - Wheelcha	-	1	1	1				1			2	1	8
Property - Specia		23	18	18	13	13	25	22	19	21	32	26	19	249
	pecial Handling - Damaged Ite		1		1	2		1	2	1	6		1	17
	pecial Handling - Damaged Ite		1	1	1		5	6	5	2	8	8	3	44
	pecial Handling - Missing Item		10	5	5	4	4	5	1	6	6	6	4	60
			6		6	7			11					
	pecial Handling - Missing Item	13		12	ь		16	10	11	12	12	12	11	128
Request for Assis			1	1										2
	Assistance - Other		1	1	_	4.4		_					_	2
Screening	01-11-1	23	15	17	7	13	12	9	21	14	19	18	9	177
Screening - 0								1				1		2
Screening - 0	Gate Pass								1					1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency	2		1		1	2		1			1		8
Screening - Lengthy Lines	1	2	2	1	3		3	2	3	1	2		20
Screening - Procedures/Process	17	12	14	6	9	10	5	14	10	17	13	8	135
Screening - Retrieving Abandoned/Confis	1									1		1	3
Screening - Security Breach	2	1						3	1		1		8

Cotomonico	10.0.1			act Center										
Categories		11-Nov	12-Dec				3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORF	36	36	3		51	31	55	44	59	67	47			571
2016					12	10	14	13	14	16	14	19	13	125
Advanced Imaging Technology (AIT)					1									1
Advanced Imaging Technology (AIT) - Fly	er				1		4	4	4		0			1
Civil Rights							1	1	1		2			5
Civil Rights - National Origin							-	1						1
Civil Rights - Perceived Religion	-4:						1		4		0			1
Civil Rights - Racial Profiling or Discrimina	ation								1		2			3
Customer Service					1	1	1	3	2	3	2			17
Customer Service - Others												1	1	2
Customer Service - TSO					1	1	1	3	2	3	2	1		15
Locks							1						2	3
Locks - General													1	1
Locks - Missing or Damaged Lock							1						1	2
Mishandling of Passenger Property					8	8	9	8	10	11	8	14		82
Mishandling of Passenger Property - Dam					1	1	1	1	1	3			1	9
Mishandling of Passenger Property - Dam					5	7	7	7	9	7	7		4	65
Mishandling of Passenger Property - Dam												1		1
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-or	n or Check	eı	2		1			1	1	1	1	7
Patdown					1					1		1		3
Patdown - Flyer										1		1		2
Patdown - Flyer as Observer					1									1
Persons w/ Disabilities (PWD)						1					1		1	3
Persons w/ Disabilities (PWD) - General						1								1
Persons w/ Disabilities (PWD) - Internal N	/ledical Devic	es									1			1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway											1	1
Screening					1		2	1	1	1	1	2	2	11
Screening - Inconsistency												1	1	2
Screening - Lengthy Lines							1				1			2
Screening - Procedures/Process							1	1	1	1		1	1	6
Screening - Retrieving Abandoned/Confis	cated Items				1									1
2017	12	14	1		14	9	14	9	16	16	5	17	13	152
Civil Rights		1						1	2			2		6
Civil Rights - Hair Patdowns									1					1
Civil Rights - Racial Profiling or Discrimina	ation	1						1	1			1		4
Civil Rights - Sex/Gender/Gender Identity								'				1		1
Customer Service	3	ridoi		1	1		2	1	2	1		4		16
Customer Service - Others	3			1	1			- 1		- 1			- '	10
Customer Service - TSO	3				1		2	1	2	1		4	1	15
	3				1			- 1		ı		4	- 1	
Identification (ID) Requirements														1
Identification (ID) Requirements - Domest	IC								1					1
Locks		1			1	2	1	1	1		1	1	1	11
Locks - Missing or Damaged Lock		1			1	2	1	1	1		1		1	11
Lost and Found					1				1			1		4
Lost and Found - Airport/TSA					1				1			1		4
Mishandling of Passenger Property	8	8			8	3	8	3	4	8	1	5	3	67
Mishandling of Passenger Property - Dam				1				1						2
Mishandling of Passenger Property - Dam	7	8	3	7	8	2	5	2	4	6	1	5	2	57
Mishandling of Passenger Property - Dam		g Itemsl	Jnspecified	l Luggage			1			1			1	3
Mishandling of Passenger Property - Disa	1 1					1	2			1				5
Patdown						1	3			1	1	1		7
Patdown - Flyer						1	3			1		1		6
Patdown - Flyer as Observer											1			1
Persons w/ Disabilities (PWD)		3	3	1	1	1			1	1		1		9
Persons w/ Disabilities (PWD) - Cancer (c	general) Not F	Breast Ca	11	1										1
Persons w/ Disabilities (PWD) - Internal N						1								1
Persons w/ Disabilities (PWD) - Medically			n and Med	ic	1									1
Persons w/ Disabilities (PWD) - Metal Imp										1				1
Persons w/ Disabilities (PWD) - Prosthesi		2)											2
Persons w/ Disabilities (PWD) - Touch Av		1												1
Persons w/ Disabilities (PWD) - Wheelcha									1			1		2
Property - Special Handling		ooga,						3	2	4	1	1	5	16
Property - Special Handling - Damaged It	l ems - Checks	ad						1				1		3
Property - Special Handling - Missing Iten										1				1
Property - Special Handling - Missing Item								2	2	3	1		4	12
Request for Assistance	ls - Checked									3	- 1		4	1
Request for Assistance - Wounded Warrio	or (MSLISOC	\											1	1
·) (NO10000	<i>)</i> 1		1	2	2			2	- 1	1	1		
Screening Screening - Gate Pass	1	1		ı	_	2			2	1 1	1	1		14
										1				<u>1</u>
Screening - Lengthy Lines		1		1	2	2			2		1			
Screening - Procedures/Process	1	1		I .	_	2			2			1	1	10
Screening - Retrieving Abandoned/Confis						•	40	40	40	4-				
2018	15	14	•		17	8	13	16	16	17	14		10	159
Civil Rights Hair Patdowns					2			1		1		1	1	6
Civil Rights - Hair Patdowns					4								1	1
Civil Rights - National Origin	_4:				1									1
Civil Rights - Racial Profiling or Discrimina					1			1		1		1		4
Customer Service	2	5		1	5		2	1	3	3	6			28
Customer Service - Others		1									1			2
Customer Service - TSO	2	4			5		2	1	3	3	5			26
Locks					1			4	1					6
Locks - Missing or Damaged Lock					1			4	1					6
Lost and Found								1	1					2
Lost and Found - Airport/TSA								1	1					2
Mishandling of Passenger Property	5	1		3	4	3	4	3	2	5	3	4	2	39

			TSA Contac										
tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	1			1					1	1	2		(
Mishandling of Passenger Property - Dam	3	1	3	1	2	4	3	1	3	1	2	1	2
Mishandling of Passenger Property - Disa	1			2	! 1			1	1	1		1	8
Patdown	1	1		1	2	1		4	2	1	2	2	17
Patdown - Flyer	1	1		1	2			4	2	1	2	1	1
Patdown - Non-Flyer						1						1	
Persons w/ Disabilities (PWD)	2	2		1	2					2		1	1
Persons w/ Disabilities (PWD) - Diabetes											1		
Persons w/ Disabilities (PWD) - General				1							1		
Persons w/ Disabilities (PWD) - Mobility D	, ,			er)						1			
Persons w/ Disabilities (PWD) - Prosthesi		2			1								
Persons w/ Disabilities (PWD) - Respirato		er Equipm	ent									1	
Persons w/ Disabilities (PWD) - Wheelcha					1					1	1		
Property - Special Handling	3	4	2	2	! 1	5	4	3	2		1	4	3
Property - Special Handling - Damaged Ite												1	
Property - Special Handling - Damaged Ite		2				1		2	2		1		
Property - Special Handling - Missing Item						1	2					1	
Property - Special Handling - Missing Item		2		2		3	2			_		2	1
Screening	2	1	1	1		1	2	2	4	2			1
Screening - Inconsistency						1			1	1			
Screening - Procedures/Process	2	1	1	1			2		3	1			1
2019	9	8	14	8	4	14	6	13	18	14	11	16	13
Advanced Imaging Technology (AIT)										1			
Advanced Imaging Technology (AIT) - Fly	er			4			4			1		0	
Civil Rights				1			1		1	1		2	
Civil Rights - Age	-41			4			4		1	-		4	
Civil Rights - Racial Profiling or Discrimina				1			1			1		1	
Civil Rights - Sex/Gender/Gender Identity	- Not Transo			4		2		4	4		4	1	
Customer Service		1		1		3		1	4		1	4	1
Customer Service - Others		4		4		2		1	1		1		4
Customer Service - TSO Locks	1	1	2	1		3	4	4	3		1	4	1
	1						1	1	2				
Locks - Missing or Damaged Lock Mishandling of Passenger Property			2		2	2	1			2	2	4	
	3		6		2	3		1	3	3			2
Mishandling of Passenger Property - Dam		a Itama I	3 J 1		2	2		1		3	3	2	2
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa		ig itemsc	2			1			1			2	
Patdown	'	1	2	2		- 1		1	1	2	2		1
Patdown - Flyer		1		2				1		2			1
Persons w/ Disabilities (PWD)		2				1		1	1 2	2		1	
Persons w/ Disabilities (PWD) - Autism S	nectrum					ı					I	ı	
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - General	occurul!!								1			1	
Persons w/ Disabilities (PWD) - Hearing II	l mnairment	- 1										ı	
Persons w/ Disabilities (PWD) - Medical D		ached to the	ne Body								1		
Persons w/ Disabilities (PWD) - Medically				al Sunnlies						1			
Persons w/ Disabilities (PWD) - Metal Imp			Tana Mcalo	аг Оаррпос	,					1			
Persons w/ Disabilities (PWD) - Metal IIIIp			air or Scoot	er)					1	- '			
Persons w/ Disabilities (PWD) - Prosthesi				01,		1							
Property - Special Handling	4	and Casts		2	! 1	6	3	6	2	4	1	2	3
Property - Special Handling - Damaged Ite			3		. !	1	J	1		4			
Property - Special Handling - Damaged Ite		1	1			1		1	2	2			
Property - Special Handling - Missing Item			1			1	1			1		2	
Property - Special Handling - Missing Item		1		2	. 1	3	2			1			2
Screening	1	2		1		1	1						2
Screening - Inconsistency	<u>'</u>		1	'	'		'		1	'	0		
Screening - Lengthy Lines		1					1		- '				
Screening - Procedures/Process	1	1		1	1	1	1	3	2	1	3	2	1
TSA Contact Information	<u>'</u>			1				3			3		- 1
TSA Contact Information - General				1									
10/1 Contact miorination - Ocheral				- 1									

			TSA Conta	ct Center (ГСС) Data 1	ool - FOIA	1						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ORH	3	3	4	. 5	5	5	5	1	2	3	3	5	44
2016				2		4	4				1	1	12
Locks						2	1						3
Locks - Missing or Damaged Lock						2	1						3
Mishandling of Passenger Property				2		2	2				1	1	8
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	arry-on Lug	ggage		1							1
Mishandling of Passenger Property - Da	maged/Missii	ng ItemsC	hecked Ba	(2		1	2					1	6
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-on	or Checke	d							1		1
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Metal In	nplants (joint)						1						1
2017		2	1	2	1						1	2	9
Mishandling of Passenger Property		2	1	2	1						1		7
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	arry-on Lug	g 1									1
Mishandling of Passenger Property - Da	maged/Missii	2	1	1	1						1		6
Property - Special Handling												1	1
Property - Special Handling - Missing Ite	ms - Checke	d										1	1
Screening												1	1
Screening - Procedures/Process												1	1
2018	1				2	1			1	1		1	7
Locks					1					1			2
Locks - Missing or Damaged Lock					1					1			2
Mishandling of Passenger Property	1				1	1			1			1	5
Mishandling of Passenger Property - Da	m 1				1	1			1			1	5
2019	2	1	3	1	2		1	1	1	2	1	1	16
Locks							1					1	2
Locks - Missing or Damaged Lock							1					1	2
Mishandling of Passenger Property	1		2		1				1	2	1		8
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	1						1	2	1		5
Mishandling of Passenger Property - Dis	a 1		1		1								3
Property - Special Handling	1		1	1	1			1					5
Property - Special Handling - Missing Ite		n		1									1
Property - Special Handling - Missing Ite	n 1		1		1			1					4
Screening													4
Screening - Procedures/Process		1											

TSA Contact Center	(TCC) Data Tool - FOIA
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			107 001	itact oc	iirei (i	CC) Data	1001 - 1 017	•						
Categories	10-Oct	11-Nov	12-De	c 01-	Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ОТН	1	1		1	1	2	2	1	1		2	4	2	18
2016												1	1	2
Customer Service												1		1
Customer Service - TSO												1		1
Patdown													1	1
Patdown - Flyer													1	1
2017				1		1	1		1		1	2	1	8
Mishandling of Passenger Property						1	1				1	1	1	5
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked	Baggage	:	1	1				1	1	1	5
Property - Special Handling									1			1		2
Property - Special Handling - Missing Iten	ns - Checked								1			1		2
Screening				1										1
Screening - Procedures/Process				1										1
2018					1		1	1						3
Locks					1									1
Locks - Missing or Damaged Lock					1									1
Mishandling of Passenger Property							1							1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Chec	cked			1							1
Property - Special Handling								1						1
Property - Special Handling - Missing Iten	ns - Checked							1						1
2019	1	1				1					1	1		5
Mishandling of Passenger Property	1					1					1	1		4
Mishandling of Passenger Property - Dam	1					1					1			3
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Chec	ked								1		1
Property - Special Handling		1												1
Property - Special Handling - Missing Iten	ns - Checke	1												1

			TSA Contac			1001 - FUL	4							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06	-Jun	07-Jul	08-Aug	09-Sep	Total
OTZ	3			1	1	1	3	3	2	1	2		4	1
2016						1	1				2		2	
Customer Service													1	
Customer Service - TSO													1	
Locks											1			
Locks - Missing or Damaged Lock											1			
Mishandling of Passenger Property						1	1						1	
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Checked Bag	gage		1	1						1	
Screening											1			
Screening - Inconsistency											1			
2017	1			1			1						1	
Mishandling of Passenger Property				1									1	
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Checked Baç	1									1	
Screening	1						1							
Screening - Procedures/Process							1							
Screening - Security Breach	1													
2018	1				1		1		2					
Mishandling of Passenger Property					1									
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Checked Bag	gage	1									
Patdown							1							
Patdown - Flyer							1							
Property - Special Handling	1													
Property - Special Handling - Damaged Ite	1													
Screening									2					
Screening - Procedures/Process									2					
2019	1									1			1	
Civil Rights										1				
Civil Rights - Age										1				
Screening	1												1	
Screening - Retrieving Abandoned/Confise	cated Items												1	
Screening - Security Breach	1													

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OWB	1	1	1	2				2	1			1	9
2017			1	1				1				1	4
Customer Service			1	1				1					3
Customer Service - TSO			1	1				1					3
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	ggage								1	1
2018	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dan	1												1
2019		1		1				1	1				4
Mishandling of Passenger Property		1		1				1					3
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	1									1
Mishandling of Passenger Property - Disa	arrayed Item	1						1					2
Screening									1				1
Screening - Procedures/Process									1				1

			SA Conta	ct Center (ICC) Data	1001 - FOIA							
Categories 1	0-Oct 11-	Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PAE							3	1	5	5	9	3	26
2019							3	1	5	5	9	3	26
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Flyer											1		1
Customer Service								1	1		3	1	6
Customer Service - Others											1		1
Customer Service - TSO								1	1		2	1	5
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Damage	d/Missing Ite	msCl	hecked Ba	ggage						1		1	2
Patdown							1		1	1		1	4
Patdown - Flyer							1		1	1		1	4
Persons w/ Disabilities (PWD)									1	1	2		4
Persons w/ Disabilities (PWD) - Hearing Impa	airment										1		1
Persons w/ Disabilities (PWD) - Internal Medi	cal Devices								1				1
Persons w/ Disabilities (PWD) - Medically Ne	cessary Med	ication	and Medic	al Supplies						1			1
Persons w/ Disabilities (PWD) - Wheelchair/	Scooter/ Seg	way									1		1
Property - Special Handling									2				2
Property - Special Handling - Missing Items -	Carry-On								1				1
Property - Special Handling - Missing Items -	Checked								1				1
Screening							2			2	3		7
Screening - Crew Member or Airline Employe	е						1						1
Screening - Procedures/Process							1			2	3		6

			I SA COIILA	ct Center (CC) Data	1001-1012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PAH	1		1	1					1	1	4		9
2016				1					1				2
Mishandling of Passenger Property				1					1				2
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked Bag	1					1				2
2017										1	2		3
Locks										1			1
Locks - Missing or Damaged Lock										1			1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	naged/Missin	ig ItemsC	hecked Ba	ggage							1		1
Property - Special Handling											1		1
Property - Special Handling - Damaged Ite	ems - Check	ed									1		1
2018			1								1		2
Customer Service											1		1
Customer Service - TSO											1		1
Property - Special Handling			1										1
Property - Special Handling - Missing Iten	ns - Checked	d	1										1
2019	1										1		2
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dam	1												1
Screening											1		1
Screening - Procedures/Process											1		1

			TSA Contac	ct Center (1	CC) Data T	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBG	1			5	2	2	3	1	3	1	1	3	22
2016				1			1		2	1		2	7
Customer Service				1								1	2
Customer Service - TSO				1								1	2
Mishandling of Passenger Property							1		1			1	3
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Checked Bag	ggage			1		1			1	3
Screening									1	1			2
Screening - Procedures/Process									1	1			2
2017				2		1	2	1			1	1	8
Mishandling of Passenger Property				1			1				1	1	4
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	Checked Bag	1			1				1	1	4
Patdown						1	1						2
Patdown - Flyer							1						1
Patdown - Flyer as Observer						1							1
Persons w/ Disabilities (PWD)				1									1
Persons w/ Disabilities (PWD) - Mobility D	isability (No	ot Wheelch	air or Scoot	1									1
Property - Special Handling	,							1					1
Property - Special Handling - Missing Item	s - Checke	d						1					1
2018				1	1	1							3
Customer Service					1								1
Customer Service - TSO					1								1
Patdown				1		1							2
Patdown - Flyer				1									1
Patdown - Non-Flyer						1							1
2019	1			1	1				1				4
Patdown					1								1
Patdown - Flyer					1								1
Property - Special Handling	1			1					1				3
Property - Special Handling - Missing Item	1												1
Property - Special Handling - Missing Item		d		1					1				2

Catamania	12.2.1	44.51	TSA Contac						•••	A- 1 1			
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PBI	44	80	81	107	88	125	97	83	95	78	78		1,001
2016				37	26	38	34	21	22	17	24		241
Civil Rights	L				2			1		1		1	5
Civil Rights - Racial Profiling or Discrimina					1			1				1	3
Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity-			ems		1					4			1
Civil Rights - Sex/Gender/Gender Identity-	- Not Transge	ender					7	2	0	1		2	1
Customer Service - Others				5 3	1	5 1	7	1	2	1	3	2	28
Customer Service - Others Customer Service - TSO				2	1	4	5	1	2	1	2	2	20
Locks				1	1	3	2	2		2		1	13
Locks - General				- 1	1	3					1	1	13
Locks - Missing or Damaged Lock				1		3	2	2		2	1	1	12
Lost and Found						J	1				1		1
Lost and Found - Airport/TSA							1						
Mishandling of Passenger Property				25	19	25	20	10	16	12	16	16	159
Mishandling of Passenger Property - Dam	l laged/Missin	ı Items	Carry-on Lug		3	2	3	4	3	2		10	21
Mishandling of Passenger Property - Dam					15	22	16	5	13	10	15	15	131
Mishandling of Passenger Property - Dam												1	1
Mishandling of Passenger Property - Disa				2	1	1	1	1					6
Patdown				2	1				3		2		8
Patdown - Flyer				2	1				3		1		7
Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD)				1	1		1	1					4
Persons w/ Disabilities (PWD) - Autism Sp	pectrum						1						1
Persons w/ Disabilities (PWD) - Diabetes					1			1					2
Persons w/ Disabilities (PWD) - Medically	Necessary 1	/ledicatio	n and Medic	1									1
Screening				3	1	5	3	5	1	1	2	2	23
Screening - Crew Member or Airline Empl	oyee			1									1
Screening - Inconsistency						1	1		1	1		1	5
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process				1	1	3	2	3			2	1	13
Screening - Security Breach				1				1					2
2017	16	32	2 31	27	20	30	21	18	26	10	16	8	255
Animals												1	1
Animals - Carry-On												1	1
Civil Rights	1		1 1			1	1	1		1	1		8
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimina			1 1					1		1			5
Civil Rights - Sex/Gender/Gender Identity-		ender									1		1
Civil Rights - Sexual Orientation - Not Trai							1						1
Customer Service	2		3 4	3	2	1	2	3	4	1	3	3	31
Customer Service - CSM			1										1
Customer Service - Others												1	1
Customer Service - TSO	2		3	3	2	1	2	3	4	1	3	2	29
Identification (ID) Requirements								1					1
Identification (ID) Requirements - Domesti								1					1
Locks	4		1	2	4		1	1					13
Locks - General				1									1
Locks - Missing or Damaged Lock	4		1	1	4		1	1					12
Mishandling of Passenger Property	7	2		18	11	23	6	3	14	3	5		127
Mishandling of Passenger Property - Dam			2 5	1	3	6				1	1		20
Mishandling of Passenger Property - Dam		19	9 11	15	8	17	5	3	10	1	4		98
Mishandling of Passenger Property - Disa				2			1		4	1			9
Patdown	1		1 1		1	3	2	1	2	2			17
Patdown - Flyer		4	1 1		1	3	2		2	2			15
Patdown - Flyer as Observer	1												1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)			1 1				2		1	1			6
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - Medically				al Supplies						1			1
Persons w/ Disabilities (PWD) - Mobility D		t Wheelc	h 1				1						2
Persons w/ Disabilities (PWD) - Ostomy/C									1				1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair		1										1
Property - Special Handling		_					5	7	3	1	5	1	22
Property - Special Handling - Damaged Ite							1		1		1		3
Property - Special Handling - Damaged Ite							2	3	1		2		8
Property - Special Handling - Missing Item							2	1			1		4
Property - Special Handling - Missing Item								3	1	1	1		7
Screening	1		2 7	4	2	2	2	1	2	1	2	3	29
Screening - Inconsistency									1				3
Screening - Procedures/Process	1		1 5	4	2	1	2	1	1		2	3	23
Screening - Retrieving Abandoned/Confisc	cated Items									1			1
Screening - Security Breach			1			1							2
2018	10	29	23	27	21	31	20	21	30	25		8	268
Civil Rights						1	1	1			1		4
Civil Rights - Age								1					1
Civil Rights - Hair Patdowns	L										1		1
Civil Rights - Racial Profiling or Discrimina		-	,			1	1						2
Customer Service	4		7 6	5	5	5	4	2	4	3	1	1	47
Customer Service - Others			1		1	1				1			4
Customer Service - TSO	4		6	5	4	4	4	2	4	2	1	1	43
Locks	2		1 1	4	2		1	1	2				14
Locks - Missing or Damaged Lock	2		1 1	4	2		1	1	2				14
Lost and Found					1	1	2						4
Lost and Found - Airport/TSA					1	1	2						4

		T	SA Conta	ct Center (T	CC) Data	Tool - FOIA							
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property	3	6	7		7		2	6	11	6	12	3	82
Mishandling of Passenger Property - Dam					1		1			1			5
Mishandling of Passenger Property - Dam		5	6		5		1	6	7	5	11	3	66
Mishandling of Passenger Property - Dam			specified	Luggage	1				4				1
Mishandling of Passenger Property - Disa Patdown	l ayed item	3	1		1	<u>3</u>			4	2	1 2		10 10
Patdown - Flyer		3	- 1		1					2			8
Patdown - General		3	1		'						1		1
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)		1	1	4	1				2	1			10
Persons w/ Disabilities (PWD) - Diabetes					1				1				2
Persons w/ Disabilities (PWD) - General		1											1
Persons w/ Disabilities (PWD) - Internal M	l ledical Device	es							1				1
Persons w/ Disabilities (PWD) - Medically	Necessary M	dedication	1										1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)									1			1
Persons w/ Disabilities (PWD) - Mobility D			ir or Scoo	t 1									1
Persons w/ Disabilities (PWD) - Touch Av				2									2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway		1									1
Prohibited & Permitted Items			1										1
Prohibited & Permitted Items - Food/Beve			1										1
Property - Special Handling	1	6	3	4	3		7	7	9	10	6	3	65
Property - Special Handling - Damaged Ite		1				2		1	-			•	4
Property - Special Handling - Damaged Ite		2	1	2		3	1 4	2	5	3	<u>4</u>	3	22 17
Property - Special Handling - Missing Item Property - Special Handling - Missing Item		3	2		3		2	2	3	3			22
Request for Assistance	'	3			3				3	1	- 1		22
Request for Assistance - Other										1			1
Screening		5	3	6	1	2	3	4	2	2	1	1	30
Screening - Inconsistency		1		2									3
Screening - Lengthy Lines			1						1			1	3
Screening - Procedures/Process		4	1	4	1	2	3	4	1	2	1		23
Screening - Security Breach			1										1
2019	18	19	27	16	21	26	22	23	17	26	15	7	237
Civil Rights		1	1	1		2	1	2	1	2	1		12
Civil Rights - Age						1							1
Civil Rights - Constitutional Rights								1					1
Civil Rights - Hair Patdowns		1						1					2
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimina				1			1		1	1			4
Civil Rights - Sex/Gender/Gender Identity			1		-	1			4	0	0	4	2
Customer Service - TSO	3	4	8		4		5	1	1	3		1	41
Locks	3	4	8		4	4	1	<u>1</u>	1	1		1	41
Locks - Missing or Damaged Lock						4	1	1	1	1			8
Lost and Found							'	'	1	1			1
Lost and Found - Airport/TSA										1			1
Mishandling of Passenger Property	6	5	4	5	8	3	4	4	9	5	1	1	55
Mishandling of Passenger Property - Dam				1			•	•		2		1	5
Mishandling of Passenger Property - Dam		4	3		7	3	4	4	7	2			44
Mishandling of Passenger Property - Disa		1	1		1				2	1			6
Patdown			1	1			1			2			5
Patdown - Flyer			1	1			1			1			4
Patdown - Flyer as Observer										1			1
Persons w/ Disabilities (PWD)	2		2	1		2	3	1		2	1	1	15
Persons w/ Disabilities (PWD) - Breast Ca						1							1
Persons w/ Disabilities (PWD) - Diabetes			1				1						2
Persons w/ Disabilities (PWD) - Hearing I												1	1
Persons w/ Disabilities (PWD) - Medically													2
Persons w/ Disabilities (PWD) - Mobility E			ir or Scoo	ter)							1		1
Persons w/ Disabilities (PWD) - Prosthesi										1			1
Persons w/ Disabilities (PWD) - Touch Av			4	4		4	1			1			2
Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling	air/ Scooter/ S	segway 6	1 5		4	6	1 6	1 8	2		^	A	5
Property - Special Handling Property - Special Handling - Damaged Ite		1	5	6	4	1	1	8	3	6 1	6	4	66
Property - Special Handling - Damaged Ite		2	2	2		1	I		2	2		2	15
Property - Special Handling - Missing Item		1			2			2	1	1		1	10
Property - Special Handling - Missing Item Property - Special Handling - Missing Item		2	2		2		5	6	ı	2	4	1	35
Screening	1	3	6		5		1	6	2	4		1	34
Screening - Crew Member or Airline Empl		3	0		<u> </u>	1	'	0					1
Screening - Inconsistency	1		1			1					1		4
Screening - Lengthy Lines			'			'			1				1
Screening - Procedures/Process		3	4		4		1	6	1	4	3		26
Screening - Security Breach			1		1								2

Coto movino	10.0.1		TSA Contac										
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PDX	125	103	147	146	130	141	146	193	182	193	168		1,838
2016				36	36	33	37	49	42	53	51	59	396
Advanced Imaging Technology (AIT)					1				1				2
Advanced Imaging Technology (AIT) - Fly	er				1				1				2
Civil Rights				1	1	1	1		1	3			8
Civil Rights - Headwear	ation					4	4		4	1			1
Civil Rights - Racial Profiling or Discrimina				1		1	1		1	1			5
Civil Rights - Screening of Religious or Cu	litural Garmer	าเร								1			1
Civil Rights - Transgender Screening					1				40			_	1
Customer Service				8	2	4	4	8	12	7	9	7	61
Customer Service - CSM											1		1
Customer Service - Others					1				2				3
Customer Service - TSO				8	1	4	4	8	10	7	8		57
Locks				1	3	3	3	2	2	3	3	2	22
Locks - General					1					1			2
Locks - Missing or Damaged Lock				1	2	3	3	2	2	2	3		20
Lost and Found										2		1	3
Lost and Found - Airport/TSA										2		1	3
Mishandling of Passenger Property				20	22	19	21	25	16	29	25		216
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	Carry-on Lug	1	3		4			2	5	3	18
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	Checked Baç	16	16	18	17	24	14	23	18	31	177
Mishandling of Passenger Property - Dam	aged/Missing	ItemsU	Inspecified L	uggage	1					1			2
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-or	or Checked	3	2	1		1	2	3	2	5	19
Patdown				1	4	2	2	3	4	2	4	6	28
Patdown - Flyer				1	3	2	2	3	4	2	4	4	25
Patdown - Flyer as Observer												2	2
Patdown - Non-Flyer					1								1
Persons w/ Disabilities (PWD)				1	1	1			2	4	2	1	12
Persons w/ Disabilities (PWD) - Autism Sp	pectrum										1		1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Medically		ledication	n and Medica	l Supplies							1		1
Persons w/ Disabilities (PWD) - Metal Imp				- ''		1							1
Persons w/ Disabilities (PWD) - Mobility D	. ,	Wheelch	air or Scoote	er)					1	1			2
Persons w/ Disabilities (PWD) - Ostomy/C				,								1	1
Persons w/ Disabilities (PWD) - Service A									1				1
Persons w/ Disabilities (PWD) - Touch Av		auma)		1	1								2
Persons w/ Disabilities (PWD) - Wheelcha										1			1
Persons w/ Disabilities (PWD) - Wounded		-3)								1			1
Prohibited & Permitted Items	77411101											1	1
Prohibited & Permitted Items - Medication	/Prescription/	Medically	/ Necessary	ltems								1	1
Request for Assistance	i rocompuon,	wiodiodiiy	ritococcary	itomo				1		1			2
Request for Assistance - Other								1		1			2
Screening				4	2	3	6	10	4	2	8	2	41
Screening - Crew Member or Airline Empl	OVEE			1		3	0	10			0		1
Screening - Inconsistency	Oycc			'					1				1
Screening - Lengthy Lines						2	1	6	'		1		10
Screening - Procedures/Process				3	2	1	4	4	3	2		2	28
-				3		<u> </u>	1	4	3		- 1		1
Screening - Security Breach 2017	43	31	63	40	36	37	49	62	52	51	37	39	540
Civil Rights	43	31	1	40	1	1	1	02	1	1	31	1	7
			1		1	<u> </u>	- 1		1	- 1		1	
Civil Rights - National Origin									4				1
Civil Rights - Perceived Religion	41				1	4			1				3
Civil Rights - Racial Profiling or Discrimina			4		1	1				1			
Civil Rights - Screening of Religious or Cu			1										1
Civil Rights - Sex/Gender/Gender Identity						_	1			40			1
Customer Service	4	5		4	4	7	6	8	4	10		5	67
Customer Service - Others			2				1		1		1		5
Customer Service - TSO	4	5		4	4	7	5	8	3	10	4		62
Locks	3	2		2	4	1	3	6	4	1	1		30
Locks - Missing or Damaged Lock	3	2	2	2	4	1	3	6	4	1	1		30
Lost and Found				1			1					1	3
Lost and Found - Airport/TSA				1			1					1	3
Mishandling of Passenger Property	30	18		25	17	18	17	23	20	23	16		267
Mishandling of Passenger Property - Dam	6	1		1	2	2				3		3	22
Mishandling of Passenger Property - Dam	19	17		23	13	16	15	17	14	18	12		210
Mishandling of Passenger Property - Disa	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
Patdown - Children						1							1
Patdown - Flyer	1	3	1	4	3	2	2	2	4	2	3	3	30
Patdown - Flyer as Observer				1									1
Patdown - General	1			1									2
Patdown - Non-Flyer											1		1
Persons w/ Disabilities (PWD)		1	2	2	4	4	4	3	2	1	2		25
Persons w/ Disabilities (PWD) - Autism Sp	pectrum								1				1
Persons w/ Disabilities (PWD) - Cognitive	/Developmer	ital /Ment	tal Disability						1				1
Persons w/ Disabilities (PWD) - Diabetes		1				1	1						3
Persons w/ Disabilities (PWD) - General				1							1		2
Persons w/ Disabilities (PWD) - Hearing I	mpairment				1								1
Persons w/ Disabilities (PWD) - Internal M		es	1										1
Persons w/ Disabilities (PWD) - Medically			n and Medica	al Supplies				2					2
Persons w/ Disabilities (PWD) - Metal Imp							1						1
Persons w/ Disabilities (PWD) - Mobility D	. ,	Wheelch	1		1	1	1						4
Persons w/ Disabilities (PWD) - Ostomy/C					1								1
Persons w/ Disabilities (PWD) - Prosthesi		nd Casts	;	1									1
Persons w/ Disabilities (PWD) - Respirato										1			1
()		1 1000											

-ovice	10.0-1 11				C) Data Too		04.4	05.14	00 1	07.1.1	00.4	00.0	Tital
pories Persons w/ Disabilities (PWD) - Touch Ave			2-Dec 0	11-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelcha					1	1	1	1			1		
Prohibited & Permitted Items	, 000000, 000	1	1		•								
Prohibited & Permitted Items - Marijuana		1	1										
Property - Special Handling							10	16	11	9	6	11	6
Property - Special Handling - Damaged Ite	ms - Carry-On						1	2	1	1			
Property - Special Handling - Damaged Ite							2	3	4	4		2	17
Property - Special Handling - Missing Item							2	4	3			1	1
Property - Special Handling - Missing Item							5	7	3	4	4	8	3
Screening	4	1	6		3	3	5	4	6	4	3	2	4
Screening - Inconsistency			2		1			1	2		1		
Screening - Lengthy Lines	1				1			1				1	
Screening - Procedures/Process	3	1	2		1	3	4	2	4	4	2	1	2
Screening - Retrieving Abandoned/Confisc	ated Items		1				1						
Screening - Security Breach			1										
2018	44	31	55	39	36	34	32	45	41	45	45	27	47
Advanced Imaging Technology (AIT)								1					-
Advanced Imaging Technology (AIT) - Flye	er							1					
Civil Rights		1			1	2	1	5	1	6	2	2	2
Civil Rights - Hair Patdowns								1					
Civil Rights - National Origin		1								1			
Civil Rights - Racial Profiling or Discrimina	tion	•			1	1	1	3	1	5	1		1
Civil Rights - Sex/Gender/Gender Identity-		er				1					1	2	
Civil Rights - Transgender Screening	Trot Transgend	CI						1					
Customer Service	7	7	10	2	10	8	7	9	6	8	15	6	9
Customer Service - Others	ı	- 1	2		10	1	- 1	1	1	o 1		1	9
Customer Service - Others Customer Service - TSO	7	7	8	2	10	7	7	8	5	7			8
Locks	3	1	8 1	2	2	3	3	ŏ	2	- /	10	5 1	
	3	1	1			3	1						1
Locks - General		4	4										1
Locks - Missing or Damaged Lock	3	1	1	2	2	3	2		2			1	1
Lost and Found			2										
Lost and Found - Airport/TSA			2										
Mishandling of Passenger Property	15	8	21	12	9	5	17	12	18	8	14		14
Mishandling of Passenger Property - Dam	1		2	2				2	1			1	
Mishandling of Passenger Property - Dam	14	8	16	10	8	4	13	8	13	7			11
Mishandling of Passenger Property - Disar	rayed ItemsC	arry-on	3		1	1	4	2	4	1		2	1
Patdown	1		2	1	3	1		2	2	4		1	1
Patdown - Flyer	1			1	3	1		2	2	4	1	1	1
Patdown - Flyer as Observer			1										
Patdown - Non-Flyer			1										
Persons w/ Disabilities (PWD)	3	1	4	3	2	2		3	4	3	2	4	3
Persons w/ Disabilities (PWD) - Autism Sp	ectrum		1										
Persons w/ Disabilities (PWD) - Breast Ca	ncer							1					
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	I /Mental D	isability		1						1		
Persons w/ Disabilities (PWD) - Diabetes									1				
Persons w/ Disabilities (PWD) - General											1		
Persons w/ Disabilities (PWD) - Medically	1	1		1					2	2		2	
Persons w/ Disabilities (PWD) - Mobility D	isability (Not W	heelchair o	or Scoot	1	1	1							
Persons w/ Disabilities (PWD) - Prosthesis			1	1								1	;
Persons w/ Disabilities (PWD) - Respirato	2												
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/trau	ıma)							1			1	
Persons w/ Disabilities (PWD) - Wheelcha			2			1		2		1			
Property - Special Handling	10	8	7	11	3	5	2	7	5	15		5	8
Property - Special Handling - Damaged Ite	1	1	•	1		1			1	1		1	
Property - Special Handling - Damaged Ite	4			3		2		1	2	6		<u> </u>	1
Property - Special Handling - Missing Item	1	4	2	1	1			1		1		2	11
Property - Special Handling - Missing Item Property - Special Handling - Missing Item	4	3	5	6		0	0		0				4
	4	3	5	Ö	2	2	2	5	2	7	4	2	
Request for Assistance Request for Assistance - Other						1	1						
	r (MCLICOO)					4	1						
Request for Assistance - Wounded Warrio		-				1	4						-
Screening	5	5	8	8	6	7	1	6	3	1		2	5
Screening - Inconsistency	1	2	2		1			1			1		
Screening - Lengthy Lines	-	2	1		2				_				
Screening - Procedures/Process	4		5	8	3	7	1	5	3	1		2	3
Screening - Retrieving Abandoned/Confisc		1									1		2
2019	38	41	29	31	22	37	28	37	47	44			428
Civil Rights	3	1	2	3	1	1		1	1	1	1	1	16
Civil Rights - Headwear								1					
Civil Rights - Racial Profiling or Discrimina		1	1	1	1					1	1		(
Civil Rights - Sex/Gender/Gender Identity-	3		1	1					1				(
Civil Rights - Transgender Screening				1		1						1	
Customer Service	3	9	2	6	2	4	8	11	4	10	8	8	7
Customer Service - Others		1								2	1		
Customer Service - TSO	3	8	2	6	2	4	8	11	4	8	7	8	7
Locks	2		3	2			1		1		1	1	1
Locks - General	1												
	1		3	2			1		1		1	1	1
Locks - Missing or Damaged Lock												1	
Locks - Missing or Damaged Lock Lost and Found	1											1	
Lost and Found													
Lost and Found Lost and Found - Airport/TSA	1	10	12	e	6	1	2	0	15	10	11		
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 14	10	12	6	6	4	3	8	15	12	11	13	114
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 14 2				1				1			13 4	114
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 14 2 9	7	9	5		4	2	8	1 10	11	9	13 4 6	114 8
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	1 14 2 9	7			1 5		<u>2</u> 1	8	1 10 4	11 1	9	13 4 6 3	114 8 85 21
Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 14 2 9	7	9	5	1		2		1 10	11	9 2 1	13 4 6 3	11

			TSA Contac	ct Center (1	「CC) Data 1	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown - Flyer as Observer		1											
Persons w/ Disabilities (PWD)		3		3	6	3	1	3	6	4	5	2	3
Persons w/ Disabilities (PWD) - Autism Sp	pectrum									1			
Persons w/ Disabilities (PWD) - Breast Ca	ancer									1			
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not	Breast Ca	ncer	1					1				
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	al Disability		1								
Persons w/ Disabilities (PWD) - Diabetes		1									1		
Persons w/ Disabilities (PWD) - Diapers/G	Sarments/Dr	essings/Ma	asks						1				
Persons w/ Disabilities (PWD) - General					1	1				1			
Persons w/ Disabilities (PWD) - Hearing In	mpairment				1								
Persons w/ Disabilities (PWD) - Medical D	Devices - Att	ached to th	ne Body		1			1					
Persons w/ Disabilities (PWD) - Medically	Necessary	1			1			2	2		3		
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)			1			1						
Persons w/ Disabilities (PWD) - Mobility D	isability (No	ot Wheelch	air or Scoot	1	1	1			1	1		1	
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees	and Casts										1	
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)									1		
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	1				1			1				
Property - Special Handling	8	16	9	10	3	15	9	8	10	6	5	10	10
Property - Special Handling - Damaged Ite	2	3		1	2	2			2	2	1		1
Property - Special Handling - Damaged Ite	1	2	5	1		3	1	1	1		1	1	1
Property - Special Handling - Missing Item	1	3		3		2	4	4	3			1	2
Property - Special Handling - Missing Item	4	8	4	5	1	8	4	3	4	4	3	8	5
Screening	6	1	1	1	2	10	5	3	6	10	3	3	5
Screening - Inconsistency				1		2			1		1	1	
Screening - Lengthy Lines									1	1			
Screening - Procedures/Process	4	1	1		2	5	5	3	4	8	2	1	3
Screening - Retrieving Abandoned/Confis	1					1				1			
Screening - Security Breach	1					2						1	

			I SA CUIILA	ci center (rcc) Data	1001 - FOIA	1						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGA		2				1		1		3			7
2016										2			2
Mishandling of Passenger Property										2			2
Mishandling of Passenger Property - Dam	naged/Missi	ng Items Pr	ivate Scree	ning Contra	actor					1			1
Mishandling of Passenger Property - Dam	naged/Missii	ng ItemsC	hecked Ba	ggage						1			1
2017										1			1
Property - Special Handling										1			1
Property - Special Handling - Damaged It	ems - Checl	red								1			1
2019		2				1		1					4
Civil Rights		1											1
Civil Rights - Age		1											1
Property - Special Handling		1				1							2
Property - Special Handling - Damaged It	ems - Carry	-On				1							1
Property - Special Handling - Missing Iten	ns - Checke	1											1
Screening								1					1
Screening - Procedures/Process								1					1

Catagorias	40.0-4 44		A Contact Cent				04 4	OF Mari	00 1	07 1	00 4	00 0	Tatal
Categories			12-Dec 01-J			3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGD	10	10	10	19	23	24	18	12	6	10			158
2016				8	6	7	5	4	1	3		2	37
Customer Service				2	1		2	3		2			10
Customer Service - TSO				2	1		2	3		2			10
Identification (ID) Requirements						1							1
Identification (ID) Requirements - Domest	IC					1							1
Locks						1							
Locks - Missing or Damaged Lock				4		1							1
Lost and Found				1									1
Lost and Found - Airport/TSA Mishandling of Passenger Property				1	4	0	0						1
Mishandling of Passenger Property - Dam	ogod/Missing Ite	omo Cor	n, on Luggogo	1	4 1	1	3					2	13
Mishandling of Passenger Property - Dam				1	3	2	3					2	11
Patdown	laged/Missing ite	SITISCITE	cked bat	- 1	1		3				1		2
Patdown - Flyer					1						1		2
Persons w/ Disabilities (PWD)				1	I	1							2
Persons w/ Disabilities (PWD) - Mobility I	l Disability (Not W	heelchair	or Scooter)	- '		1							1
Persons w/ Disabilities (PWD) - Wheelcha			or occording	1									1
Screening		ivay		3		1		1	1	1			7
Screening - Inconsistency				1		•							1
Screening - Lengthy Lines				1		1							
Screening - Procedures/Process								1	1	1			3
Screening - Retrieving Abandoned/Confis	cated Items			1									1
2017		1	1	8	4		2	5	1	2	3		27
Civil Rights							1	2					3
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimina	ation						1						1
Civil Rights - Sex/Gender/Gender Identity		er						1					1
Customer Service			1	1				1	1	2			6
Customer Service - TSO			1	1				1	1	2			6
Mishandling of Passenger Property				3	1						1		5
Mishandling of Passenger Property - Dam	aged/Missing Ite	ems Priva	ite Scree	1									1
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsCarr	ry-on Luggage		1								1
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsChe	cked Baç	2							1		3
Patdown		1		1				1			1		4
Patdown - Flyer				1				1			1		3
Patdown - Flyer as Observer		1											1
Persons w/ Disabilities (PWD)				1	1		1	1					4
Persons w/ Disabilities (PWD) - Internal N							1	1					2
Persons w/ Disabilities (PWD) - Mobility [Disability (Not W	heelchair	or Scoot	1	1								2
Property - Special Handling											1		1
Property - Special Handling - Missing Iten	ns - Carry-On I			_							1		1
Screening				2	2								4
Screening - Inconsistency				1	1								1
Screening - Procedures/Process	antad Itama			1	1								2
Screening - Retrieving Abandoned/Confis 2018	4	5	7	1	8	7	6	1	3		2	4	48
Advanced Imaging Technology (AIT)	7	J	· · · · · · · · · · · · · · · · · · ·	•		,	U		1				1
Advanced Imaging Technology (AIT) - Fly	l er								1				1
Civil Rights						1						1	2
Civil Rights - Age						1							1
Civil Rights - Racial Profiling or Discrimina	ation											1	1
Customer Service	1		1	1	1	4	1	1				1	11
Customer Service - TSO	1		1	1	1	4	1	1				1	11
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property	1	1	1		3				1			1	8
Mishandling of Passenger Property - Dam	aged/Missing Ite	emsCarr	ry-on Luggage		1								1
Mishandling of Passenger Property - Dam	1	1			1				1			1	5
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on	1		1								2
Patdown		1			1	1	2		1			1	7
Patdown - Flyer		1			1	1	2					1	6
Patdown - Flyer as Observer									1				1
Persons w/ Disabilities (PWD)	1		1		1	1	1						5
Persons w/ Disabilities (PWD) - Diabetes													1
Persons w/ Disabilities (PWD) - Metal Imp			1		1	1							3
Persons w/ Disabilities (PWD) - Mobility [Disability (Not W	heelchair					1						1
Property - Special Handling		1	1								1		3
Property - Special Handling - Missing Iten		1	1										2
Property - Special Handling - Missing Iten	ns - Checked		^								1		1
Screening	1	2	2		2		2				1		10
Screening - Inconsistency		1											1
Screening - Procedures/Process	4	1	2		2		0				1		<u>1</u> 8
Screening - Procedures/Process 2019	6	4	2	2	5	10	5	2	1	5	4		46
Civil Rights	1	4		-	1	10	ð	2	1	1	- 4		3
Civil Rights - Constitutional Rights	1									<u> </u>			1
Civil Rights - Sex/Gender/Gender Identity	L' - Not Transgend	er			1					1			2
Customer Service	Hansgoria	2	1			2	1		1	'	1		8
Customer Service - TSO		2	1			2	1		1		1		8
Locks			•			1	1		1				1
Locks - Missing or Damaged Lock						1							1
Lost and Found						2							2
Lost and Found - Airport/TSA						2							2
Mishandling of Passenger Property		1			1	1	1						4

			15A Conta	ct Center (icc) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dan	naged/Missii	1			1	1							3
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	Carry-on Lug	ggage			1						1
Patdown		1			1								2
Patdown - Flyer		1			1								2
Persons w/ Disabilities (PWD)	2			1	1	2					3		9
Persons w/ Disabilities (PWD) - Cancer (general) Not	Breast Ca	ncer								1		1
Persons w/ Disabilities (PWD) - Diabetes	1			1									2
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)				1								1
Persons w/ Disabilities (PWD) - Mobility	1					1							2
Persons w/ Disabilities (PWD) - Respirate	ory and Inha	ler Equipm	ent								1		1
Persons w/ Disabilities (PWD) - Service	Animals					1							1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway									1		1
Property - Special Handling						1	3	1					5
Property - Special Handling - Damaged II	tems - Carry	-On					1						1
Property - Special Handling - Damaged II	tems - Check	red				1							1
Property - Special Handling - Missing Iter	ns - Carry-O	n						1					1
Property - Special Handling - Missing Iter	ns - Checke	d					2						2
Screening	3		1	1	1	1		1		4			12
Screening - Procedures/Process	3		1		1	1		1		4			11
Screening - Retrieving Abandoned/Confis	scated Items			1									1

						Tool - FOIA							
Categories			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PGV	3	4	6	8	3	4	6	10	4	3			60
2016				2	3	2	2	4	2	2		2	19
Customer Service					1								1
Customer Service - TSO					1								1
Locks							1	1					2
Locks - Missing or Damaged Lock							1	1					2
Mishandling of Passenger Property				2	2	2	1	2	2	2		2	15
Mishandling of Passenger Property - Da				1									
Mishandling of Passenger Property - Da				1	2	2	1	1	2	2		2	13
Mishandling of Passenger Property - Dis	sarrayed Items-	-Carry-on or	Checked					1					
Screening								1					
Screening - Procedures/Process								1					
2017	1	4	3	5			2	2	1		1		19
Civil Rights		2					1						3
Civil Rights - Racial Profiling or Discrim	ination	2					1						3
Customer Service			1	1				1			1		4
Customer Service - CSM			1										
Customer Service - TSO				1				1			1		
Mishandling of Passenger Property	1	2	2	2			1	1					!
Mishandling of Passenger Property - Da				1									
Mishandling of Passenger Property - Da		2	1				1	1					
Mishandling of Passenger Property - Dis	sarrayed Items-	-Carry-on	1	1									:
Patdown				1									
Patdown - Flyer				1									
Property - Special Handling									1				
Property - Special Handling - Damaged	Items - Carry-C	n							1				
Screening				1									
Screening - Procedures/Process				1									
2018	2		3			1	1	4	1	1	1	3	17
Civil Rights								1					
Civil Rights - Racial Profiling or Discrim								1					
Mishandling of Passenger Property	1		3			1	1	2	1		1		10
Mishandling of Passenger Property - Da		ItemsCarr		gage				1					
Mishandling of Passenger Property - Da			2			1	1		1		1		
Mishandling of Passenger Property - Dis	sarrayed Items-	-Carry-on	1					1					
Property - Special Handling	1							1		1		1	
Property - Special Handling - Damaged													
Property - Special Handling - Missing Ite	ems - Checked							1		1		1	
Screening (P												2	
Screening - Procedures/Process												1	
Screening - Retrieving Abandoned/Conf	iscated Items											1	
2019				1		1	1				1	1	
Customer Service											1		
Customer Service - TSO											1		
Patdown												1	
Patdown - Flyer												1	
Property - Special Handling	It and the state of			1		1	1						;
Property - Special Handling - Damaged		a				1							
Property - Special Handling - Missing Ite	ems - Checked			1			1						2

				ct Center (1									
ategories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHF	4	11	5	1	8	8	10	4		7	_		7
2016					2	2		2	1	1	3	2	1
Civil Rights							1						
Civil Rights - Racial Profiling or Discrimin	ation						1						
Customer Service					1					1		2	
Customer Service - TSO					1					1		2	
Mishandling of Passenger Property					1		3	2	1		3		1
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCh	ecked Ba	ggage	1		2	2			2		
Mishandling of Passenger Property - Dam	naged/Missing	ItemsUn	specified	Luggage							1		
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on o	or Checke	d			1		1				
Persons w/ Disabilities (PWD)						2							
Persons w/ Disabilities (PWD) - Cancer (g	general) Not B	reast Can	cer			1							
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)					1							
2017	2	1	3	1	3		2	2	1	3	1	2	2
Civil Rights			1									1	
Civil Rights - Racial Profiling or Discrimin	ation		1									1	
Customer Service			2							1			
Customer Service - Others			1										
Customer Service - TSO			1							1			
Mishandling of Passenger Property	1			1	2						1		
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCa	rry-on Luc										
Mishandling of Passenger Property - Dam					2						1		
Mishandling of Passenger Property - Disa		itellisOli	CORCG Da	ggage									
Patdown	'	1								1			
Patdown - Flyer		1								1			
Property - Special Handling		- 1					2	2				1	
		_										1	
Property - Special Handling - Damaged It								4				1	
Property - Special Handling - Damaged It		a					0	1					
Property - Special Handling - Missing Iten							2	1					
Screening	1				1				1	1			
Screening - Inconsistency									1				
Screening - Procedures/Process	1				1					1			
2018	1	7	2		2	5	3		2	3			
Customer Service		5	1			4			1		1		
Customer Service - TSO		5	1			4			1		1		
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property	1		1		2					1			
Mishandling of Passenger Property - Dam		ItemsC	1		1					1			
Mishandling of Passenger Property - Disa	1				1								
Persons w/ Disabilities (PWD)							1						
Persons w/ Disabilities (PWD) - Hearing I	mpairment						1						
Property - Special Handling		1								1			
Property - Special Handling - Damaged It	ems - Checl	1								1			
0		1				1	2		1				
Screening													
Screening - Lengthy Lines		1					1						
Screening - Lengthy Lines						1	1		1				
	1				1	1			1		1	1	
Screening - Lengthy Lines Screening - Procedures/Process	1	1			1		1		1		1	1	
Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service	1	3				1	1		1		1	1	
Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service Customer Service - TSO	1	3 1			1	1	1		1			1	
Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Locks	1	3 1			1	1	1		1		1	1	
Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock		3 1 1			1	1	1		1				
Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	1	3 1 1			1	1	1		1		1	1	
Screening - Lengthy Lines Screening - Procedures/Process 2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock	1	3 1 1			1	1	1		1		1		

Catagorian	40.0-4			t Center (TO	-		04.4	05.14	00 1	07 11	00.4	00.0	T-4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHL	237	235	219	280	209	252	252	310	316	359	346		3,319
2016				89	68	94	87	102	67	79	100		780
Civil Rights					1	2	4	3		2			23
Civil Rights - Constitutional Rights					4						1	1	2
Civil Rights - General Complaint and Disc Civil Rights - Headwear	rimination				1	4							1
	otion					1	2	2				4	1
Civil Rights - Racial Profiling or Discrimin						1	3	3		2	2		15
Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening	l						1					I	3
Customer Service				14	14	21	16	20	16	16	24	14	155
Customer Service - Others				3	5	3	3	5	10	2	1	14	23
Customer Service - TSO				11	9	18	13	15	15	14	23	14	132
Locks				3	2	2	7	3	3	6	4		34
Locks - General				0		1	1			2		1	5
Locks - Missing or Damaged Lock				3	2	1	6	3	3	4	4		29
Lost and Found				1	1	'		1			1	1	5
Lost and Found - Airport/TSA				1	1			1			1	1	5
Mishandling of Passenger Property				59	37	53	43	54	35	43	57	54	435
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsC	arry-on Lug	9	6	7	2	4	2	11	8		51
Mishandling of Passenger Property - Dam				47	29	42	38	45	31	29	47	48	356
Mishandling of Passenger Property - Dan				.uggage	1			1		1	2		5
Mishandling of Passenger Property - Disa				3	1	4	3	4	2	2		4	23
Patdown	ĺ			4	3		3	5	3	3	3	4	28
Patdown - Flyer				4	3		3	5	3	3	3	4	28
Persons w/ Disabilities (PWD)				4	3	3	3	2	3	1	1	3	23
Persons w/ Disabilities (PWD) - Autism S	pectrum							1					1
Persons w/ Disabilities (PWD) - Breast C	ancer			1									1
Persons w/ Disabilities (PWD) - Cancer (general) Not l	Breast Ca	ncer			1							1
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	al Disability	1									1
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General				1					1				2
Persons w/ Disabilities (PWD) - Internal M					1		1					1	3
Persons w/ Disabilities (PWD) - Medically		Medication	n and Medica	al Supplies				1	1			1	3
Persons w/ Disabilities (PWD) - Metal Im									1				1
Persons w/ Disabilities (PWD) - Mobility I		t Wheelch	air or Scoote	er)	1	1					1	1	4
Persons w/ Disabilities (PWD) - Ostomy/0		_			1								1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ :	Segway		1		1	1			1			4
Request for Assistance							2	1	1				4
Request for Assistance - Other		,					1	1					2
Request for Assistance - Wounded Warri	or (MSIJSOC	5)					1		1				2
Screening				4	6	13	9	13	6	8	5	8	72
Screening - Inconsistency				1	4	1	1	2	1		1		7
Screening - Lengthy Lines				3	1	8	1	3	1	7	2	0	17
Screening - Procedures/Process	acted Items				4	3	7	7	3	7	3	8	42
Screening - Retrieving Abandoned/Confis	taled items				1	1		1	1	I	1		3
Screening - Security Breach TSA Contact Information					1	1			- 1		1		1
TSA Contact Information - General					1								1
2017	86	77	79	71	48	67	61	67	82	83	73	67	861
Advanced Imaging Technology (AIT)		• • • • • • • • • • • • • • • • • • • •			-10	0.	٠.	•	1		,,	•	1
Advanced Imaging Technology (AIT) - Fly	l ver								1				1
Civil Rights	2	5		5	1	3			1	2	2	3	24
Civil Rights - Constitutional Rights	_				1				•	_			1
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin												1	1
Civil Rights - Perceived Religion		1									1		2
Civil Rights - Racial Profiling or Discrimin	2	1		4		1			1		1		10
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	2		1		2							5
Civil Rights - Sexual Orientation - Not Tra	nsgender											1	1
Civil Rights - Transgender Screening		1								1		1	3
Customer Service	18	11	22	11	7	9	7	12	13	17	14	12	153
Customer Service - CSM		1		1									2
Customer Service - Others	1	1	1			1	1			2			7
Customer Service - TSO	17	9	21	10	7	8	6	12	13	15	14	12	144
Identification (ID) Requirements							1		1				2
Identification (ID) Requirements - Domest	tic						1		1				2
Locks	3	2	3	3	4	3	4	5	3	6	3	1	40
Locks - General												1	1
Locks - Missing or Damaged Lock	3	2		3	4	3	4	5	3	6			39
Lost and Found	1	1		1			1				1	2	8
Lost and Found - Airport/TSA	1	1		1			1				1	2	8
Mishandling of Passenger Property	53	37		41	24	33	22	23	35	29	27		385
Mishandling of Passenger Property - Dan		8		7	3	2		3	2			1	41
Mishandling of Passenger Property - Dan		24	35	32	18	28	16	17	31	24	23		304
Mishandling of Passenger Property - Dan				1					1	1		1	5
Mishandling of Passenger Property - Disa	2	5		1	3	3	6	3	1	4	4		35
Patdown		8		1	4	7	9	10	2	6	2	6	57
Patdown - Children			1										1
Patdown - Flyer		8	1	1	4	7	9	6	2	5	2	6	51
Patdown - Flyer as Observer								3					3
Patdown - General										1			1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)	3	1	2	2	1	2	1	5	4	4	1	2	28
Persons w/ Disabilities (PWD) - Autism S													1
Persons w/ Disabilities (PWD) - Diabetes	1					1			1	1	1	1	4

otomorios		40.0-4	44 N				Tool - FOIA		05.14	00 1	07 11	00.4	00.0	T-4-1
ategories		10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Persons w/ Disabilities (PWD) - Diapers/0	Garments/D		1										
	Persons w/ Disabilities (PWD) - General												1	
	Persons w/ Disabilities (PWD) - Internal M								2					
	Persons w/ Disabilities (PWD) - Medically		Medicatio	on and Medic	cal Supplies	3			1	1	1			
	Persons w/ Disabilities (PWD) - Metal Imp							1						
	Persons w/ Disabilities (PWD) - Mobility D		ot Wheelc	h 1	1				1					
	Persons w/ Disabilities (PWD) - Ostomy/0								1		2			
	Persons w/ Disabilities (PWD) - Prosthesi	1								1				
	Persons w/ Disabilities (PWD) - Service A	nimals								1				
	Persons w/ Disabilities (PWD) - Wheelcha	1		1	1	1	1							
Pro	rohibited & Permitted Items										1	1	1	
	Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols									1		1	
	Prohibited & Permitted Items - Sporting G	oods										1		
Pro	roperty - Special Handling							13	8	12	12	17	7	6
	Property - Special Handling - Damaged Ite	ı ems - Carry-	-On					1				3		
	Property - Special Handling - Damaged Ite							2	2	5	3		2	1
	Property - Special Handling - Missing Item							2	2	2	4			1
													4	
D-	Property - Special Handling - Missing Item	is - Checker	1					8	4	5	5	7		3
Re	equest for Assistance				1								1	
	Request for Assistance - Other				1									
	Request for Assistance - Wounded Warrio	or (MSIJSO				1							1	
Sc	creening	6	1:	2 5	6	6	10	3	4	10	6	5	15	3
	Screening - Crew Member or Airline Empl	oyee			1		1							
	Screening - Inconsistency	1		1	2	. 2	2	1	2	2	1		1	1
	Screening - Lengthy Lines			1 1								1	3	
	Screening - Procedures/Process	5		9 2		! 3	7	2	1	8	4	3		5
	Screening - Retrieving Abandoned/Confise			. 4						3		1		,
	Screening - Security Breach	Salou IICIIIS		1 2	! 1	1			1		1			
2040	Coreening - Geounty DiedCII	70								00				00
2018	ivil Digita	70	9:					58	72	99	98			88
Civ	ivil Rights	1	4	4 2	. 2	! 2	! 1	3	4	2	3	2		2
	Civil Rights - Constitutional Rights												1	
	Civil Rights - Hair Patdowns			1	1									
	Civil Rights - National Origin										1			
	Civil Rights - Perceived Religion				1								1	
	Civil Rights - Racial Profiling or Discrimina	ation		3 2	1	1		1	2	2	2	2	1	
	Civil Rights - Screening of Religious or Cu			_		1								
	Civil Rights - Sex/Gender/Gender Identity						1		1					
	·		jeriuei				- 1	0						
	Civil Rights - Transgender Screening	1						2	1					
Cu	ustomer Service	16	1:	5 16	8	9	5	13	15	13	26	16	13	16
	Customer Service - CSM					1								
	Customer Service - Others			1							1	1	1	
	Customer Service - TSO	16	14	4 16	8	8	5	13	15	13	25	15	12	16
Lo	ocks	6		2 3		2	. 2	4	3	4	5	1	5	3
	Locks - Missing or Damaged Lock	6		2 3		2		4	3	4	5		5	3
Lo	ost and Found	- ·		2 1			1		2	7	2		2	1
LO	Lost and Found - Airport/TSA						1		2	7			2	
	•	4.0									2			1
MI	ishandling of Passenger Property	16	28	8 14				8	24	30	23			23
	Mishandling of Passenger Property - Dam				1					3	2			1
	Mishandling of Passenger Property - Dam		20			12	! 11	7	21	26	18	18	13	19
	Mishandling of Passenger Property - Dam	aged/Missir	ng Items	Unspecified	Luggage						1	1	1	
	Mishandling of Passenger Property - Disa	2		2 1	4	. 3	5	1	3	1	2	1	1	- 2
No	otice of Violation/Civil Penalties			1										
	Notice of Violation/Civil Penalties - Gener	ı al		1										
Pa	atdown	4		4 6	3	3 1	2	4		5	4	2	2	
I a														
	Patdown - Flyer	4	-	4 6	3	1	2	3		5	4			;
	Patdown - Flyer as Observer											1		
	Patdown - Non-Flyer							1						
Pe	ersons w/ Disabilities (PWD)	4		7 6	4	- 2	3	2	2	5	2	3	4	4
	Persons w/ Disabilities (PWD) - Autism S	pectrum		1								2		
	Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Ca	aı 2				1	1	1				
	Persons w/ Disabilities (PWD) - Cognitive	, ,												
	Persons w/ Disabilities (PWD) - Diabetes		, 19101	2.000mit	, '					2			1	
	Persons w/ Disabilities (PWD) - Diapers/0		eccinas/A	/aske						1				
		Jannients/Df	caaiiiy8/1V							- 1				
	Persons w/ Disabilities (PWD) - General			. 1	1	1								
	Persons w/ Disabilities (PWD) - Internal M			1			1							
	Persons w/ Disabilities (PWD) - Medically	Necessary	Medicatio	or 1	1		1							
	Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)											1	
	. /			1				1	1	1				
	Persons w/ Disabilities (PWD) - Mobility D	1												
	Persons w/ Disabilities (PWD) - Ostomy/0	1		's	4									
	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi	1 s/Amputees	and Cast		1									
	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av	1 s/Amputees ersion (pair	and Cast	2		1					1		2	
	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha	1 s/Amputees rersion (pair 1	and Cast	2 2 2		1	1				1	1		
Pro	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha roperty - Special Handling	1 s/Amputees ersion (pair 1 16	and Cast	2 2 2 2 14	! · 13	1	1 9	12	12	21	1 25	1 22	26	
Pro	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha roperty - Special Handling Property - Special Handling - Damaged Ite	1 s/Amputees rersion (pair 1 16 3	and Cast	2 2 2 2 14 2	! · 13	1 3 6 ! 1	1 9 1	12	3	5	1 25 2	1 22 4	26 6	
Pro	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha roperty - Special Handling	1 s/Amputees rersion (pair 1 16 3	and Cast	2 2 2 2 14	! · 13	1 3 6 ! 1	1 9 1				1 25	1 22 4	26	
Pro	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelchar operty - Special Handling - Damaged Itu Property - Special Handling - Damaged Itu	1 s/Amputees ersion (pair 1 16 3	and Cast	2 2 2 2 14 2	: - 13 2	1 3 6 2 1 4 2	1 9 1		3	5	1 25 2	1 22 4	26 6 5	
Pro	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcher roperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	s/Amputees rersion (pair 1 16 3 6	and Cast	2 2 2 2 14 2 2 8 5 1	: - 13 2 3 4	1 3 6 2 1 4 2	1 9 1 2 2	5	3 3 4	5 8 5	1 25 2 5 6	1 22 4 5	26 6 5	
	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche roperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	s/Amputees rersion (pair 1 16 3 6	and Cast	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	: - 13 2 3 4	1 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 9 1 2 2 1 5	5 5	3	5 8 5 3	1 25 2 5	1 22 4 5	26 6 5	
	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha roperty - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item equest for Assistance	s/Amputees rersion (pair 1 16 3 6	and Cast	2 2 2 2 2 14 2 2 8 5 1 3 5 1	: - 13 2 3 4	1 6 6 2 1 4 2 9 3	1 5 9 1 2 2 1 6 5	5 5 1	3 3 4	5 8 5 3 1	1 25 2 5 6	1 22 4 5	26 6 5	
Re	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha roperty - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item equest for Assistance Request for Assistance - Other	s/Amputees rersion (pair 1 16 3 6 3	and Cast	2 2 2 2 2 2 14 2 2 5 5 1 3 5 1 1 1	13 2 4 2 5	1 6 6 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 9 1 2 2 1 5 5	5 5 1 1	3 3 4 2	5 8 5 3 1	1 25 2 5 6 12	1 22 4 5 13	26 6 5 2 13	
Re	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha roperty - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item equest for Assistance	s/Amputees rersion (pair 1 16 3 6	and Cast	2 2 2 2 2 2 14 2 2 5 5 1 3 5 1 1 1	13 2 4 2 5	1 6 6 1 1 2 2 2 2 2 2 2 3 6 6 6 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 9 1 2 2 1 5 5	5 5 1	3 3 4	5 8 5 3 1	1 25 2 5 6	1 22 4 5 13	26 6 5 2 13	
Re	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha roperty - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item equest for Assistance Request for Assistance - Other	1 s/Amputees ersion (pair 1 16 3 6 3 4	and Cast	2 2 2 2 2 2 14 2 2 5 5 1 3 5 1 1 1	13 2 4 2 5	1 6 6 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 5 9 1 2 2 1 5 5	5 5 1 1	3 3 4 2	5 8 5 3 1	1 25 2 5 6 12	1 22 4 5 13	26 6 5 2 13	
Re	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche roperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item equest for Assistance Request for Assistance - Other creening Screening - Crew Member or Airline Empl	1 s/Amputees ersion (pair 1 16 3 6 3 4	and Cast	2 2 2 14 2 2 15 15 15 15 15 15 15 15 15 15 15 15 15	13 2 4 2 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 9 1 2 2 1 5 5 2 3 4 8 8	5 5 1 1	3 3 4 2	5 8 5 3 1	1 25 2 5 6 12	1 22 4 5 13	26 6 5 2 13	
Re	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche roperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item equest for Assistance Request for Assistance - Other creening Screening - Crew Member or Airline Empl Screening - Inconsistency	1 s/Amputees ersion (pair 1 16 3 6 3 4	and Cast	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 8 5 1 3 5 1 1 7 7 7 7 2 2 2 2 2	13 2 4 2 5 5	1 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 9 1 2 1 5 5 5 5 8 8	5 5 1 1	3 3 4 2	5 8 5 3 1 1	1 25 2 5 6 12	1 22 4 5 13	26 6 5 2 13	18
Re	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche roperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item equest for Assistance Request for Assistance - Other creening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines	1 s/Amputees ersion (pair 1 16 3 3 6 3 4 4 7 oyee	and Cast	2 2 2 2 14 2 2 2 8 5 1 3 5 1 1 7 7 7 2 2 2 5 2 2	13 2 4 2 5 5 7 8 1 1 2 2	1 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 9 1 1 2 1 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1	2 5 5 1 1 11	3 3 4 2 2	5 8 5 3 1 1 10	1 25 2 5 6 12 8	1 22 4 5 13	26 6 5 2 13	11
Re	Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche roperty - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item equest for Assistance Request for Assistance - Other creening Screening - Crew Member or Airline Empl Screening - Inconsistency	1 s/Amputees ersion (pair 1 16 3 6 3 4 4 7 oyee	and Cast	2 2 2 2 14 2 2 2 8 5 1 3 5 1 1 7 7 7 2 2 2 5 2 2	13 2 4 2 5 5 7 8 1 1 2 2	1 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 9 1 1 2 1 1 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1	5 5 1 1	3 3 4 2 2	5 8 5 3 1 1	1 25 2 5 6 12	1 22 4 5 13	26 6 5 2 13	1

To Charles Information - General Triangue of the Comment of Commen	gories	10.004					Tool - FOIA		OE May	06 1	07 11	00 4	00 800	Tatal
TAS Content information - Centre 1		10-Oct	11-Nov	ı∠-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2019 1918														
Chill Rights - Agie														
Coli Rights - Age							43							7
Coli Rights - Constitutional Rights 2		6	1	4	6	4		4	4	1	2	1		
Coli Rights - Face in Face i	Civil Rights - Age								1				1	
Civil Rights - Fenceived Religion	Civil Rights - Constitutional Rights	2												
Colf Rights - Recale Profiling of Discrimin 2	Civil Rights - Hair Patdowns								1					
Civil Rights - Sex/General Central 2 1 2 5 1 1 1 1 1 1 1 1 1	Civil Rights - Perceived Religion					1								
Civil Rights - Sexual Oberlation - Nel Transgender 1	Civil Rights - Racial Profiling or Discrimin	2		1	1	2		2	1		1	1	1	
Civil Rights - Sexual Oberlation - Nel Transgender 1	Civil Rights - Sex/Gender/Gender Identity	2	1	2	5	1		1		1			1	
Colf Rights - Transgender Screening Colf-Missian								1			1			
CSM/Stakeholder Follow-up - General 1		I		1					1				1	
Customer Service 0 17 9 20 9 7 10 7 9 22 22 21 17 Customer Service 0 17 9 20 9 7 10 1 7 9 22 22 21 17 Customer Service - Others 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0 0													
Customer Service 17 9 20 9 7 10 7 9 22 22 21 17 Customer Service - TSO 17 8 20 9 7 10 6 8 8 21 21 20 16 Customer Service - TSO 17 8 20 9 7 10 6 8 8 21 21 20 16 Customer Service - TSO 17 8 20 9 7 10 6 8 8 21 21 20 16 Customer Service - TSO 1 1 2 2 2 4 1 1 2 4 4 3 3 Locks - General Locks - Manager Lock 4 5 1 2 2 2 2 4 1 1 2 4 4 3 3 Locks - General Locks - Manager Lock 1 1 1 1 1 2 3 3 1 1 2 2 4 4 3 3 Lost and Found - AlrportTSA 1 1 1 1 2 3 3 1 1 2 2 2 2 5 8 Minimarding of Passenger Property 1 18 1 1 1 2 19 8 9 9 15 10 10 22 25 8 Minimarding of Passenger Property - Dam 2 1 1 1 5 5 1 1 3 3 1 2 2 2 7 1 Minimarding of Passenger Property - Dam 2 1 1 1 5 6 1 7 7 9 8 17 22 7 1 Minimarding of Passenger Property - Dam 2 1 1 1 5 6 7 7 9 8 8 17 22 7 1 Minimarding of Passenger Property - Dam 2 1 1 1 5 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	· · · · · · · · · · · · · · · · · · ·													
Customer Service - 10hers	· · · · · · · · · · · · · · · · · · ·	17	0	20	0	7	10	7		22	22	21	17	
Customer Service - ISSO		17		20	9	- /	10							
Locks - General		47		00		7	40							
Locks - General														
Locks - Missing of Damaged Lock		4	5		2	2	2	4	1	2	4	4	3	
Lost and Found				1										
Lost and Found - Airport/TSA			5					4	1	2	4			
Mishandling of Passenger Property		1		1	1		3	1				2		
Mishandling of Passenger Property - Dam	Lost and Found - Airport/TSA	1		1	1	2	3	1				2		
Mishandling of Passenger Property - Dam	Mishandling of Passenger Property	18	11	12	19	8	9	9	15	10	22	25	8	
Mishandling of Passenger Property - Dam's 15 8 11 12 6 7 7 7 9 8 17 22 7 Mishandling of Passenger Property - Disaped Missing Items—Unspecified 1		2	1	1	5		1		3	1	2	2	1	
Mishandling of Passenger Property - Damaged/Missing Items—Unspecified 1			8	11		6	7	7		8				
Mishandling of Passenger Property - Disa	0 1 1													
Notice of Violation/Civil Penalties			-	poomoai		2	1	2		1	3	1		
Notice of Violation/Civil Penalties - General		'			1		- '			'			1	
Patdown - Flyer as Observer														
Patdown - Flyer														
Persons w/ Disabilities (PWD) - Autism Spectrum														
Persons w/ Disabilities (PWD) S 3 4 3 3 5 4 5 8 8 2 1		5	3	2	3	4		1		2	5		5	
Persons w Disabilities (PWD) - Autism Spectrum 1								1	2			1		
Persons w/ Disabilities (PWD) - Cancer (general) Not 1	Persons w/ Disabilities (PWD)	5	3	4	3	3	5	4	5	8	8	2	1	
Persons w/ Disabilities (PWD) - Cagnitive / Developmental / Mental Disability 1	Persons w/ Disabilities (PWD) - Autism S	pectrum							1					
Persons w/ Disabilities (PWD) - Cognitive Overloamental / Mental Disability	Persons w/ Disabilities (PWD) - Breast Ca	1												
Persons w/ Disabilities (PWD) - General 2	Persons w/ Disabilities (PWD) - Cancer (g	general) Not	1							1			1	
Persons w/ Disabilities (PWD) - Diabete 1	, , ,	,	ental /Mental	Disability	1	1		1			1			
Persons w/ Disabilities (PWD) - Hearnig Impairment	. , , ,									1				
Persons w/ Disabilities (PWD) - Internal Medical Devices			2	'		'				<u> </u>	- 1	1		
Persons w/ Disabilities (PWD) - Internal Medical Devices - Attached to the Body	. , ,	mnoirmont					1				'	- '		
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body	. , ,						- 1			4				
Persons w/ Disabilities (PWD) - Metal Implants (joint)				D. d.						1				
Persons w/ Disabilities (PWD) - Mobility 2			acned to the	Body							1			
Persons w/ Disabilities (PWD) - Mobility 2							1							
Persons w/ Disabilities (PWD) - Ostomy/Ostomates	, ,													
Persons w/ Disabilities (PWD) - Prosthesis 1	Persons w/ Disabilities (PWD) - Mobility [2		1	1		2			3	1			
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipment 1 1 1 1 1 1 1 1 1	Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates							1					
Persons w/ Disabilities (PWD) - Service Animals	Persons w/ Disabilities (PWD) - Prosthes	i 1						1						
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	Persons w/ Disabilities (PWD) - Respirato	ory and Inha	er Equipmen	t				1			1			
Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma)	Persons w/ Disabilities (PWD) - Service A	Animals									1			
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 2			/trauma)			1				1	1			
Property - Special Handling 17 23 19 13 13 11 8 17 11 28 21 14 Property - Special Handling - Damaged It 4 7 4 2 1 2 1 2 3 1 1 Property - Special Handling - Damaged It 3 5 3 1 4 1 1 6 3 7 6 2 Property - Special Handling - Missing Item 5 4 4 5 5 2 1 2 2 7 7 3 Property - Special Handling - Missing Item 5 7 8 5 5 2 1 2 2 7 7 3 Property - Special Handling - Missing Item 5 7 8 5 3 6 5 7 3 13 7 9 8 5 3 6 5 7 3 13 7 14 6 2				2			1	1	3		1	1		
Property - Special Handling - Damaged It 4 7 4 2 1 2 1 2 3 1 1 Property - Special Handling - Missing Iten 5 4 4 5 5 2 1 2 2 7 7 3 Property - Special Handling - Missing Iten 5 7 8 5 3 6 5 7 3 13 7 9 Request for Assistance 1 <td< td=""><td>. ,</td><td></td><td>_ ,</td><td></td><td>12</td><td>12</td><td></td><td>0</td><td></td><td>11</td><td></td><td></td><td>1/</td><td></td></td<>	. ,		_ ,		12	12		0		11			1/	
Property - Special Handling - Damaged It 3 5 3 1 4 1 1 6 3 7 6 2 Property - Special Handling - Missing Iten 5 4 4 5 5 2 1 2 2 7 7 3 Property - Special Handling - Missing Iten 5 7 8 5 3 6 5 7 3 13 7 9 Request for Assistance 1 2 7 7 1 4 6 2 2 7 <td< td=""><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>14</td><td></td></td<>													14	
Property - Special Handling - Missing Item 5 4 4 5 5 2 1 2 2 7 7 3 Property - Special Handling - Missing Item 5 7 8 5 3 6 5 7 3 13 7 9 Request for Assistance - Other 1 2 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1													_	
Property - Special Handling - Missing Item 5 7 8 5 3 6 5 7 3 13 7 9														
Request for Assistance 1 <td></td>														
Request for Assistance - Other		5		8	5	3	6	5	7	3	13	7	9	
Request for Assistance - Wounded Warrid 1		1	1										1	
Screening 7 9 8 1 2 3 7 10 12 7 14 6 Screening - Crew Member or Airline Employee 1 Screening - International Screening Lengthy Lines 1 3 4 1 Screening - Procedures/Process 7 8 7 1 1 2 7 7 11 5 9 4 Screening - Retrieving Abandoned/Confiscated Items 1 1 2 7 7 11 5 9 4	Request for Assistance - Other		1										1	
Screening 7 9 8 1 2 3 7 10 12 7 14 6 Screening - Crew Member or Airline Employee 1 Screening - International Screening 1 3 4 1 Screening - Procedures/Process 7 8 7 1 1 2 7 7 11 5 9 4 Screening - Retrieving Abandoned/Confiscated Items 1 1 2 7 7 11 5 9 4	Request for Assistance - Wounded Warrio	1												
Screening - Crew Member or Airline Employee 1 Screening - International Screening 1 Screening - Lengthy Lines 1 3 4 1 Screening - Procedures/Process 7 8 7 1 2 7 7 11 5 9 4 Screening - Retrieving Abandoned/Confiscated Items 1 2 2 2			9	8	1	2	3	7	10	12	7	14	6	
Screening - International Screening 1 1 3 4 1 Screening - Lengthy Lines 1 3 4 1 Screening - Procedures/Process 7 8 7 1 1 2 7 7 11 5 9 4 Screening - Retrieving Abandoned/Confiscated Items 1 2 2 2					'		0		.0	12	,			
Screening - Lengthy Lines 1 3 4 1 Screening - Procedures/Process 7 8 7 1 1 2 7 7 11 5 9 4 Screening - Retrieving Abandoned/Confiscated Items 1 2 2												ı		
Screening - Procedures/Process 7 8 7 1 1 2 7 7 11 5 9 4 Screening - Retrieving Abandoned/Confiscated Items 1 2 2				4										
Screening - Retrieving Abandoned/Confiscated Items 1 2		_	_											
			8	7	1		2	7	7	11			4	
Screening - Security Breach 1 1 1		cated Items				1					2			
	Screening - Security Breach		1				1			1				

Cotomorica	10.0.1		TSA Contac								•••		
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PHX	333	346	359	494	466	583	528	476	378	377	400		5,069
2016				157	172	200	186	142	73	83	131		1,225
Civil Rights				1	1	3	4	3	2	5	4		23
Civil Rights - Constitutional Rights							1		1				2
Civil Rights - General Complaint and Disc	rimination			1							4		1
Civil Rights - Headwear											1		1
Civil Rights - Perceived Religion	41									1			1
Civil Rights - Racial Profiling or Discrimina					1	3	2	3	1	4	2		16
Civil Rights - Sex/Gender/Gender Identity		ender									1		1
Civil Rights - Sexual Orientation - Not Tra	nsgender						1						1
Current Topic								5			1		6
Current Topic - Current Topic								5			1		6
Customer Service				54	52	49	41	39	16	19	29	14	313
Customer Service - CSM					1		1			1			3
Customer Service - Others				27	25	11	14	14	3	7	6		108
Customer Service - TSO				27	26	38	26	25	13	11	23		202
Identification (ID) Requirements								1			2		3
Identification (ID) Requirements - Domest	ic							1			2		3
Locks				5	4	8	4	6	1	3	4		38
Locks - Missing or Damaged Lock				5	4	8	4	6	1	3	4		38
Lost and Found				8	9	7	2	2			2	2	32
Lost and Found - Airport/TSA				8	9	7	2	2			2	2	32
Mishandling of Passenger Property				54	56	94	94	52	40	33	63	46	532
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	arry-on Lug	3	10	16	11	10	8	1	17	6	82
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsC	hecked Bag	48	41	70	75	41	29	28	40	36	408
Mishandling of Passenger Property - Dam	aged/Missing	g ItemsU	nspecified L	uggage	1	1	1						3
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checker	3	4	7	7	1	3	4	6	4	39
Patdown	-			1	2	3	2	2	4	6	3		31
Patdown - Flyer				1	2	3	2	1	4	6	3	7	29
Patdown - Flyer as Observer												1	1
Patdown - General								1					1
Persons w/ Disabilities (PWD)				1	2	2	4	5	1	3	5	2	25
Persons w/ Disabilities (PWD) - Autism S	l nectrum							2					2
Persons w/ Disabilities (PWD) - Cognitive		ntal /Ment	al Disability					1					1
Persons w/ Disabilities (PWD) - Diabetes	Bovolopino	ritar / Wierie	ar Dioability					1			1		2
Persons w/ Disabilities (PWD) - General							1	- '			1		1
Persons w/ Disabilities (PWD) - Hearing I	mnairment						'				1		1
Persons w/ Disabilities (PWD) - Internal N		100					1				- 1		1
Persons w/ Disabilities (PWD) - Internal M			o Pody				1			1			1
				l Cunnlina		4		1	1	1	1		5
Persons w/ Disabilities (PWD) - Medically		vieuication	i and iviedica	ii Supplies	1	1			1	ı	I		1
Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility I		t M/boolob	air ar Sacata	\r\	1	1	2			1			4
Persons w/ Disabilities (PWD) - Ostomy/0		t vviiceicii	all of Scoole	a1)		- '				- 1	1		1
Persons w/ Disabilities (PWD) - Ostorny/C		and Casta			1						1		1
Persons w/ Disabilities (PWD) - Prostriesi			ont	1	1								1
			SIII.	ı							4		
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooler/ (Segway									1 1	2	3
Prohibited & Permitted Items													1
Prohibited & Permitted Items - Sporting G	ooas			00	40	0.4	٥٢	07		4.4	1		1
Screening				33	46	34	35	27	9	14	17	6	221
Screening - Inconsistency				1	3	5	2	2	2	2	3	3	23
Screening - Lengthy Lines				18	34	22	24	11	1	1			111
Screening - Military				40				- 44			1		1
Screening - Procedures/Process				13	8	6	9	14	6	9	13	3	81
Screening - Retrieving Abandoned/Confis	cated Items					1							1
Screening - Security Breach				1						2			3
Screening - 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
Advanced Imaging Technology (AIT) - Fly			1										1
Advanced Imaging Technology (AIT) - Fly	er as Observ	er						1					1
Civil Rights	4	1	4	3	5	1	2	3	2	1	5	6	37
Civil Rights - Hair Patdowns									1				1
Civil Rights - Headwear												1	1
Civil Rights - National Origin				1				1		1	2		5
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimina	4	1	3	2	1	1	1	1	1			3	18
Civil Rights - Screening of Religious Cultu	ral and Cere	monial Ite	1								1		2
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender			3		1	1			1		6
Civil Rights - Transgender Screening											1	2	3
Customer Service	16	27	31	25	34	34	17	17	20	29	31	25	306
Customer Service - CSM			1	2									3
Customer Service - Others	1	1	4	2	5	1	2		1	4	1		22
Customer Service - TSO	15	26	26	21	29	33	15	17	19	25	30	25	281
Identification (ID) Requirements	10	20	20	1	1	00	10	11	10	20	30	20	201
Identification (ID) Requirements - Domest	ic				1								1
Identification (ID) Requirements - ID Matc		nd Boardin	na Pass Iss	1	!								1
Locks	8	110 Boardii 4	-	3	3	3	3	2	4	4	6	7	51
Locks - General	U	4	1	1	3	J	3		4	1	2		6
Locks - General Locks - Missing or Damaged Lock	8	4		2	3	3	3	2	4	3	4		45
Locks - Missing of Damaged Lock Lost and Found	1	3		4	2	1	1	2	8	3	9		45
Lost and Found - Airport/TSA	1	3		4	2	1	1	2	8	3	9		41
· · · · · · · · · · · · · · · · · · ·													
Mishandling of Passenger Property	53	56	55	77	48	57	40	31	25	23	22	21	508
Mishandling of Passenger Property - Dam	1	11	10	18	12	8	5	2	4	2	7		80
Mishandling of Passenger Property - Dam		41	37	53	32	43	28	25	13	19	9	20	367
Mishandling of Passenger Property - Dam	1	1							1				3

ories						I - FOIA							
							•				08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disa	4	3	8	6	4	6	7	4	7	2	6	1	58
Notice of Violation/Civil Penalties	L					1							
Notice of Violation/Civil Penalties - Gener						1							
Patdown	6	5	6	4	3	10	2	6	6	6	7	3	64
Patdown - Children						1							
Patdown - Flyer	6	4	2	3	3	9	2	5	6	6	6	3	55
Patdown - Flyer as Observer		1	3					1					5
Patdown - General			1	1									2
Patdown - Non-Flyer											1		
Persons w/ Disabilities (PWD)	5	1	7	9	3	2	5	4	4	9	7	4	60
Persons w/ Disabilities (PWD) - Autism S	pectrum		1	1			1			1			4
Persons w/ Disabilities (PWD) - Breast C			1										
Persons w/ Disabilities (PWD) - Cancer (ast Cai	1		1								
Persons w/ Disabilities (PWD) - Cognitive			isability			1			1	1			
Persons w/ Disabilities (PWD) - Diabetes		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	2	1								1	
Persons w/ Disabilities (PWD) - Diapers/9		inge/Macke		'			1						
Persons w/ Disabilities (PWD) - General	2	1 1	•				- '	1			3		
Persons w/ Disabilities (PWD) - Hearing		- 1		1	1			- 1					
				· ·	1	4							
Persons w/ Disabilities (PWD) - Internal N			1.8.4			1							
Persons w/ Disabilities (PWD) - Medically		dication and	d Medic	1			1			1	1	1	
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)			1				1	1	1		1	
Persons w/ Disabilities (PWD) - Mobility I	1						2			2	1	1	
Persons w/ Disabilities (PWD) - Ostomy/	1												
Persons w/ Disabilities (PWD) - Prosthes		Casts							2	2			
Persons w/ Disabilities (PWD) - Prostries		. 04010								1	1		
		ıma)						1					
Persons w/ Disabilities (PWD) - Touch Av		uila)	0	4									
Persons w/ Disabilities (PWD) - Wheelch	1		2	4	1			1			1		1
Prohibited & Permitted Items			1						1	1			
Prohibited & Permitted Items - Alcohol an										1			
Prohibited & Permitted Items - Breast Mil	k/Baby Formula/	Breast	1										
Prohibited & Permitted Items - Liquids/Ge									1				
Property - Special Handling							12	17	30	12	19	17	10
Property - Special Handling - Damaged It	ome Corny On						12	2	4	3	3	1	
													1
Property - Special Handling - Damaged It							5	3	7	2	1	5	2
Property - Special Handling - Missing Iter							1	2	4	1	4	5	1
Property - Special Handling - Missing Iter	ns - Checked						6	10	15	6	11	6	5
Request for Assistance						1		1					
Request for Assistance - Other						1		1					
Screening	5	22	23	21	14	19	12	13	10	12	8	11	17
		~~	20					3	10	2	1	1	1
		2	6	1									
Screening - Inconsistency		2	6	1	1	1	1		4				
Screening - Inconsistency Screening - Lengthy Lines	_	2	2	1	3	2		2	4	2	1	1	2
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	5	2 17				2	10		4 6	2 6	1 5		2 12
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis		2	2	1	3	2		2		2	1	1	2 12
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process		2 17	2	1	3	2	10	2		2 6	1 5	1	2 12
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis		2 17	2	1	3	2 14 1	10	2		2 6	1 5	1	12:
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach		2 17	2	1	3 9	2 14 1	10	2		2 6	1 5	1	12
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash	cated Items	2 17 1	2 15	1 19	3 9	2 14 1	10	2 8	6	2 6 2	1 5	1 9	1,27
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT)	cated Items	2 17 1	2 15	1 19	3 9	2 14 1	10	2 8 116	6	2 6 2	1 5	1 9	1,27
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	134 ver as Observer	2 17 1	2 15	1 19 107	3 9 1 101	2 14 1 1	10 1	2 8 116 1	91	2 6 2	1 5 1	1 9 56	1,27
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights	134 ver as Observer	2 17 1	2 15	1 19	3 9	2 14 1	10	2 8 116	91 3	2 6 2	1 5	1 9	1,27
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age	134 ver as Observer	2 17 1	2 15	1 19 107	3 9 1 101	14 1 1 132	10 1	2 8 116 1	91	2 6 2	1 5 1	1 9 56	1,27
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights	134 ver as Observer	2 17 1 1 116	2 15	1 19 107	3 9 1 101	2 14 1 1 132	10 1	2 8 116 1	91 3	2 6 2	1 5 1	1 9 56	1,27 3
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age	134 ver as Observer	2 17 1	2 15	1 19 107	3 9 1 101	14 1 1 132	10 1	2 8 116 1	91 3	2 6 2	1 5 1	1 9 56	1,27 3
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights	134 ver as Observer	2 17 1 1 116	2 15	1 19 107	3 9 1 101	2 14 1 1 132	10 1	2 8 116 1	91 3	2 6 2	1 5 1	1 9 56	1,27 3
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin	134 ver as Observer 4 2	2 17 1 1 116	2 15	1 19 107	3 9 1 101	2 14 1 1 1 132 4	10 1	2 8 116 1	91 3	2 6 2	1 5 1	1 9 56	1,27
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin	134 er as Observer 4 2	2 17 1 116 3	128	1 19 107	3 9 1 101	2 14 1 1 1 132 4	10 1	2 8 116 1 1 5	91 3 1	2 6 2 102	71	1 9 56	1,27 3
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C	rer as Observer 4 2 ultural Garm	2 17 1 116 3	128	1 19 107 5	3 9 1 101	14 1 1 132 4 1 1	10 1 125	2 8 116 1 1 5	91 3 1	2 6 2 102	71	56 2	1,27 3
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity	rer as Observer 4 2 ultural Garm	2 17 1 116 3	128	1 19 107	3 9 1 101	2 14 1 1 1 132 4	10 1	2 8 116 1 1 5	91 3 1	2 6 2 102	71	1 9 56	1,27 3
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C Civil Rights - Serv/Gender/Cender Identity Civil Rights - Transgender Screening	rer as Observer 4 2 4 2 ultural Garm - Not Trans	2 17 1 116 3	128 1 1	1 19 107 5 1 3	3 9 1 101	14 1 1 132 4 1 1	10 1 125	2 8 116 1 1 5	91 3 1	2 6 2 102	71 3	56 2	1,27 3
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service	rer as Observer 4 2 ultural Garm	2 17 1 116 3 1 1 1 1 26	2 15 128 1	1 19 107 5 1 3 1	3 9 1 101	14 1 1 132 4 1 1 1 1	10 1 125	2 8 116 1 1 5	91 3 1	2 6 2 102 3	71	56 2	2 12 12 1,27 3 3 1 1 26
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others	134 Ver as Observer 4 2 4 2 Volume as Communication of the communication	2 17 1 116 3 1 1 1 1 26 3	128 1 128 1 1 1 1 28 28 2	1 19 107 5 1 3 1 19 3	3 9 1 101 1	2 14 1 1 132 4 1 1 1 1 1 30 4	10 1 125 1	2 8 116 1 1 5	91 3 1 1	2 6 2 102 3 3	71 71 3	56 2 2	1,27 1,27 3 1 26 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service	rer as Observer 4 2 4 2 ultural Garm - Not Trans	2 17 1 116 3 1 1 1 1 26	2 15 128 1	1 19 107 5 1 3 1	3 9 1 101	14 1 1 132 4 1 1 1 1	10 1 125	2 8 116 1 1 5	91 3 1	2 6 2 102 3	71 3	56 2 2	1,27 1,27 3 1 26 1
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others	134 Ver as Observer 4 2 4 2 Volume as Communication of the communication	2 17 1 116 3 1 1 1 1 26 3	128 1 128 1 1 1 1 28 28 2	1 19 107 5 1 3 1 19 3	3 9 1 101 1	2 14 1 1 132 4 1 1 1 1 1 30 4	10 1 125 1	2 8 116 1 1 5	91 3 1 1	2 6 2 102 3 3	71 71 3	56 2 2	1,27 1,27 3 3
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Verceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	rer as Observer 4 2 4 2 Ultural Garm - Not Trans 29 29 1	2 17 1 116 3 1 1 1 1 26 3	128 1 128 1 1 1 1 28 28 2	1 19 107 5 1 3 1 19 3	3 9 1 101 1	2 14 1 1 132 4 1 1 1 1 1 30 4	10 1 125 1	2 8 116 1 1 5	91 3 1 1	2 6 2 102 3 3	71 71 3	56 2 2	1,27 1,27 3 1 1 26 1 24
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements - Domesi	rer as Observer 4 2 Lultural Garm - Not Trans 29 29 1 1 1	2 17 1 116 3 1 1 1 1 26 3 23	128 128 1	1 19 107 5 1 3 1 19 3 16	3 9 1 101 1 1 21	14 1 1 132 4 1 1 1 1 1 1 1 1 1 1 1 26	10 1 125 1 1 24 24	2 8 116 1 1 5 4 1 25 25	91 3 1 1 1 18	2 6 2 102 3 3	1 5 1 71 3 3	56 2 2	1,27 1,27 3 1 2e 14
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Cender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements - Domesi Locks	rer as Observer 4 2 4 2 ultural Garm - Not Trans 29 29 1 1 1 4	2 17 1 1 116 3 1 1 1 1 26 3 23	2 15 128 1 1 28 2 26	1 19 107 5 1 3 1 19 3 16	3 9 1 101 1 1 21 21	14 1 1 132 4 1 1 1 1 1 1 1 1 1 1 1 2 2 6	10 1 125 1 1 24 24	2 8 116 1 1 5 4 4 1 25 25	91 3 1 1 1 18	2 6 2 102 3 3	1 5 1 71 3 3	1 9 56 2 2 7	1,27 1,27 3 1 2ee 1 24
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock	rer as Observer 4 2 4 2 ultural Garm Not Trans 29 29 1 1 1 4 4	2 17 1 1 116 3 1 1 1 26 3 23	2 15 128 1 1 28 2 26	1 19 107 5 1 3 1 19 3 16	3 9 1 101 1 1 21 21 4 4	14 1 1 132 4 4 1 1 1 1 1 30 4 4 26	10 1 125 1 1 24 24 4 4	2 8 116 1 1 5 4 1 25 25	91 3 1 1 1 18 18	3 3 3 26 1 25	1 5 1 71 3 3 3 9 9	1 9 56 2 2 7 7 7 2 2 2 2	1,27 1,27 3 3 1 26 1 24
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Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Valiance Religion Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesi Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	rer as Observer 4 2 4 2 ultural Garm Not Trans 29 29 1 1 1 4 4	2 17 1 1 116 3 1 1 1 26 3 23	2 15 128 1 1 28 2 26	1 19 107 5 1 3 1 19 3 16	3 9 1 101 1 1 21 21 4 4	14 1 1 132 4 4 1 1 1 1 1 30 4 4 26	10 1 125 1 1 24 24 4 4	2 8 116 1 1 5 4 1 25 25	91 3 1 1 1 18 18	3 3 3 26 1 25	1 5 1 71 3 3 3 9 9	1 9 56 2 2 7 7 7 2 2 2 2	1,27 1,27 3 1 1 26 1 24 3 3 7
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Vonstitutional Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious or C Civil Rights - Screening of Religious or C Civil Rights - Screening of Religious or C Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesi Locks Locks - Missing or Damaged Lock Locks - Missing or Damaged Lock	rer as Observer 4 2 ultural Garm Not Trans 2 29 29 1 1 4 4 4 11	2 17 1 1 116 3 1 1 1 26 3 23 3 3 11	2 15 128 1 1 1 28 2 26	1 19 107 5 1 1 3 1 6 1 1 1 1 3 1 3 1 6 1 1 1 3 1 3	3 9 1 101 1 1 21 21 4 4 4 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 1 125 1 1 24 24 4 4 9	2 8 116 1 1 5 4 1 25 25 6 6 6 6	91 3 1 1 1 18 18 18	3 3 3 26 1 25	71 71 3 3 9 9	1 9 56 2 2 7 7 2 2 2 2 2	26 1,27 3 3 1 24 3 3 7
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	134 Per as Observer 4 2 Ultural Garm Not Trans 29 29 1 1 1 4 4 11 11 27	2 17 1 1 116 3 1 1 26 3 23 3 3 11 11 11 27	2 15 128 1 1 1 28 2 26 2 2 9 9	1 19 19 107 5 5 1 1 3 16 1 1 1 3 13 13 31	3 9 1 101 1 1 21 21 21 4 4 2 2 27	132 132 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 1 125 1 1 24 24 4 4 9 9	2 8 116 1 1 5 4 4 1 25 25 6 6 6 6 6 6 6	91 3 1 1 1 18 18 18 1 1 1 3 3 21	2 6 2 102 3 3 3 25 25 2 20	1 5 1 71 3 3 3 9 9 9 5 5 1 1 1 1 1 5	1 9 56 2 2 7 7 7 2 2 2 2 2 11	2 1,27 1,27 3 3 1 1 26 1 24 3 3 7 7 30
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Verceived Religion Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious or C Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property	134 er as Observer	2 17 1 1 116 3 1 1 1 26 3 23 3 11 11 127 3	2 15 128 1 1 1 28 2 26 2 2 9 9 9 37 2	1 19 107 5 5 1 1 3 1 1 1 1 3 1 3 1 1 3 1 3 1 2 1 1 2	3 9 1 101 1 1 21 21 21 4 4 4 2 2 2 27 2	132 132 133 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 1 125 1 1 24 24 4 4 9 9 9 37 3	2 8 116 1 1 5 4 1 25 25 25 6 6 6 6 6 6 21	91 3 1 1 18 18 18 1 1 3 3 21 1	2 6 2 102 3 3 3 2 2 2 2 20 2	1 5 1 71 3 3 3 9 9 9 5 5 1 1 15 2	1 9 9 56 2 2 7 7 7 2 2 2 2 11 1 1	20 1,27 3 3 1 1 26 24 3 3 3 7 7 7 3 0 2
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesi Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	134	2 17 1 1 116 3 1 1 1 26 3 23 3 3 11 11 27 3 15	2 15 128 1 1 1 28 2 26 2 2 9 9 9 37 2 29	1 19 19 107 5 5 1 1 3 16 1 1 1 3 13 13 31	3 9 1 101 1 1 21 21 21 4 4 2 2 27	132 132 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 1 125 1 1 24 24 4 4 9 9	2 8 116 1 1 5 4 4 1 25 25 6 6 6 6 6 6 6	91 3 1 1 1 18 18 18 1 1 1 3 3 21	2 6 2 102 3 3 3 2 2 5 3 3 2 2 2 2 20 2 16	1 5 1 71 3 3 3 9 9 9 5 5 1 1 1 1 1 5	1 9 56 2 2 7 7 7 2 2 2 2 2 11	2 1,27 3 3 1 26 1 24 3 3 7 7 7 7 3 30 2 2 22
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	rer as Observer 4 2 ultural Garm - Not Trans 29 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 17 1 116 3 1 1 1 26 3 23 3 11 11 11 27 3 15 emsU	2 15 128 1 1 1 28 2 26 2 2 9 9 9 37 2 29 1	1 19 107 5 1 1 3 1 1 1 3 1 3 1 3 1 3 2 2 3 1 1 2 2 3 1 1 1 1	3 9 1 101 1 1 21 21 24 4 4 2 2 27 2 22	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 1 125 1 1 24 24 4 4 9 9 9 37 3 28	2 8 116 1 1 5 4 1 25 25 6 6 6 6 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1	91 3 1 1 18 18 18 1 1 3 3 21 1	3 3 3 3 26 1 25 3 3 2 2 2 20 2 16 1	1 5 1 71 3 3 3 9 9 9 5 5 5 1 1 1 1 5 9	1 9 56 2 2 7 7 7 2 2 2 2 11 1 1 8 8	20 1,27 3 1,27 3 1 24 3 3 3 7 7 7 3 3 2 2 2 2 2
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Vonstitutional Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious or C Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan	134 er as Observer	2 17 1 1 116 3 1 1 1 26 3 23 3 11 11 27 3 15 emsU 9	2 15 128 1 1 1 28 2 26 2 2 9 9 9 37 2 2 29 1 5	1 19 107 5 1 1 1 1 3 1 3 1 1 3 3 1 1 2 2 3 6 6	3 9 1 101 1 1 21 21 24 4 4 2 2 2 27 2 22 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 1 125 1 1 24 24 4 9 9 9 37 3 28	2 8 116 1 1 5 4 1 25 25 6 6 6 6 6 21 1 16	91 3 1 1 18 18 18 1 1 1 3 3 21 1 20	3 3 3 26 1 25 3 3 2 2 2 20 2 2 16 1 1	71 71 3 3 9 9 9 5 5 5 1 1 1 15 2 9	1 9 56 2 2 7 7 7 2 2 2 11 1 8 8 2 2	2 1,27 1,27 3 3 1 1 26 1 24 3 3 7 7 300 2 22
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Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Vonstitutional Rights Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious or C Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan	134 er as Observer	2 17 1 1 116 3 1 1 1 26 3 23 3 11 11 27 3 15 emsU 9	2 15 128 1 1 1 28 2 26 2 2 9 9 9 37 2 2 29 1 5	1 19 107 5 1 1 1 1 3 1 3 1 1 3 3 1 1 2 2 3 6 6	3 9 1 101 1 1 21 21 24 4 4 2 2 2 27 2 22 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 1 125 1 1 24 24 4 9 9 9 37 3 28	2 8 116 1 1 5 4 1 25 25 6 6 6 6 6 21 1 16	91 3 1 1 18 18 18 1 1 1 3 3 21 1 20	3 3 3 26 1 25 3 3 2 2 2 20 2 2 16 1 1	71 71 3 3 9 9 9 5 5 5 1 1 1 15 2 9	1 9 56 2 2 7 7 7 2 2 2 11 1 8 8 2 2	2 1,27 3 3 1 1 24 3 3 7 7 7 3 3 0 2 2 2 2 5 5 5 5
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Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Screening of Religious or C Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown - Children Patdown - Flyer Patdown - Flyer	134 Per as Observer 4 2 Ultural Garm Not Trans 29 1 1 1 4 4 11 11 27 1 1 19 naged/Missing It	2 17 1 1 116 3 1 1 1 26 3 23 3 11 11 127 3 15 emsU 9 4	2 15 128 1 1 1 28 2 26 2 2 9 9 9 37 2 29 1 5 7	1 19 19 107 5 1 1 1 3 1 3 1 1 3 1 3 1 3 2 2 3 6 1 1	3 9 1 101 1 1 21 21 21 22 27 2 22 22 3 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 1 125 1 1 24 24 4 9 9 9 37 3 28 6 7	2 8 116 1 1 5 4 1 25 25 25 6 6 6 6 6 6 21 1 16 4 5	91 3 1 1 18 18 18 1 1 1 3 3 21 1 20	2 6 2 102 3 3 3 2 2 2 20 2 16 1 1 5	1 5 1 71 3 3 9 9 9 5 5 5 1 1 1 15 2 9 4 4	1 9 9 56 2 2 2 2 2 11 1 1 8 8 2 3	2 12 12 1 1 2 2 6 1 2 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4
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Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confiss Screening - Security Breach Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Screening of Religious or C Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan	rer as Observer 4 2 ultural Garm Not Trans 29 29 1 1 1 4 4 4 11 11 11 27 1 1 9 1aged/Missing It 7 3	2 17 1 1 116 3 1 1 1 26 3 23 3 11 11 27 3 15 emsU 9 4	2 15 128 1 1 1 28 2 26 2 2 9 9 37 2 2 9 1 5 7	1 19 107 5 1 1 1 1 3 1 3 1 1 3 1 3 1 2 2 3 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 9 1 101 1 1 21 21 22 27 2 22 27 2 22 3 4	2 14 1 1 1 1 1 1 1 1 1 1 1 1 30 4 26 3 3 8 8 8 30 4 21	10 1 125 1 1 24 24 4 9 9 9 37 3 28 6 7	2 8 116 1 1 5 4 1 25 25 6 6 6 6 21 1 16 4 5	91 3 1 1 18 18 18 1 1 1 3 3 21 1 20	2 6 2 102 3 3 3 2 25 2 20 2 20 16 1 1 5 3	1 5 1 71 3 3 3 9 9 9 5 5 5 1 1 1 1 5 2 9 4 4 4	1 9 9 56 2 2 2 7 7 7 2 2 2 2 11 1 8 8 2 3 3 3	1,27 1,27 3 3 1 2 2 2 2 2 2 5 5
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Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Screening of Religious or C Civil Rights - Servening of Religious or C Civil Rights - Servening of Religious or C Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesi Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling o	rer as Observer 4 2 2 4 2 2 4 2 2 4 4 2 2 4 4 4 4 4 4	2 17 1 116 3 1 1 1 26 3 23 3 11 11 127 3 15 emsU 9 4	2 15 128 1 1 28 2 26 2 2 9 9 37 2 29 1 5 7	1 19 107 5 1 1 1 1 3 1 3 1 1 3 1 3 1 2 2 3 6 1 1 1 1	3 9 1 101 1 1 21 21 22 27 2 22 27 2 22 3 4	2 14 1 1 1 1 1 1 1 1 1 1 1 30 4 26 3 3 8 8 8 30 4 21	10 1 125 1 1 1 24 24 24 4 9 9 9 37 3 28 6 7	2 8 116 1 1 5 4 1 25 25 6 6 6 6 21 1 16 4 5	91 3 1 1 18 18 18 11 3 3 21 1 20 3	2 6 2 102 3 3 3 2 25 20 2 20 2 16 1 1 1 5 3	1 5 1 71 3 3 3 9 9 9 5 5 5 1 1 1 1 5 2 9 4 4 4	1 9 9 56 2 2 2 7 7 7 2 2 2 2 11 1 8 8 2 3 3 3	2 1,27 3 3 1 1 24 3 3 7 7 7 30 2 22 5 5
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Sacial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesi Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan	rer as Observer 4 2 2 4 2 2 4 2 2 4 4 2 2 4 4 4 4 4 4	2 17 1 116 3 1 1 1 26 3 23 3 11 11 127 3 15 emsU 9 4	2 15 128 1 1 28 2 26 2 2 9 9 37 2 29 1 5 7	1 19 107 5 1 1 1 1 3 1 3 1 1 3 1 3 1 2 2 3 6 1 1 1 1	3 9 1 101 1 1 21 21 22 27 2 22 27 2 22 3 4	2 14 1 1 1 1 1 1 1 1 1 1 1 30 4 26 3 3 8 8 8 30 4 21	10 1 125 1 1 1 24 24 24 4 9 9 9 37 3 28 6 7	2 8 116 1 1 5 4 1 25 25 25 6 6 6 6 6 6 6 4 1 1 1 1 1 1 1 1 1 1 1 1	91 3 1 1 18 18 18 11 3 3 21 1 20 3	2 6 2 102 3 3 3 2 25 20 2 20 2 16 1 1 1 5 3	1 5 1 71 3 3 3 9 9 9 9 5 5 5 1 1 1 1 5 2 9 4 4 4 4 4 6	1 9 9 56 2 2 2 7 7 7 2 2 2 2 11 1 8 8 2 3 3 3	2 1,27 3 3 1 24 3 3 3 7 7 7 30 2 22 5 5
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Screening of Religious or C Civil Rights - Servening of Religious or C Civil Rights - Servening of Religious or C Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domesi Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling o	rer as Observer 4 2 2 4 2 2 2 2 2 2 2 2 3 4 4 4 4 11 11 27 1 19 19 19 19 19 19 19 19 19 19 19 19 1	2 17 1 116 3 1 1 1 26 3 23 3 11 11 127 3 15 emsU 9 4	2 15 128 1 1 28 2 26 2 2 9 9 37 2 29 1 5 7	1 19 107 5 1 1 1 1 3 1 3 1 1 3 1 3 1 2 2 3 6 1 1 1 1	3 9 1 101 1 1 21 21 22 27 2 22 27 2 22 3 4	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	10 1 125 1 1 1 24 24 24 4 9 9 9 37 3 28 6 7	2 8 116 1 1 5 4 1 25 25 25 6 6 6 6 6 6 6 4 1 1 1 1 1 1 1 1 1 1 1 1	91 3 1 1 18 18 18 11 3 3 21 1 20 3	2 6 2 102 3 3 3 2 25 20 2 20 2 16 1 1 1 5 3	1 5 1 71 3 3 3 9 9 9 5 5 1 1 1 15 2 9 4 4 4	1 9 9 56 2 2 2 7 7 7 2 2 2 2 11 1 8 8 2 3 3 3	2 12 1,27 3 3 1 1 24 3 3 3 7 7 7 30 0 2 2 2 2 5 5 5 4 4 6 6
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Perceived Religion Civil Rights - Screening of Religious or C Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dan Mishandli	rer as Observer 4 2 4 2 ultural Garm Not Trans 29 1 1 1 1 1 1 27 1 1 1 19 naged/Missing It 7 3 3 5 pectrum general) Not Bree b //Developmental 1	2 17 1 116 3 1 1 1 26 3 23 3 11 11 127 3 15 emsU 9 4	2 15 128 1 1 28 2 26 2 2 9 9 37 2 29 1 5 7	1 19 107 5 1 1 1 1 3 1 3 1 1 3 1 3 1 2 2 3 6 1 1 1 1	3 9 1 101 1 1 21 21 21 22 27 2 22 27 2 22 3 4	2 14 1 1 1 1 1 1 1 1 1 1 1 1 30 4 26 3 3 8 8 8 30 4 21 7	10 1 125 1 1 1 24 24 24 4 9 9 9 37 3 28 6 7	2 8 116 1 1 5 4 1 25 25 25 6 6 6 6 6 6 6 4 1 1 1 1 1 1 1 1 1 1 1 1	91 3 1 1 18 18 18 11 3 3 21 1 20 3	2 6 2 102 3 3 3 3 2 2 2 20 2 16 1 1 1 5 3	1 5 1 71 3 3 3 9 9 9 5 5 1 1 1 15 2 9 4 4 4	1 9 9 56 2 2 2 7 7 7 2 2 2 2 11 1 8 8 2 3 3 3	2 12 1,27 3 3 1 1 24 3 3 3 7 7 7 3 3 0 2 2 2 2 5 5 5 4 4 6 6
Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach Screening - Security Breach Screening - Traveling with Cash 2018 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Age Civil Rights - National Origin Civil Rights - National Origin Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious or C Civil Rights - Screening of Religious or C Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Aust and Found - Airport/TSA Mishandling of Passenger Property - Dan Mi	rer as Observer 4 2 ultural Garm - Not Trans 29 1 1 1 1 27 1 1 11 27 1 1 19 naged/Missing It 7 3 3 3 5 pectrum general) Not Bree be /Developmenta	2 17 1 116 3 1 1 1 26 3 23 3 11 11 127 3 15 emsU 9 4	2 15 128 1 1 28 2 26 2 2 9 9 37 2 29 1 5 7	1 19 107 5 1 1 3 1 3 1 1 3 1 3 1 3 1 2 2 3 6 1 1 1 5 5	3 9 1 101 1 1 21 21 21 22 27 2 22 27 2 22 3 4	2 14 1 1 1 1 1 1 1 1 1 1 1 1 30 4 26 3 3 8 8 8 30 4 21 7	10 1 125 1 1 1 24 24 24 4 9 9 9 37 3 28 6 7	2 8 116 1 1 5 4 1 25 25 25 6 6 6 6 6 6 6 4 1 1 1 1 1 1 1 1 1 1 1 1	91 3 1 1 18 18 18 11 3 3 21 1 20 3	2 6 2 102 3 3 3 3 2 2 2 20 2 16 1 1 1 5 3	1 5 1 71 3 3 3 9 9 9 5 5 1 1 1 15 2 9 4 4 4	1 9 9 56 2 2 2 7 7 7 2 2 2 2 11 1 8 8 2 3 3 3	1,279 33 31 11 266 11 244 33 37 77 300 22 222 35 56

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Categories		1-Nov 12			2-Feb 0	3-Mar 0	4-Apr 0				08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Medically			2	2				3	1	1			11
Persons w/ Disabilities (PWD) - Metal Im						3	1	2	2		1		9
Persons w/ Disabilities (PWD) - Mobility I		1			1	1		2	1		1		8
Persons w/ Disabilities (PWD) - Prosthes		nd Casts		1		1	2						4
Persons w/ Disabilities (PWD) - Service A							1						2
Persons w/ Disabilities (PWD) - Touch Av		auma)				1	1		1		1	2	6
Persons w/ Disabilities (PWD) - Visual Im		2011/01/	- 4				1	1	1		1	4	1
Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items	aii/ 3000tei/ 36	egway 1	1					1	I		1	1	5 2
Prohibited & Permitted Items - Food/Beve	rages	1						1					2
Property - Special Handling	34	20	21	21	25	26	23	20	19	25	16	15	265
Property - Special Handling - Damaged It		20	1	3	3	6	2	20	2	4	1	2	28
Property - Special Handling - Damaged It		4	7	1	7	8	8	3	8	7	4	3	70
Property - Special Handling - Missing Iter		7	3	5	2	7	5	8	4	5	3	5	62
Property - Special Handling - Missing Iter		9	10	12	13	5	8	9	5	9	8	5	105
Request for Assistance					1		1						2
Request for Assistance - Other					1		1						2
Screening	16	20	20	11	14	14	12	15	15	15	12	11	175
Screening - Crew Member or Airline Emp	loyee		1	1									2
Screening - Inconsistency	4		3	1	2	1	3	1		3		2	20
Screening - Lengthy Lines	2	5	2	1				1	2	1	2		16
Screening - Procedures/Process	9	13	13	8	11	13	9	13	12	11	9	7	128
Screening - Retrieving Abandoned/Confis	cated Items	2	1								1	2	6
Screening - Security Breach	1				1				1				3
2019	101	111	95	83	80	122	123	121	104	92	84	95	1,211
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly													1
Civil Rights	2	8	5	5	1	5	6	2	4	4	5	3	50
Civil Rights - Age			1	1			1				1		4
Civil Rights - Hair Patdowns				1									1
Civil Rights - National Origin						2							2
Civil Rights - Perceived Religion		1											1
Civil Rights - Racial Profiling or Discrimin		6	2	2	1	1	3	1	2	1	2	3	25
Civil Rights - Screening of Religious Cultu											1		1
Civil Rights - Sex/Gender/Gender Identity	1	1	2	1		1	2	1	2	3	1		15
Civil Rights - Transgender Screening Customer Service	20	22	10	11	12	23	24	22	25	15	15	22	1
Customer Service - Others	1	1	19	14	13	1	24	23 1	25	15	15 1	23	236
Customer Service - TSO	19	21	19	14	13	22	24	22	25	15	14	22	
Identification (ID) Requirements	19	21	19	14	13	22	24	22	25	15	14	22	230
Identification (ID) Requirements - Domest	tic		1										1
Locks	2	5	2	1	5	5	7	7	3	3	5	2	47
Locks - General	_			•	1			•					1
Locks - Missing or Damaged Lock	2	5	2	1	4	5	7	7	3	3	5	2	46
Lost and Found	3	1			4	7	4	3	2	3	3	3	33
Lost and Found - Airport/TSA	3	1			4	7	4	3	2	3	3	3	33
Mishandling of Passenger Property	25	26	25	21	19	29	26	22	26	20	17	19	275
Mishandling of Passenger Property - Dam	3	1		1	2		1	1	1	1		1	12
Mishandling of Passenger Property - Dam	19	22	19	20	11	24	19	19	23	15	14	13	218
Mishandling of Passenger Property - Dam	naged/Missing	ItemsUnspe	ecified Lug	gage							1		1
Mishandling of Passenger Property - Disa	3	3	6		6	5	6	2	2	4	2	5	44
Patdown	3	2	3		1	7	6	2	1	1	5	4	35
Patdown - Flyer	3	2	3		1	6	6	2	1		4	3	31
Patdown - Flyer as Observer						1					1	1	3
Patdown - Non-Flyer										1			1
Persons w/ Disabilities (PWD)	9	5	4	8	10	4	7	6	5	11	4	5	78
Persons w/ Disabilities (PWD) - Autism S											1		1
Persons w/ Disabilities (PWD) - Cancer (g				1	1		1						3
Persons w/ Disabilities (PWD) - Cognitive		tal /Mental Di	sability	1	1							1	3
Persons w/ Disabilities (PWD) - Diabetes				1	1		1		2	1			8
Persons w/ Disabilities (PWD) - Diapers/0	عarments/Dres ا	sings/Masks									1		1
Persons w/ Disabilities (PWD) - General	Impoirer - · · ·	1		1				1		1			4
Persons w/ Disabilities (PWD) - Hearing I		had to the D	al. r		1					4			1
Persons w/ Disabilities (PWD) - Medical I		ned to the Bo	oay		0		4	0	0	1	0	4	1
Persons w/ Disabilities (PWD) - Medically					2	4	1	2	2	2	2	1	14
Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I		1 Mheelch	3		2	1 1	2	4					2
Persons w/ Disabilities (PWD) - Mobility I		VIICCICII	3	2		I .	2	1		1		1	11
Persons w/ Disabilities (PWD) - Ostomy/C		1				1	1			1			5
Persons w/ Disabilities (PWD) - Respirate				1		'	- 1			- '			
Persons w/ Disabilities (PWD) - Service A		2		'									2
Persons w/ Disabilities (PWD) - Touch Av					1		1						3
Persons w/ Disabilities (PWD) - Visual Im							'	1					1
Persons w/ Disabilities (PWD) - Visual III Persons w/ Disabilities (PWD) - Wheelch			1	1	1	1		1	1	3		2	14
Persons w/ Disabilities (PWD) - Wounder									'	1			1
Property - Special Handling	25	30	26	18	14	24	27	32	23	18	14	20	271
Property - Special Handling - Damaged It		6	4	3	1	1	4	2		2	1	5	31
Property - Special Handling - Damaged It		8	5	2	5	4	2	2	5	1	6	4	50
Property - Special Handling - Missing Iter		8	3	4	4	11	7	8	7	4	1	6	70
Property - Special Handling - Missing Iter		8	14	9	4	8	14	20	11	11	6	5	120
Request for Assistance		1				1		2	1	1			6
Request for Assistance - Other		1						2	1	1			5
Request for Assistance - Wounded Warri	or (MSIJSOC)					1							1
Screening	11	11	10	16	13	17	16	22	14	16	16	16	178
Screening - Crew Member or Airline Emp	loyee			1							1		2

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Inconsistency	2	1	2	2	1	2	1		1	2	2		16
Screening - Lengthy Lines	1	1	2	1				1		2			8
Screening - Procedures/Process	6	9	5	9	11	14	14	18	10	12	13	15	136
Screening - Retrieving Abandoned/C	onfiscated Items		1	2	1			2	1				7
Screening - Security Breach	2			1		1	1	1	2			1	9

				t Center (T									
tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIA 2016	8	16	6	10	10	9	9	10	8	6	7	7	106
2016 Civil Rights					4		1	4 1		2	3	1	16
Civil Rights - Racial Profiling or Discrimin	ation						1	1					2
Customer Service							1	2			1		4
Customer Service - Others								1			- 1		1
Customer Service - Others Customer Service - TSO							1	1			1		3
Locks					1		'	'			'		1
Locks - Missing or Damaged Lock					1								1
Mishandling of Passenger Property					2					2	2		6
Mishandling of Passenger Property - Dan	naged/Missing	a ItemsCl	necked Bad	gage	2					2	2		6
Patdown		,		33-				1					1
Patdown - Flyer								1					1
Screening					1							1	2
Screening - Lengthy Lines					1								
Screening - Procedures/Process												1	
2017	3	5	1	3	4	2	3	4	3	2	2	4	36
Civil Rights	_						1						
Civil Rights - Racial Profiling or Discrimin	nation						1						
Customer Service		1	1		1				1			2	
Customer Service - Others		1							1			1	
Customer Service - TSO		•	1		1							1	
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property	2	3		3	2	1	1	2	1		2		1
Mishandling of Passenger Property - Dan		3		2	2		1	2	1		2		1
Mishandling of Passenger Property - Disa			or Checker	1		1							
Patdown	1	,			1					1		1	4
Patdown - Flyer	1				1					1		1	4
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Diabetes	5							1					
Property - Special Handling								1	1	1		1	
Property - Special Handling - Damaged It	tems - Checke	ed						1	1				
Property - Special Handling - Missing Iter										1		1	
Screening	<u> </u>	1				1							
Screening - Inconsistency						1							
Screening - Security Breach		1											
2018	1	6	5	5	1	4	2	1	4	1	1	1	32
Advanced Imaging Technology (AIT)				1									
Advanced Imaging Toobhology (AIT) Fit				4									
Advanced Imaging Technology (AIT) - Fly	yer			1									
Customer Service	yer 	1		2				1	1	1		1	
	yer	1						1	1	1		1	
Customer Service	yer			2				1	1			1	;
Customer Service - Others Customer Service - Others Customer Service - TSO	yer 		2	2	1	1	1						;
Customer Service - Others		3		2 1 1 1	1	1	1		1				;
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan	naged/Missin	3		2 1 1 1	1	1			1				1
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	naged/Missinonaged/Missinonaged/Missin	1 3 g ItemsCa	arry-on Lugo 2	2 1 1 1 1 gage					1 2				1
Customer Service - Others Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa	naged/Missinonaged/Missinonaged/Missin	1 3 g ItemsCa	arry-on Lugo 2	2 1 1 1 1 gage					1 2				1
Customer Service - Others Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown	naged/Missin naged/Missin arrayed Items	3 g ItemsCa 3 Carry-on	arry-on Lugo 2	2 1 1 1 1 gage					1 2				1
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	naged/Missin naged/Missin arrayed Items	3 g ItemsCa 3 Carry-on 2	arry-on Lugo 2	2 1 1 1 gage 1 1					1 2				1
Customer Service - Others Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown	naged/Missing naged/Missin arrayed Items 1	3 g ItemsCa 3 Carry-on 2	arry-on Lugo 2	2 1 1 1 gage 1 1					1 2		1		1
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling	naged/Missing naged/Missin arrayed Items 1	3 g ItemsCa 3 Carry-on 2	arry-on Lugg 2 or Checked	2 1 1 1 gage 1 1					1 2		1 1		1
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer	naged/Missin naged/Missil arrayed Items 1 1	3 g ItemsCarry-on 2 2	arry-on Lugg 2 or Checked	2 1 1 1 gage 1 1					1 2				1
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged It	naged/Missin naged/Missil arrayed Items 1 1	3 g ItemsCarry-on 2 2	arry-on Lugg 2 or Checked 1	2 1 1 1 gage 1 1					1 2				1
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter	naged/Missin naged/Missil arrayed Items 1 1	3 g ItemsCarry-on 2 2	arry-on Lugg 2 or Checked 1	2 1 1 1 gage 1 1		1	1		1 2				1
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening	naged/Missin naged/Missil arrayed Items 1 1	3 g ItemsCarry-on 2 2	arry-on Lugg 2 or Checked 1 1 2	2 1 1 1 gage 1 1		1	1	1	1 2 1 1				11 11 11 11 11 11 11 11 11 11 11 11 11
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process	naged/Missing naged/Missing arrayed Items 1 1 1 tems - Checked	1 3 g ItemsCarry-on 2 2	arry-on Lugg 2 or Checked 1 1 2	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	3 3	1 1 1	1	1 1 1	1	1	1	11 11 11 11 11 11 11 11 11 11 11 11 11
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process	naged/Missing naged/Missin arrayed Items 1 1 tems - Checked	1 3 g ItemsCarry-on 2 2	arry-on Lugg 2 or Checked 1 1 2	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	3 3	1 1 1	1	1 1 1	1	1	1	1
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights	naged/Missing naged/Missin arrayed Items 1 1 tems - Checked	1 3 3 g ItemsCarry-on 2 2 2 bed	arry-on Lugg 2 or Checked 1 1 2	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	3 3	1 1 1	1	1 1 1	1	1	1	2
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin	naged/Missing naged/Missin arrayed Items 1 1 tems - Checked	1 3 3 g ItemsCarry-on 2 2 2 bed	arry-on Lugg 2 or Checked 1 1 2	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	3 3	1 1 2 2	1	1 1 1	1	1	1	2
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin	naged/Missing naged/Missin arrayed Items 1 1 tems - Checked	1 3 3 g ItemsCarry-on 2 2 2 bed	arry-on Lugg 2 or Checked 1 1 2	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	3 3	1 1 2	1	1 1 1	1	1	1	2
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Locks	naged/Missing naged/Missin arrayed Items 1 1 tems - Checked	1 3 3 g ItemsCc 3 3Carry-on 2 2 2 ed	arry-on Lugg 2 or Checked 1 1 2	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	3 3	1 1 2	1	1 1 1	1	1	1	1
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock	naged/Missing na	1 3 3 g ItemsCarry-on 2 2 2 ed 5 1 1	arry-on Lugg 2 or Checked 1 1 2	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	3 3 3	1 1 2	1	1 1 1	1	1	1	2
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	naged/Missing na	1 3 3 g ItemsCc 3 3Carry-on 2 2 2 ed	arry-on Lugg 2 or Checked 1 1 2	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	3 3	1 1 2	1	1 1 1	1	1	1	2
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan	naged/Missing na	1 3 3 g ItemsCarry-on 2 2 2 ed 5 1 1	arry-on Lugg 2 or Checked 1 1 2	2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	3 3 3	1 1 2	1	1 1 1	1	1	1	2
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	naged/Missing na	1 3 3 g ltemsCc 3 3Carry-on 2 2 2 ded	arry-on Lugg 2 or Checked 1 1 2 2	2 1 1 1 1 1 1 1 1 1 1 2	1	3 3 3	1 1 2	1	1 1 1	1	1	1	2
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Poerty - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	naged/Missing na	1 3 3 g ltemsCc 3 3Carry-on 2 2 2 ded	arry-on Lugg 2 or Checked 1 1 2 2	2 1 1 1 1 1 1 1 1 1 1 2	1	3 3 3 3	1 1 2	1	1 1 1	1	1	1	2
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dan	naged/Missing na	1 3 3 g ltemsCc 3 3Carry-on 2 2 2 ded	arry-on Lugg 2 or Checked 1 1 2 2	2 1 1 1 1 1 1 1 1 1 1 2	1	3 3 3 3	1 1 2 1 1 1	1	1 1 1	1	1	1	2
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer as Observer	naged/Missing na	1 3 3 g ltemsCa 3 3Carry-on 2 2 1 1Carry-on 1	arry-on Lugg 2 or Checked 1 1 2 2	2 1 1 1 1 1 1 1 1 1 1 2	1	3 3 3 3	1 1 2 1 1 1	1	1 1 1	1	1	1	2
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	naged/Missing na	1 3 3 g ltemsCa 3 3Carry-on 2 2 1 1Carry-on 1	arry-on Lugg 2 or Checked 1 1 2 2	2 1 1 1 1 1 1 1 1 1 1 2	1	3 3 3 3	1 1 2 1 1 1	1	1 1 1	1	1	1	2
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C	naged/Missing na	1 3 3 g ItemsCc 3 3Carry-on 2 2 2 ed 5 1 1 1Carry-on 1 1	arry-on Lugg 2 or Checked 1 1 2 2	2 1 1 1 1 1 1 1 1 1 1 1	1	3 3 3 3	1 1 2 1 1 1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1	1	2
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C	naged/Missing naged/Missing naged/Missing arrayed Items - 1 tems - Checked 4 hation 2 naged/Missing 2 arrayed Items 1	1 3 3 g g ltemsCarry-on 2 2 2 ed 4 5 1 1Carry-on 1 1 1	arry-on Lugg 2 or Checked 1 1 2 2	2 1 1 1 1 1 1 1 1 1 1 2	1	3 3 3 3	1 1 2 1 1 1	1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1	1	2
Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Property - Special Handling Property - Special Handling	naged/Missing na	1 3 3 g temsCa 3Carry-on 2 2 1 1Carry-on 1 1 ed	arry-on Lugg 2 or Checked 1 1 2 2	2 1 1 1 1 1 1 1 1 2	1	1 3 3 3 3	1 1 2 1 1 1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1	1	22
Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Property - Special Handling - Damaged Iter	naged/Missing na	1 3 3 g g ltemsCarry-on 2 2 2 ed 4 5 1 1Carry-on 1 1 1	arry-on Lugg 2 or Checked 1 1 2 2	2 1 1 1 1 1 1 1 2 2	1	3 3 3 3	1 1 2 1 1 1	1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1	1	27
Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Property - Special Handling - Missing Iter Screening	naged/Missing na	1 3 3 g temsCa 3Carry-on 2 2 1 1Carry-on 1 1 ed	arry-on Lugg 2 or Checked 1 1 2 2	2 1 1 1 1 1 1 1 1 2	1	1 3 3 3 3	1 1 2 1 1 1	1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1	1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Property - Special Handling - Damaged It Property - Special Handling - Missing Iter Screening Screening - Procedures/Process 2019 Civil Rights Civil Rights - Racial Profiling or Discrimin Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Disa Patdown Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast C Property - Special Handling - Damaged Iter	naged/Missing na	1 3 3 g temsCa 3Carry-on 2 2 1 1Carry-on 1 1 ed	arry-on Lugg 2 or Checked 1 1 2 2	2 1 1 1 1 1 1 1 2 2	1	1 3 3 3 3	1 1 2 1 1 1	1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1	1	27

					TCC) Data T								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIB	3	3			2		1	4	1	7	•	4	25
2016										2	2	2	4
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	ggage						1			1
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked Ba	ggage								1	1
Screening										1			1
Screening - Procedures/Process										1			1
2017	1	2			1			1		2	2		7
Customer Service					1					4			2
Customer Service - TSO					1					4			2
Mishandling of Passenger Property	1	2						1					4
Mishandling of Passenger Property - Dam	1	1						1					
Mishandling of Passenger Property - Disa	rrayed Item	1											
Screening													
Screening - Procedures/Process										4			
2018	2	1					1	1		1			
Mishandling of Passenger Property	1							1					
Mishandling of Passenger Property - Dam	1												
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checke	d				1					
Patdown	,									1			
Patdown - Flyer										1			
Property - Special Handling		1											
Property - Special Handling - Missing Item	ns - Checke	1											
Screening	1						1						
Screening - Procedures/Process	1						1						- 1
2019					1			2	1	2	2	2	8
Civil Rights								1		1			2
Civil Rights - Racial Profiling or Discrimina	ation							1		1			2
Mishandling of Passenger Property								1				1	2
Mishandling of Passenger Property - Dam	i aged/Missin	g ItemsC	hecked Ba	ggage								1	
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checke	d				1					
Patdown	ĺ								1				
Patdown - Children									1				
Property - Special Handling												1	
Property - Special Handling - Missing Item	ı ıs - Checked											1	
Screening					1					•			2

ories	10.004 44			-	•	I - FOIA	4 4	OE Mass	06 1	07 11	00 4	00 50	Tot-!
	10-Oct 11	I-Nov 12 25	2-Dec 01 27	-Jan 02 24	2-Feb 03	3-Mar 0 36	4-Apr 31	05-May 26	06-Jun 31	07-Jul 26	08-Aug 24	09-Sep 14	Total 31
2016		23	LI	24	5	7	7	5	3	5	5	2	4
Customer Service					1	2	2	1	1	1	2	1	1
Customer Service - Others											1		
Customer Service - TSO					1	2	2	1	1	1	1	1	
Locks Locks - Missing or Damaged Lock								1			1		
Mishandling of Passenger Property				2	1	5	3	2	1	1	1	1	
Mishandling of Passenger Property - Dama	aged/Missing It	emsCarry-	on Lug	1	'	1	- 0	1				1	
Mishandling of Passenger Property - Dama				1	1	4	3	1	1		1		
Mishandling of Passenger Property - Disar	rrayed ItemsC	arry-on or C	Checked							1			
Patdown					1						1		
Patdown - Flyer					1						1		
Persons w/ Disabilities (PWD)	N 1 1114 - / N 1 - 4 NA	// / / / / / / / / / / / / / / / / / /	. 0 ()		1					2			
Persons w/ Disabilities (PWD) - Mobility D Screening	isability (Not W	neeicnair o	r Scooter)		1 1		2	1	1	2 1			
Screening Screening - Gate Pass					1			1	1	ı			
Screening - Inconsistency					1				- '	1			
Screening - Lengthy Lines							1						
Screening - Procedures/Process							1	1					
2017	5	4	9	5	9	7	7	8	10	8	4	4	8
Customer Service	1	1	1	3	3	2	2	2	1	1		1	•
Customer Service - TSO	1	1	1	3	3	2	2	2	1	1		1	
Identification (ID) Requirements			1										
Identification (ID) Requirements - Domesti	С		1										
Locks Missing or Domogod Lock					1							1	
Locks - Missing or Damaged Lock Mishandling of Passenger Property	3	1	5	2	3	4		1	3	2	1	1	
Mishandling of Passenger Property - Dam	1	I	2	2	1	4		1	3		- 1		2
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	2	1	3		2	4		1	3	2	1		
Patdown			J			7	1	1	3	1	1	2	
Patdown - Flyer							1	1	3	1	1	2	
Persons w/ Disabilities (PWD)	1	1					1	1	1		1		
Persons w/ Disabilities (PWD) - Cancer (g							1						
Persons w/ Disabilities (PWD) - Cognitive			sability						1				
Persons w/ Disabilities (PWD) - Internal M											1		
Persons w/ Disabilities (PWD) - Mobility D		1											
Persons w/ Disabilities (PWD) - Ostomy/O								1					
Persons w/ Disabilities (PWD) - Touch Av	1							0			4		
Property Special Handling Demograd Its	ome Chocked							2	2	2	1		
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item								1		2			
Property - Special Handling - Missing Item								1	2		1		
Screening	is - Officered	1	2		2	1	3	1		2	- '		1
Screening - Inconsistency		'	1				1						
Screening - Lengthy Lines													
Corcorning - Lengthy Lines							1						
Screening - Procedures/Process			1		2	1	1	1		2			
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc	cated Items	1					1	1					
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2018	cated Items	13	1	12	5	1	1	6	10	2 10	11	4	11
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2018 Civil Rights	11	13		12			1 12 1		10		11	4 2	11
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina	11 ation	13 1 1		12			1	6	10		11	2	11
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-	11 ation	13 1 1		12			1 12 1	6 1	10		11		
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening	11 ation Not Transgend	13 1 1 der	8			12	1 12 1 1	6 1		10		2	
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service	11 ation	13 1 1		12			1 12 1	6 1	2		2	2	
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others	ation Not Transgence	13 1 1 der	8	2		12	1 12 1 1	1 1	2	10	2	2 2	2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 1018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	11 ation Not Transgend	13 1 1 der	8			4 4	1 12 1 1	6 1	2	2 2	2 1 1	2	2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	ation Not Transgence	13 1 1 1 der	8	2		4 4 2	1 12 1 1	1 1	2	2 2 1	2 1 1 1 1	2 2	2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	ation Not Transgence	13 1 1 der	8	2		4 4	1 12 1 1	1 1	2	2 2	2 1 1 1	2 2	
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	ation Not Transgence	13 1 1 1 der	8	2		4 4 2	1 12 1 1	1 1	2	2 2 1	2 1 1 1 1	2 2	2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	ation Not Transgence	13 1 1 1 der	8	2		4 4 2	1 12 1 1	1 1	2	2 2 1	2 1 1 1 1	2 2	:
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	ation Not Transgence 6	13 1 1 1 der 1 1 1	8	2	5	4 4 2 2 2	1 12 1 1 1	1 1	2 1 1	2 2 1 1	2 1 1 1 1 1 1 1 1	2 2	2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	11 ation Not Transgence 6 6	13 1 1 1 1 1 1 1 1	8	2 2	5	4 4 2 2 2	1 12 1 1 1	1 1	2 1 1	2 2 1 1	2 1 1 1 1 1 1 1 1	2 2	2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ation Not Transgence 6 6 2 1 1	13 1 1 1 1 1 1 1 1 2 2	3	2 2 4 1	1	4 4 2 2	1 12 1 1 1 4 4	1 1	2 1 1	2 2 1 1	2 1 1 1 1 1 1 1 2	2 2	2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ation Not Transgence 6 6 2 1 1	13 1 1 1 1 1 1 1 1 2 2	3	2 2 4 1	1	4 4 2 2	1 12 1 1 1 4 4	1 1	2 1 1	2 2 1 1	2 1 1 1 1 1 1 1 2	2 2	2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer	ation Not Transgence 6 6 2 1 1	13 1 1 1 1 1 1 1 1 2 2	3	2 2 4 1 3	1	4 4 2 2 3 3	1 12 1 1 1 4 4	1 1	2 1 1 1	2 2 1 1 2	2 1 1 1 1 1 1 1 2	2 2	2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	ation Not Transgence 6 6 2 1 1	13 1 1 1 1 1 1 1 2 2 2 2	3	2 2 4 1 3 3 1	1 1 3	4 4 2 2 3 3	1 12 1 1 1 4 4 4	1 1	2 1 1 1 1 1 2	2 2 1 1 2 1 1 1 1 1	2 1 1 1 1 1 1 1 2	2 2	2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Cotal Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	ation Not Transgence 6 6 2 1 1	13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 3 3 Checked	2 2 4 1 3 3 1	1 1 3	4 4 2 2 3 3	1 12 1 1 1 4 4 4	1 1 1	2 1 1 1 1 1 2	2 2 1 1 2 1 1 1 1	2 1 1 1 1 1 1 1 2 2	2 2	2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Retrieving Abandoned/Confiso Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General	11 ation Not Transgence 6 6 2 1 1 rrayed ItemsC	13 1 1 1 der 1 1 1 1 2 2 2 sarry-on or C 1 1 1	8 3 3	2 2 4 1 3 3 1	1 1 3	4 4 2 2 3 3	1 12 1 1 1 4 4 4	1 1 1	2 1 1 1 1 1 2	2 2 1 1 2 1 1 1 1 1	2 1 1 1 1 1 1 1 2 2	2 2	
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Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Service Ar	11 ation Not Transgence 6 6 1 1 1 rrayed ItemsC	13 1 1 1 1 1 1 1 2 2 2 carry-on or C 1 1 1	8 3 3 Checked	2 2 4 1 3 3 1	1 1 3	4 4 2 2 3 3	1 12 1 1 1 4 4 4	1 1 1	2 1 1 1 1 1 2	2 2 1 1 2 1 1 1 1 1	2 1 1 1 1 1 1 1 2 2	2 2	:
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Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Retrieving Abandoned/Confiso Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service Al	11 ation Not Transgence 6 6 2 1 1 rrayed ItemsC	13 1 1 1 1 1 1 1 2 2 2 carry-on or C 1 1 1	8 3 3 Checked	2 2 4 1 3 3 1	1 1 3	4 4 2 2 3 3	1 12 1 1 1 4 4 4	1 1 1	1 1 2 2 3	10 2 2 1 1 1 1 1 1 1 1	2 1 1 1 1 1 1 2 2	2 2	
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Retrieving Abandoned/Confiso Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite	ation Not Transgence 6 6 2 1 1 rrayed ItemsC	13 1 1 1 1 1 1 1 2 2 2 carry-on or C 1 1 1	3 3 3 Checked 1 1 1	2 2 4 1 3 3 1 1	1 1 3	4 4 2 2 3 3	1 12 1 1 4 4 4	1 1 1 2	1 1 2 2	2 2 1 1 1 1 1 1 1 1	2 1 1 1 1 1 2 2 2	2 1 1 1	
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Screening - Retrieving Abandoned/Confiso Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite	11 ation Not Transgence 6 6 2 1 1 rrayed ItemsC	13 1 1 1 1 1 1 1 2 2 2 carry-on or C 1 1 1	3 3 3 Checked	2 2 4 1 3 3 1 1 1	1 1 3	4 4 2 2 3 3	1 12 1 1 1 4 4 1 1 1 1 1 2	1 1 1	2 1 1 1 2 2	10 2 2 1 1 1 1 1 1 1 1 1	2 1 1 1 1 1 2 2	2 1 1 1	
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons W Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Service Al Persons w/ Disabilities (PWD) - Service Al Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ation Not Transgence 6 6 2 1 1 rrayed ItemsCe plants (joint) nimals air/ Scooter/ Sec ems - Carry-On ems - Checked as - Carry-On	13 1 1 1 1 1 1 1 2 2 2 carry-on or C 1 1 1	3 3 3 Checked 1 1	2 2 4 1 3 1 1	1 1 3	4 4 2 2 3 3	1 12 1 1 4 4 4 2 2 1 1 1 1	1 1 1 2	1 1 2 2 3	10 2 2 1 1 1 1 1 1 1 1	2 1 1 1 1 1 2 2 2	2 1 1 1	
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	ation Not Transgence 6 6 2 1 1 rrayed ItemsCe ems - Carry-On ems - Checked is - Carry-On es - Checked	13 1 1 1 1 1 1 1 2 2 2 3 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	3 3 3 Checked 1 1 1 3 3 1 2	2 2 4 1 3 1 1 1	1 1 3 3 3	4 4 2 2 3 3 1 1	1 12 1 1 4 4 4 2 2 1 1 1 1	1 1 1 2 2	2 1 1 1 2 2	10 2 2 1 1 1 1 1 1 1 1 1	2 1 1 1 1 1 2 2	2 1 1 1	
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item	ation Not Transgence 6 6 2 1 1 rrayed ItemsCe plants (joint) nimals air/ Scooter/ Sec ems - Carry-On ems - Checked as - Carry-On	13 1 1 1 1 der 1 1 1 2 2 sarry-on or C 1 1 1 1 gway	3 3 3 Checked 1 1	2 2 4 1 3 1 1	1 1 3	4 4 2 2 3 3	1 12 1 1 4 4 4 2 2 1 1 1 1	1 1 1 2	2 1 1 1 2 2	10 2 2 1 1 1 1 1 1 1 1 1	2 1 1 1 1 1 2 2	2 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency	ation Not Transgence 6 6 6 2 1 1 rrayed ItemsCe ems - Carry-On ms - Checked s - Carry-On s - Checked 3	13 1 1 1 1 1 1 1 2 2 2 3 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	3 3 3 Checked 1 1 1 3 3 1 2	2 2 4 1 3 1 1 1	1 1 3 3 3	4 4 2 2 3 3 1 1	1 12 1 1 4 4 4 2 1 1 1 1 1	1 1 1 2 2	2 1 1 1 2 2 2	10 2 2 1 1 1 1 1 1 1 1 1	2 1 1 1 1 1 2 2	2 1 1 1	1 1 1 1 1 1 2 2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Beneral Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service Al Persons w/ Disabilities (PWD) - Se	ation Not Transgence 6 6 2 1 1 rrayed ItemsCe ems - Carry-On ems - Checked is - Carry-On es - Checked	13 1 1 1 der 1 1 1 2 2 sarry-on or C 1 1 1 gway	3 3 3 Checked 1 1 1 3 3 1 2	2 2 4 1 3 1 1 1	1 1 3 3 3	12 4 4 2 2 3 3 1 1	1 12 1 1 4 4 4 2 1 1 1 1 1	1 1 1 2 2	2 1 1 1 2 2 2	10 2 2 1 1 1 1 1 1 1 1 1	2 1 1 1 1 1 2 2 1	2 1 1 1	11 1 1 1 1 1 2 2 2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service Ar Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	ation Not Transgence 6 6 2 1 1 rrayed ItemsC	13 1 1 1 1 1 1 1 2 2 2 3 3 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4	3 3 3 Checked 1 1 1 2 1 1	2 2 4 1 3 1 1 1	1 1 3 3 3	4 4 2 2 3 3 1 1	1 12 1 1 4 4 4 2 1 1 1 1 1	1 1 1 1 1 2 2	2 1 1 1 2 2 3 1 1 2	10 2 2 1 1 1 1 1 1 1 1 1	2 1 1 1 1 1 2 2	2 1 1 1	11 1 1 1 1 1 1 2 2 1 1 1 1 1 1 1 1 1 1
Screening - Procedures/Process Screening - Retrieving Abandoned/Confiso 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Beneral Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service Al Persons w/ Disabilities (PWD) - S	ation Not Transgence 6 6 2 1 1 rrayed ItemsC	13 1 1 1 der 1 1 1 2 2 sarry-on or C 1 1 1 gway	3 3 3 Checked 1 1 1 2 1 1	2 2 4 1 3 1 1 1	1 1 3 3 3	12 4 4 2 2 3 3 1 1	1 12 1 1 1 4 4 4 2 1 1 1 1 1 2 1 1 1 2	1 1 1 1 1 2 2	2 1 1 1 2 2 3 1 1 2	10 2 2 1 1 1 1 1 1 1 1 1	2 1 1 1 1 1 2 2 1	2 1 1 1	111 2 2 2 1 1 1 2
Screening - Procedures/Process Screening - Retrieving Abandoned/Confisc 2018 Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service Al Persons w/ Disabilities (PWD) - Service Al Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confise	ation Not Transgence 6 6 2 1 1 rrayed ItemsC	13 1 1 1 1 1 1 1 2 2 2 3 3 3 4 4 4 4 4 4 4 4 4 4 4 4 4 4	3 3 3 Checked 1 1 1 2 1 1	2 2 4 1 3 1 1 1	1 1 3 3 3	12 4 4 2 2 3 3 1 1	1 12 1 1 1 4 4 4 2 1 1 1 1 1 2 1 1 1 2	1 1 1 1 1 2 2	2 1 1 1 2 2 3 1 1 2	10 2 2 1 1 1 1 1 1 1 1 1	2 1 1 1 1 1 2 2 1	2 1 1 1	11 2 2 2 1 1 1 2 2

		-	TSA Contac	ct Center (TCC) Data '	ΓοοΙ - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimin	ation	1			1	1		1		1			5
Civil Rights - Sex/Gender/Gender Identity	4 1						1						2
Customer Service	1		4		3	5	1	2			1	1	18
Customer Service - Others			1			1							2
Customer Service - TSO	1		3		3	4	1	2			1	1	16
Lost and Found												1	1
Lost and Found - Airport/TSA												1	1
Mishandling of Passenger Property		2	2	1	2	1			2	1	1	1	13
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	gage					1				1
Mishandling of Passenger Property - Dan	naged/Missir	2	2	1	2	1			1	1	1	1	12
Patdown		2	1		1				1				5
Patdown - Flyer		2	1		1				1				5
Persons w/ Disabilities (PWD)	1	1			2							1	5
Persons w/ Disabilities (PWD) - Diabetes												1	1
Persons w/ Disabilities (PWD) - Mobility I	Disability (N	1			2								3
Persons w/ Disabilities (PWD) - Wheelch	1												1
Property - Special Handling	1	1	1	2		1		4	2	1	2		15
Property - Special Handling - Damaged It	ems - Carry	1				1			1				3
Property - Special Handling - Damaged It	ems - Check	ked						1					1
Property - Special Handling - Missing Iter	ns - Carry-O	n						1		1	1		3
Property - Special Handling - Missing Iter	1		1	2				2	1		1		8
Screening	2	1	2	2	2	2	3		3				17
Screening - Children									1				1
Screening - Procedures/Process	2	1	2	2	2	2	3		2				16

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIH					1	1	1				1		4
2017					1								1
Mishandling of Passenger Property					1								1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Ba	ggage	1								1
2019						1	1				1		3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Mishandling of Passenger Property							1				1		2
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	ggage							1		1
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	d			1						1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIR	1	1								1		2	5
2017	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Dan	1												1
2018		1										2	3
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage								1	1
Patdown												1	1
Patdown - Flyer												1	1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Respirate	ory and Inha	1											1
2019										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage						1			1

Catagorias	10.0-1	44 М				Tool - FOIA		05.14	00 1	07 1.1	00 4	00.0	T.4-1
Categories		11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PIT	78	6	4 8				66	91	91	111	104		1,006
2016				25		14	15	27	24	27	26		208
Civil Rights				2				1	1	3	2	1	10
Civil Rights - Constitutional Rights	-4:								1	-	-	4	1
Civil Rights - Racial Profiling or Discrimina		ndor		1				1		1	1	1	5
Civil Rights - Sex/Gender/Gender Identity	· Not Transge	ender								1	1		2
Civil Rights - Transgender Screening Customer Service				1		0	4		2			4	2
Customer Service - CSM					2	2	1	5	3	1	5	4	27
										1			1
Customer Service - Others									1			4	1
Customer Service - TSO				1			1	5	2	3	5		25
Locks					1			1	2		3		10
Locks - Missing or Damaged Lock					1	1		1	2	40	3		10
Mishandling of Passenger Property	1/8 41 1	. 11	0	18			11	12	11	18	14		127
Mishandling of Passenger Property - Dam						1	1	1		1	2		13
Mishandling of Passenger Property - Dam					! 12	5	10	10	9	16	11	17	102
Mishandling of Passenger Property - Dam										1			1
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-c	on or Check			1		1	2		1	4	11
Patdown				3			3	4	2	1	1		14
Patdown - Flyer				3	}		2	4	2	1	1		13
Patdown - Flyer as Observer							1						1
Persons w/ Disabilities (PWD)								2	1			1	4
Persons w/ Disabilities (PWD) - Service A									1				1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway						2				1	3
Screening				1				2	4	1	1	1	16
Screening - Inconsistency					1	1						1	3
Screening - Lengthy Lines				1				1					2
Screening - Procedures/Process					1	3		1	3	1	1		10
Screening - Retrieving Abandoned/Confise	cated Items								1				1
2017	25	2	3 2 ⁻	1 18	14	22	13	17	19	33	22	27	254
Advanced Imaging Technology (AIT)	1												1
Advanced Imaging Technology (AIT) - Fly	1												1
Civil Rights				2 1		1			2				6
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin									1				1
Civil Rights - Racial Profiling or Discrimina	ation			2 1									3
Civil Rights - Sex/Gender/Gender Identity-	- Not Transge	ender							1				1
Customer Service	3		6	1 1	1	4	4	3	4	5	3	7	42
Customer Service - CSM									1				1
Customer Service - Others												1	1
Customer Service - 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
Locks - Missing or Damaged Lock	1		2	1 1	1	2	1		1	2	2		14
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	16	1	1 1:	2 13	10	11	4	7	6	11	8	12	121
Mishandling of Passenger Property - Dam				2	1					2			7
Mishandling of Passenger Property - Dam				3 12	9	11	4	7	4	8	6	10	103
Mishandling of Passenger Property - Dam				1									1
Mishandling of Passenger Property - Disa		,		1 1					2	1	2	2	10
Patdown				3	2	2	1	2	2	3	2		20
Patdown - Flyer				3	2			2	1	3	2		17
Patdown - Flyer as Observer							1		1			1	3
Persons w/ Disabilities (PWD)	3			1						1	1		6
Persons w/ Disabilities (PWD) - General	1												
Persons w/ Disabilities (PWD) - Hearing II	mnairment			1									1
Persons w/ Disabilities (PWD) - Medically		/ledicatio	on and Medi							1			1
Persons w/ Disabilities (PWD) - Mobility D		nealeatic	on and wed	cai oupplice	,					'			1
Persons w/ Disabilities (PWD) - Prosthesi		and Cas	te								1		1
Persons w/ Disabilities (PWD) - Wheelcha		and Cas	ıs								- '		1
Prohibited & Permitted Items	'									1			1
Prohibited & Permitted Items - Alcohol and	d Tobacco									1			1
Property - Special Handling	l						2	3	4	7	4	5	25
Property - Special Handling - Damaged Ite	l Corne) n						3	4	- 1	4 1	2	
Property - Special Handling - Damaged Ite								4		2	1		3
								1	1	3		2	8
Property - Special Handling - Missing Item									2		1		3
Property - Special Handling - Missing Item	is - Checked						2	2	1	4	1	1	11
Screening	1			2 1		2	1	2		3		1	17
Screening - Inconsistency			1	1 1		1					1		5
Screening - Lengthy Lines			4	4						_		1	1
Screening - Procedures/Process	1		1	1		1	1	1		3	1		10
Screening - Security Breach								1					1
2018	33	2				23	18	27	26	14			283
Civil Rights	4		1 :	2	1		1		1		1	1	12
Civil Rights - Age	1												1
Civil Rights - Hair Patdowns							1						1
Civil Rights - National Origin												1	1
Civil Rights - Racial Profiling or Discrimina				1							1		5
Civil Rights - Sex/Gender/Gender Identity	1			1	1								3
Civil Rights - Transgender Screening									1				1
Customer Service	7		4 4	4 2	! 1		2	4	9	8	4	1	49
Customer Service - Others						1			1		1		3
Customer Service - TSO	7			4 2			2	4	8	8	3		46
Locks			2	1			2	1		1		2	13
Locks - Missing or Damaged Lock			2	1	2	2	2	1		1		2	13

		Т	SA Contact	Center (T	CC) Data 1	Tool - FOIA							
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found			1										
Lost and Found - Airport/TSA			1										
Mishandling of Passenger Property	11	11	10	8	6	5	5	11	6	2		5	ç
Mishandling of Passenger Property - Dam	1	1	2			1	1				1		
Mishandling of Passenger Property - Dam		6	8	7	4	4	3	9	4	1		4	6
Mishandling of Passenger Property - Disa	1	4		1	2		1	2	2	1	1	1	1
Patdown			3	3	1	1		1	3				1
Patdown - Flyer Patdown - Non-Flyer			3	3	1	1		1	2				1
Persons w/ Disabilities (PWD)			1	1		2		2	1		1	1	
Persons w/ Disabilities (PWD) - Cancer (g	l neperal) Not	Breact Can		1				1	- 1		1	- 1	
Persons w/ Disabilities (PWD) - Diabetes	jenerarj Not	Dieast Cari	CEI					ı			1		
Persons w/ Disabilities (PWD) - General				1							'		
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medical									1	
Persons w/ Disabilities (PWD) - Mobility [1	1				
Persons w/ Disabilities (PWD) - Respirato				,		1							
Persons w/ Disabilities (PWD) - Service A			1										
Persons w/ Disabilities (PWD) - Wheelcha		Segway				1							
Property - Special Handling	5	4	4	3	4	4	4	6	3	2	6	6	
Property - Special Handling - Damaged Ite	ems - Carry-	On						1	1			1	
Property - Special Handling - Damaged It	ems - Checl	2		2		1	1	1	1		2	4	
Property - Special Handling - Missing Iten		1	1			1	1	1	1	1	1		
Property - Special Handling - Missing Iten		1	3	1	4	2	2	3		1	3	1	
Screening	6	4	8	8		6	4	2	3	1	2	2	
Screening - International Screening		1											
Screening - Lengthy Lines	2	3	4	5		5	2		2				
Screening - Procedures/Process	4		4	3		1	2	2		1	2	2	
Screening - Retrieving Abandoned/Confis									1				
2019	20	15	29	17	13	21	20	20	22	37		15	2
Civil Rights	1	2	3			1	2	1		1	2	1	
Civil Rights - Age										1			
Civil Rights - Hair Patdowns							1						
Civil Rights - Racial Profiling or Discrimina		2	1			1	1				1	1	
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender	1										
Civil Rights - Transgender Screening			1					1			1		
Customer Service	1	3	8	2	3		3	3	4	7		3	
Customer Service - TSO	1	3	8	2	3		3	3	4	7		3	
Identification (ID) Requirements											1		
Identification (ID) Requirements - Domest	IC	4	0	0			0			4	1	4	
Locks Missing or Domogod Lock		1	3	2			2			1		1	
Locks - Missing or Damaged Lock Lost and Found		1	3	2			2			- 1		ı	
Lost and Found - Airport/TSA							1						
Mishandling of Passenger Property	9	1	5	9	3	4	5	6	9	12	10	4	
Mishandling of Passenger Property - Dam		'	<u> </u>	9	3	1	J	1	3	12	10		
Mishandling of Passenger Property - Dam		1	4	9	1	3	4	4	7	9	9	4	
Mishandling of Passenger Property - Dam					'	0			1		<u> </u>		
Mishandling of Passenger Property - Disa		9 110111001	1	-99494	2		1	1	1	3	1		
Patdown	1	1	2			1		1	1	3			
Patdown - Flyer	1					1		'	1	2			
Patdown - Flyer as Observer	· ·	•								1			
Patdown - Non-Flyer													
								1			1		
Persons w/ Disabilities (PWD)		2	1	1	2	2	2			2		1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	pectrum	2	1	1	2	2	2			2		1	
, ,			1	1	2	2	2			2	2	1	
Persons w/ Disabilities (PWD) - Autism S		1	1	1	2	2	2			2	2	1	
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/0	Garments/D	1	1			2	2			2	2		
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/0 Persons w/ Disabilities (PWD) - General	Garments/D Necessary	1 1 Medication	1	1		2				2	2		
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/0 Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	Garments/D Necessary Disability (No	1 1 Medicatior t Wheelcha	1	1	1	2	1			2	1		
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/0 Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I	Garments/D Necessary Disability (Noversion (pain	1 1 Medicatior t Wheelcha trauma)	1	1	1		1			2	1		
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Touch Av	Garments/D / Necessary Disability (Noversion (pain) air/ Scooter/	1 1 Medicatior t Wheelcha trauma)	1	1	1		1				1		
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch	Garments/D / Necessary Disability (Noversion (pain) air/ Scooter/	1 1 Medicatior t Wheelcha trauma)	1	1	1	1	1		5		1		
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch: Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Its	Garments/D Necessary Disability (Noversion (pain/air/ Scooter/d Warrior 4 Marior A Carry-	1 1 Medicatior t Wheelcha trauma) Segway	1 air or Scoote	1 r)	1	1	1 1		5 1	2	1	1	
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch: Persons w/ Disabilities (PWD) - Wounded Property - Special Handling	Garments/D Necessary Disability (Noversion (pain/air/ Scooter/d Warrior 4 Marior A Carry-	1 1 Medicatior t Wheelcha trauma) Segway	1 air or Scoote	1 r)	1	1 1 7	1 1	6		2	1	1	
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	Garments/D Necessary Disability (Noversion (pain, air / Scooter/d Warrior 4 Warrior 4 ems - Carry- 2	1 1 Medicatior t Wheelcha trauma) Segway	1 nir or Scooter	1 r)	1 1	1 1 7	1 1 3	6	1	2	1 1 6	3	
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch: Persons w/ Disabilities (PWD) - Wounded Property - Special Handling - Damaged It Property - Special Handling - Damaged It	Garments/D Necessary Disability (Noversion (pain, air / Scooter/d Warrior 4 Warrior 4 ems - Carry- 2	1 1 Medicatior t Wheelcha trauma) Segway 3 On	1 1 sir or Scooter 5 1	1 r)	1 1 4	1 1 7 1	1 1 3 3 2	6	1	2 8 5	1 1 6 3 1	3	
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	Garments/D Necessary Disability (Noversion (pain, air / Scooter/d Warrior 4 Warrior 4 ems - Carry- 2	1 1 Medicatior t Wheelcha trauma) Segway 3 On	1 spir or Scooter	1 r)	1 1 4 4 1 2	1 1 7 1	1 1 3 3 2	6	1 3	2 8 5 1	2 1 1 6 3 1 2	3	
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Its Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten	Garments/D Necessary Disability (Noversion (pain, air / Scooter/d Warrior 4 Warrior 4 ems - Carry- 2	1 1 1 Medicatior t Wheelcha trauma) Segway 3 On 1 1	1 1 ir or Scooter 5 1 1 3	1 r)	1 1 4 4 1 2	1 1 7 1	1 1 3 3 2	6	1 3	2 8 5 1 2	1 1 6 3 1 2	3	
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch: Persons w/ Disabilities (PWD) - Wounded Property - Special Handling - Damaged Its Property - Special Handling - Damaged Its Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening	Garments/D Necessary Disability (Noversion (pain, air / Scooter/d Warrior 4 Warrior 4 ems - Carry- 2	1 1 Medicatior t Wheelcha trauma) Segway 3 On	1 spir or Scooter	1 r)	1 1 4 4 1 2	1 1 7 1	1 1 3 3 2	6 2 4	1 3	2 8 5 1 2	1 6 3 1 2	3	
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch: Persons w/ Disabilities (PWD) - Wounded Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency	Garments/D V Necessary Disability (Noversion (pain, air/ Scooter/d Warrior 4 ems - Carry- 1 1 1	1 1 1 Medicatior t Wheelcha trauma) Segway 3 On 1 1	1 1 ir or Scooter 5 1 1 3	1 r)	1 1 4 1 2 1	1 1 7 1 2 4	1 1 3 2 1	6 2 4	1 3	2 8 5 1 2 1 1	2 1 1 6 3 1 2	3	
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch A Persons w/ Disabilities (PWD) - Wheelch: Persons w/ Disabilities (PWD) - Wheelch: Persons w/ Disabilities (PWD) - Wounded Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines	Garments/D Necessary Disability (Necessor)	1 1 1 1 Medicatior t Wheelchattrauma) Segway 3 On 1 1 1 2	1 1 ir or Scooter 5 1 1 3	1 r)	1 1 4 1 2 1	1 1 7 1 2 4	1 1 3 2 1	6 2 4	1 3	2 8 5 1 2 1 1 1	2 1 1 6 3 1 2	3	
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/G Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	Garments/D Necessary Disability (Necessor)	1 1 1 1 Medicatior t Wheelchattrauma) Segway 3 On 1 1 1 2	1 1 ir or Scooter 5 1 1 3	1 r)	1 1 4 1 2 1	1 1 7 1 2 4	1 1 3 2 1	6 2 4	1 3 3	2 8 5 1 2 1 1 1	2 1 1 6 3 1 2	3	
Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Touch A Persons w/ Disabilities (PWD) - Wheelch: Persons w/ Disabilities (PWD) - Wheelch: Persons w/ Disabilities (PWD) - Wounded Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Inconsistency Screening - Lengthy Lines	Garments/D Necessary Disability (Necessor)	1 1 1 Medicatior tt Wheelchattrauma) Segway 3 On 1 1 1 1 2 1	1 1 5 5 1 1 3 2 2	1 r)	1 1 2 1 1	1 1 7 1 2 4	1 1 3 2 1	6 2 4	1 3	2 8 5 1 2 1 1 1 2	2 1 1 6 3 1 2	3 1 2 2	

	1			·									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PKB											1	1	2
2016												1	1
Persons w/ Disabilities (PWD)												1	1
Persons w/ Disabilities (PWD) - Metal Im	plants (joint))										1	1
2018											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Checke	d							1		1

					(TCC) Data								
Categories	10-Oct	11-Nov	12-Dec			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PLN	8	4		4	4 2			7	6	11			76
2016					1 1	1			1	3	2	3	12
Civil Rights											1		1
Civil Rights - Racial Profiling or Discrimina	ation										1		1
Mishandling of Passenger Property					1 1	1			1	3	1	3	11
Mishandling of Passenger Property - Dam	laged/Missin	g ItemsC	hecked E	Baggage	1				1	2	1		5
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-on	or Check	(e)	1	1				1		3	6
2017	5	2			1 1		1	1	1	1	3	2	18
Customer Service	1									1		1	3
Customer Service - TSO	1									1		1	3
Locks											1		1
Locks - Missing or Damaged Lock											1		1
Mishandling of Passenger Property	3	2			1 1		1	1	1		2	1	13
Mishandling of Passenger Property - Dam		2			1 1		1	1			2		10
Mishandling of Passenger Property - Disa									1			1	3
Screening	1												1
Screening - Procedures/Process	1												1
2018	2	1		3	2		2	3	3	5	3	4	28
Customer Service	_	•		1	_		1	1	1				4
Customer Service - TSO				1			1		1				4
Locks				•			•		1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	1						1	1	1	2	1	2	9
Mishandling of Passenger Property - Dam	1									1			2
Mishandling of Passenger Property - Dam		a Itemsl I	nsnecifie	d Lunnane					1				1
Mishandling of Passenger Property - Disa							1	1		1	1	2	6
Patdown	1	sOarry-Orr	or Oricor	(Cu				'		2			3
Patdown - Flyer	1									1			2
Patdown - Non-Flyer	'									1			1
Property - Special Handling										1	1	1	3
Property - Special Handling - Damaged Ite	ome Chock	od								1	- 1	- 1	1
Property - Special Handling - Missing Item										- 1	1	1	
	IS - CHECKER			2	2			4			1		2 8
Screening - Inconsistency		1		2	2			1			ı	I	8
		1		4	4								1
Screening - Lengthy Lines					1							4	2
Screening - Procedures/Process	_				1			1			1	1	5
2019	1	1		1		2		3	1	2	5		18
Customer Service	1							2				1	4
Customer Service - TSO	1							2				1	4
Mishandling of Passenger Property	1/2.41	1		1		1		1		2			9
Mishandling of Passenger Property - Dam		-		1						1	2		4
Mishandling of Passenger Property - Disa	rrayed Item	1				1		1		1		1	5
Patdown											1		1
Patdown - Flyer											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Item	ns - Checked	t									1		1
Screening						1			1		1		3
Screening - Procedures/Process						1			1		1		3

Catagorias	40.0-4	44 11				CC) Data Tool		04.4	05.14	00 1	07 11	00 4	00.0	T - 4 - 1
Categories	10-Oct	11-Nov					3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PNS	10	2	20	12	28	19	24	30	35	38	21	29		291
2016					7	7	4	9	13	10	3	9	6	68
Civil Rights									1					1
Civil Rights - Constitutional Rights									1					1
Customer Service					2			2	3	3	1	2		13
Customer Service - Others									1					1
Customer Service - TSO					2			2	2	3	1	2		12
Locks							1			1	1			3
Locks - Missing or Damaged Lock							1			1	1			3
Lost and Found					1	1								2
Lost and Found - Airport/TSA					1	1								2
Mishandling of Passenger Property	L				3	6	3	4	3	2	1	5	4	31
Mishandling of Passenger Property - Dan						1			1					2
Mishandling of Passenger Property - Dan					3	5	3	4	1	2	1	5	4	28
Mishandling of Passenger Property - Dan	naged/Missin i	g Items-	-Unspecif	ried Luggao					1					1
Patdown					1			1	2	1				5
Patdown - Flyer					1			1	2	1				5
Persons w/ Disabilities (PWD)	ļ.,							1		1				2
Persons w/ Disabilities (PWD) - Medically				edical Sup	plies			1						1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway								1				1
Screening								1	4	2		2	2	11
Screening - Crew Member or Airline Emp	loyee								1	1				2
Screening - Lengthy Lines									2					2
Screening - Procedures/Process								1	1	1		2		7
2017	3		6	3	5	7	6	11	9	10	7	9	6	82
Civil Rights			2			1				1				4
Civil Rights - Constitutional Rights			1											1
Civil Rights - Racial Profiling or Discrimin			1			1								2
Civil Rights - Sex/Gender/Gender Identity	- Not Transg									1				1
Customer Service			1	1		1	1		1	1		2		10
Customer Service - Others													1	1
Customer Service - TSO			1	1		1	1		1	1		2	1	9
Locks			1				1			1	2			5
Locks - 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
Mishandling of Passenger Property - Dan			1		1	1				1				4
Mishandling of Passenger Property - Dan				2		4	2	4	2	2	3	1	1	23
Mishandling of Passenger Property - Disa	rrayed Item		1					2			1	1		5
Patdown					1			2	3			1		7
Patdown - Flyer					1			2	3			1		7
Persons w/ Disabilities (PWD)							2					1	2	5
Persons w/ Disabilities (PWD) - Breast C							1							1
Persons w/ Disabilities (PWD) - Medically					plies								1	1
Persons w/ Disabilities (PWD) - Mobility I				cooter)								1	1	2
Persons w/ Disabilities (PWD) - Touch Av	/ersion (pain/	trauma)					1							1
Property - Special Handling								2	3	3		3		11
Property - Special Handling - Damaged It										2		1		3
Property - Special Handling - Missing Iter								2	1					3
Property - Special Handling - Missing Iter									2	1		2		5
Screening	1				3			1		1	1		1	8
Screening - Inconsistency	1				1			1			1			4
Screening - Procedures/Process			_		2					1			1	4
2018			5	4	12	4	5	7	6	9	9	6		73
Civil Rights	I												1	1
Civil Rights - Racial Profiling or Discrimin	ation												1	1
Customer Service					1		1_		2	1	1			6
Customer Service - TSO			_		1		1		2	1	1			6
Locks			2	1		1				1	1	1		7
Locks - General						1								1
Locks - Missing or Damaged Lock			2	1						1	1	1		6
Mishandling of Passenger Property			0	1	4	2	3		2	2	1		1	17
Mishandling of Passenger Property - Dan					1		1		1				1	4
Mishandling of Passenger Property - Dam		y items-		1	3	1	2		1	2	1			11
Mishandling of Passenger Property - Disa	irrayed Item		1			1					-			2
Patdown			1		1			1		1	2			6
Patdown - Flyer			1		1			1			2			5
Patdown - Non-Flyer										1				1
Persons w/ Disabilities (PWD)	Disability (A)	4.1471: *	ala ala ang		1						1		1	3
Persons w/ Disabilities (PWD) - Mobility [cooter)							1		1	2
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway			1			_	_					1
Property - Special Handling		0		2	3	1	1	3	2	2	2	3		19
Property - Special Handling - Damaged It						1		2		1				4
Property - Special Handling - Damaged It				4					2			1		3
Property - Special Handling - Missing Iter				1	1		1	1			1	1		6
Property - Special Handling - Missing Iter	ns - Checked I	1	1	1	2					1	1	1		6
Screening			1		2			3		2	1	2	3	14
Screening - Inconsistency			4		1					1	1			3
Screening - Lengthy Lines			1		4			2		1		1		5
Screening - Procedures/Process	noted by				1							1	3	5
Screening - Retrieving Abandoned/Confis			•	-		,	_	1	_		_	_	_	1
2019	7		9	5	4	1	9	3	7	9	2		7	68
Civil Rights - Region Profiling or Discrimin	 		1									1		2
Civil Rights - Racial Profiling or Discrimin	1		1	1		A						1		2
Customer Service	2		1	1		1	2			1			1 1	9
Customer Service - TSO	2													

			ISA Conta	ct Center (ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Identification (ID) Requirements							1						1
Identification (ID) Requirements - Domes	tic						1						1
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	1	2	2	1		1	1	2	4	1			15
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	gage					1	1			2
Mishandling of Passenger Property - Dan	1	2	2	1		1	1	1	2				11
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsL	Inspecified	Luggage				1					1
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-or	or Checke	d					1				1
Patdown	1					1			1		1	4	8
Patdown - Flyer	1					1			1		1	4	8
Persons w/ Disabilities (PWD)		2											2
Persons w/ Disabilities (PWD) - Medically	Necessary	1											1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1											1
Property - Special Handling	2	3	1	2		2	1	3	1		1		16
Property - Special Handling - Damaged It	1					1			1				3
Property - Special Handling - Damaged It	ems - Check	red					1				1		2
Property - Special Handling - Missing Iter	ns - Carry-C	1		2		1							4
Property - Special Handling - Missing Iter	т 1	2	1					3					7
Screening	1			1		3		2	1	1	2	2	13
Screening - Lengthy Lines	1					2							3
Screening - Procedures/Process				1		1		2	1	1	1	2	6
Screening - Security Breach											1		1

			I SA CUIILA	ci center (ICC) Data	1001 - 1012	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PPG		1	1		2	2	1			1			8
2016					1					1			2
Mishandling of Passenger Property					1					1			2
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Ba	ggage	1					1			2
2017		1			1		1						3
Locks					1								1
Locks - Missing or Damaged Lock					1								1
Patdown		1											1
Patdown - Flyer		1											1
Property - Special Handling							1						1
Property - Special Handling - Missing II	tems - Carry-C)n					1						1
2018						2							2
Mishandling of Passenger Property						2							2
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Ba	ggage		1							1
Mishandling of Passenger Property - D	isarrayed Item	sCarry-on	or Checke	d		1							1
2019			1										1
Mishandling of Passenger Property		1							1				
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	1										1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PQI			2				1					1	4
2018			1										1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	1										1
2019			1				1					1	3
Locks			1										1
Locks - Missing or Damaged Lock			1										1
Mishandling of Passenger Property							1					1	2
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Bag	ggage			1					1	2

			IOA Oonta	ci center (oc) Data	1001 - 1 017	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PRC		1		3				1	1		1	1	8
2016				1							1		2
Mishandling of Passenger Property				1									1
Mishandling of Passenger Property - Dai	maged/Missir	ng ItemsC	hecked Ba	1									1
Patdown											1		1
Patdown - Flyer											1		1
2017				1				1					2
Civil Rights				1									1
Civil Rights - Sex/Gender/Gender Identit	y- Not Transo	gender		1									1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checke	d				1					1
2018												1	1
Mishandling of Passenger Property												1	1
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checke	d								1	1
2019		1		1					1				3
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dai	naged/Missir	ng ItemsC	Checked Ba	ggage					1				1
Screening				1									1
Screening - Procedures/Process				1									1

					C) Data Tool								
jories								05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
3	11	10	7	12	10	5	7	4	16	7	13	10	113
2016				2	5	1	3	1	7	3	4	6	3:
Civil Rights	41									1			
Civil Rights - Racial Profiling or Discrimina	ation			4		4	4			1	4	4	
Customer Service				1	2	1	1				1	1	
Customer Service - Others Customer Service - TSO				1	2	4					1	1	
Locks						1	1					1	
												1	
Locks - Missing or Damaged Lock				4			1		0	-			
Mishandling of Passenger Property				1	2		1		3	1	2	3	1
Mishandling of Passenger Property - Dam					2							2	
Mishandling of Passenger Property - Dam				1			1		2	1	2	1	
Mishandling of Passenger Property - Disar	rrayed itemsC	arry-on or o	эпескеа						1				
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)								1	1				
Persons w/ Disabilities (PWD) - Diabetes									1				
Persons w/ Disabilities (PWD) - General								1					
Screening					1				3		1	1	
Screening - Procedures/Process					1				3		1	1	
2017	3	5	3	3	3	2	1		1	2	3	2	- 2
Customer Service					1						1		
Customer Service - TSO					1						1		
Identification (ID) Requirements				1									
Identification (ID) Requirements - Domesti	С			1									
Locks						1						1	
Locks - General												1	
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property	2	3	1			1	1			1			
Mishandling of Passenger Property - Dam	2	3	1			1	1			1			
Patdown				1	1						1		
Patdown - Flyer				1	1						1		
Persons w/ Disabilities (PWD)				1									
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not Bro	east Cancer		1									
Property - Special Handling	chicial) Not Bit	cast Garioci		1					1		1	1	
Property - Special Handling - Damaged Ite	me - Carry-On								- '		1	1	
Property - Special Handling - Damaged Ite									1		- 1		
Property - Special Handling - Missing Item									1			1	
		0	2		4							ı	
Screening Presedures/Presess	1 1	2	2		1					1			
Screening - Procedures/Process 2018		2	2	_	2		•		•	2	4		2
	4	3		4			2	1	3		4		- 4
Civil Rights	NI A Torono	4							1				
Civil Rights - Sex/Gender/Gender Identity-	· Not Transgen								1				
Customer Service		1	1	1					1				
Customer Service - Others				1									
Customer Service - TSO		1	1						1				
Mishandling of Passenger Property	2	2			1			1	1		4		1
Mishandling of Passenger Property - Dam		2						1	1		2		
Mishandling of Passenger Property - Disa	2				1						2		
Patdown			1										
Patdown - Non-Flyer			1										
Persons w/ Disabilities (PWD)				1			1						
Persons w/ Disabilities (PWD) - Mobility D	isability (Not V	Vheelchair o	or Scooter)				1						
Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees an	d Casts		1									
Property - Special Handling	-			1			1						
Property - Special Handling - Damaged Ite	ems - Carry-On	1					1						
Property - Special Handling - Damaged Ite				1									
Screening	2			1	1					2			
Screening - Procedures/Process	2			1	1					2			
2019	4	2	2	3		2	1	2	5		2	2	2
Civil Rights		_	_	-		_	•	1	•		1	_	
Civil Rights - Racial Profiling or Discrimina	ation							1			1		
Customer Service	1		2									1	
Customer Service - TSO	1		2									1	
Locks			_	1				1	1			1	
Locks - Missing or Damaged Lock				1				1	1			1	
Mishandling of Passenger Property						1		'			1	'	
s.iditaming of a docoragor a toporty		temsChec	ked Bangag	2		1					1		
Mishandling of Passenger Property - Dam	aded/Missing I			_		- 1			1		ı		
Mishandling of Passenger Property - Dam		torrio Orioo	.tou Duggug										
Patdown	2	torrio Orioo	nou Duggug										
Patdown Patdown - Flyer		tomo oneo	nou Duggug	0					1				
Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	2		ou Duggug	2									
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp	2 2 plants (joint)	terno Orico		1									
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service A	2 2 plants (joint)								1				
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service A Property - Special Handling	2 2 elants (joint) nimals	1		1		1			3				
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite	2 2 blants (joint) nimals ems - Carry-On	1		1		1			1				
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service A Property - Special Handling	2 2 blants (joint) nimals ems - Carry-On	1		1		1			3				
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	2 2 plants (joint) nimals ems - Carry-On is - Carry-On	1	2.99.99	1		1			3				
Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Service A Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	2 2 plants (joint) nimals ems - Carry-On is - Carry-On	1	2.3333	1			1		3 1 1				

tegories	10-Oct 1		-Dec 0	I-Jan (C) Data Too 2-Feb (03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSE	5	3	3	1	5	5	8 8	6 - Way	5	8	4	<u> </u>	
2016	ð	3	3	1	1	3	1	2	3	3	1	5	1
Civil Rights				1	1	3			1	3	1		
Civil Rights - Racial Profiling or Discrimina	ation								1				
Customer Service	ation					2		1	- '				
Customer Service - TSO						2		1					
Locks								- 1		1			
Locks - Missing or Damaged Lock										1			
					4			4		1			
Mishandling of Passenger Property	agad/Missing I	toma Chaole	ad Dar	1	1 1	1		1	1				
Mishandling of Passenger Property - Dam	aged/iviissing i	temsCneck	ed Baç	1	1	1		1	1	1			
Persons w/ Disabilities (PWD)	N 1-1114 - 781 - 4 M	Michael Charles					1			1			
Persons w/ Disabilities (PWD) - Mobility D		vneeicnair oi	Scooter)				1						
Persons w/ Disabilities (PWD) - Visual Im	pairment									1			
Screening									1		1		
Screening - International Screening											1		
Screening - Procedures/Process									1				
2017	5	3	1		2	2	3	1			1		1
Customer Service	1												
Customer Service - TSO	1												
Locks	1												
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	3	3	1		2	2	1						1
Mishandling of Passenger Property - Dam	aged/Missii	1											
Mishandling of Passenger Property - Dam	3	2	1		2	2	1						
Persons w/ Disabilities (PWD)								1					
Persons w/ Disabilities (PWD) - Mobility D	isability (Not V	Vheelchair o	Scooter)					1					
Property - Special Handling	iodomity (i tot i		000010.)				1				1		
Property - Special Handling - Missing Item	s - Checked						1				1		
Screening	is - Officered						1						
ŭ .							1						
Screening - Inconsistency			•		•		1	•					
2018			2		2		3	2	1	3	2		1
Customer Service					1						1	1	
Customer Service - Others											1		
Customer Service - TSO					1							1	
Locks			1										
Locks - Missing or Damaged Lock			1										
Mishandling of Passenger Property								1				3	
Mishandling of Passenger Property - Dam												1	
Mishandling of Passenger Property - Dam	aged/Missing I	temsCheck	ed Baggag	je				1				2	
Patdown									1				
Patdown - Flyer									1				
Persons w/ Disabilities (PWD)			1							1			
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not Bro	east Caı	1										
Persons w/ Disabilities (PWD) - Diabetes										1			
Prohibited & Permitted Items							1				1		
Prohibited & Permitted Items - Alcohol and	d Tobacco						1						
Prohibited & Permitted Items - Knives/Too		rp Objects									1		
Property - Special Handling	.0,1 (02010,01101	p objects					2	1		1			
Property - Special Handling - Damaged Ite	ems - Carry-On	1						1					
Property - Special Handling - Missing Item							2			1			
Screening	is - Officered				1					1			
ŭ .					1					1			
Screening - Procedures/Process					l l								
2019							1	1	1	2		1	
Civil Rights							1						
Civil Rights - Racial Profiling or Discrimina	ation						1						
Customer Service										1			
Customer Service - TSO										1			
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dam	aged/Missing I	temsUnspe	cified Lugg	gage					1				
										1			
Patdown													
Patdown Patdown - Flyer										1			
												1	

Categories 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03 PSG 1 2016 Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 2017 Mishandling of Passenger Property	3-Mar 04-Apr	05-May 2	06-Jun 2	07-Jul 2 1	08-Aug 3 2 1	09-Sep 5	Total 15 3
2016 Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 2017		2	2	1	3 2 1	5	15 3 1
Customer Service Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 2017				1	1 1		1
Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 2017				1	1		1
Mishandling of Passenger Property Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 2017				1	1		
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage 2017				1			1
2017					1		2
· · · · · · · · · · · · · · · · · · ·				1	1		2
Mishandling of Passenger Property			1	1		3	5
			1	1			2
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage			1	1			2
Screening						3	3
Screening - Procedures/Process						3	3
2018		1				1	3
Customer Service						1	1
Customer Service - TSO						1	1
Mishandling of Passenger Property 1							1
Mishandling of Passenger Property - Disa 1							1
Patdown		1					1
Patdown - Flyer as Observer		1					1
2019		1	1		1	1	4
Mishandling of Passenger Property					1		1
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage					1		1
Property - Special Handling			1			1	2
Property - Special Handling - Damaged Items - Checked			1				1
Property - Special Handling - Missing Items - Checked						1	1
Screening		1					1
Screening - Inconsistency		1					1

TSA Contact Center ((TCC) Data Tool - FOIA
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			I SA CUIIIA	ct Center (I	CC) Data	1001 - 1014	٠						
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSM			1	2	1	1		3		2	1	1	1
2016				2									
Civil Rights				1									
Civil Rights - Transgender Screening				1									
Mishandling of Passenger Property				1									
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	1									
2017						1		1		2			
Customer Service						1							
Customer Service - TSO						1							
Locks										1			
Locks - Missing or Damaged Lock										1			
Property - Special Handling										1			
Property - Special Handling - Damaged It	tems - Carry	-On								1			
Screening								1					
Screening - Inconsistency								1					
2018								2			1	1	
Customer Service								1					
Customer Service - TSO								1					
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-or	or Checke	d							1		
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway										1	
Property - Special Handling								1					
Property - Special Handling - Damaged It	tems - Check	ced						1					
2019			1		1								
Customer Service					1								
Customer Service - Others					1								
Persons w/ Disabilities (PWD)			1										
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway	1										

Cotomorios	40.0-4	44 11				Tool - FOIA		05.14	00 1	07 1.1	00.4	00.0	T-4-1
Categories	10-Oct	11-Nov				03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PSP	24	2	8 2	22 3			41	40	15	10	18		360
2016				1	4 10	5 19	12	11	3	1	5	3	85
Civil Rights Civil Rights - Racial Profiling or Discrimina	otion							1		1			2
Customer Service	auon				2 4	1 1	3	1		- 1	1		12
Customer Service - Others						2	3	- 1			1		2
Customer Service - Others Customer Service - TSO						2 1	3	1			1		10
Locks						2 2	3	1			1		7
Locks - General					1 4	1		- 1			ı		1
Locks - Missing or Damaged Lock					1 2			1			1		6
Lost and Found					1	2 1		1			- 1		2
Lost and Found - Airport/TSA					1			1					2
Mishandling of Passenger Property					8 9	9 16	8	5	3	1	3	3	56
Mishandling of Passenger Property - Dam	agod/Missin	a Itomo	Corry on L		1		0	1	3	- 1	3	3	3
Mishandling of Passenger Property - Dam					7		6	2	3	1	3	2	44
		-		•	,				3	1	3	1	9
Mishandling of Passenger Property - Disa	Trayed items	sCarry-C	on or Check		2	1 3	2	2				I	
Persons w/ Disabilities (PWD)	lanta (iaint)				<u> </u>								2
Persons w/ Disabilities (PWD) - Metal Imp		+ \A/boole	bair or Coa										
Persons w/ Disabilities (PWD) - Mobility E	Isability (NO	ot vvrieerd	mail of Sco	101	1		4	0					1
Screening						l	1	2					4
Screening - Inconsistency								1					1
Screening - Lengthy Lines							1	1					2
Screening - Procedures/Process			_						_				1
2017	11	1			5 19		14	14	5	2	4	2	111
Customer Service	1			1			1	1	3	1			10
Customer Service - Others									1	1			3
Customer Service - TSO	1			1		1	1	1	2				7
Locks			2				1	2					7
Locks - General			1			1							2
Locks - Missing or Damaged Lock			1			1	1	2					5
Lost and Found				1		1							2
Lost and Found - Airport/TSA				1		1							2
Mishandling of Passenger Property	7		6	7	5 16	9	6	5	1	1	2		65
Mishandling of Passenger Property - Dam	1					1		1					3
Mishandling of Passenger Property - Dam	4		5	5	4 13	3 8	6	3	1		1		50
Mishandling of Passenger Property - Disa	2		1	2	1 2	2 1		1		1	1		12
Patdown	1		3			1		2					7
Patdown - Flyer			3			1		2					6
Patdown - Non-Flyer	1												1
Persons w/ Disabilities (PWD)	1					2	1					1	5
Persons w/ Disabilities (PWD) - Hearing I	mpairment					1							1
Persons w/ Disabilities (PWD) - Metal Imp												1	1
Persons w/ Disabilities (PWD) - Prosthesi						1							2
Persons w/ Disabilities (PWD) - Wheelcha		Segway					1						1
Property - Special Handling		3 ,					3	4	1		1		9
Property - Special Handling - Damaged Ite	ems - Carry-	On						1					1
Property - Special Handling - Damaged Ite							2	1	1				4
Property - Special Handling - Missing Item							1	2			1		4
Screening	1		1				2				1	1	6
Screening - Inconsistency												1	1
Screening - Procedures/Process			1				2				1		4
Screening - Retrieving Abandoned/Confise	1												1
2018	8		9	7 1	1 (3 16	12	5	2	2	4	4	86
Civil Rights				1				•		_		1	2
Civil Rights - Transgender Screening				1								1	2
Customer Service			3		2	2	1	1		1	2		12
Customer Service - Others			J		۷		- 1	1		1	1		12
			2		2						1		
Customer Service - TSO	-		3		2	2	1	1		1	1		11
Locks Coporal	1		2		1	1	2	1	1				9
Locks - General			0		4	1	_						1
Locks - Missing or Damaged Lock	1		2		1		2	1	1				8
Lost and Found				1									1
Lost and Found - Airport/TSA				1									1
Mishandling of Passenger Property	6		1	3	5 ;	3 6	5	1			2		32
Mishandling of Passenger Property - Dam											1		2
Mishandling of Passenger Property - Dam					4 2	2 4	4	1			1		25
Mishandling of Passenger Property - Dam		-					1						1
Mishandling of Passenger Property - Disa	rrayed Items				1 '								4
Patdown			2	1	1 '		1						7
Patdown - Children						1							1
Patdown - Flyer			2	1		1	1						5
Patdown - Flyer as Observer					1								1
Persons w/ Disabilities (PWD)									1				1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	/trauma)							1				1
Property - Special Handling				1	2 .	1 4	2	1		1		3	15
Property - Special Handling - Damaged Ite						1							1
Property - Special Handling - Damaged Ite					1	1	1					3	6
Property - Special Handling - Missing Item								1					1
Property - Special Handling - Missing Item				1	1	3	1			1			7
Screening	1		1			1 2	1	1					7
Screening - Procedures/Process	1		1				1	1					7
2019	5			6	8 1 ⁻		3	10	5	4	5	5	78
Customer Service				1		3 2	,	1	1			1	11
Customer Service - Others					`			1					1
Customer Service - TSO			2	1		3 2			1			1	10
	1				,								10

			ISA CUIILAC	r center (oc, Data	1001-101	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks				2	1	1						1	5
Locks - General				1									1
Locks - Missing or Damaged Lock				1	1	1						1	4
Lost and Found					1			1					2
Lost and Found - Airport/TSA					1			1					2
Mishandling of Passenger Property		1		1	2	2	2	4	2	1	1	2	18
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	Carry-on Lug	gage			1	1					2
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	Checked Baç	1	1	1	1	2	1	1	1	2	11
Mishandling of Passenger Property - Disa	arrayed Item	1			1	1		1	1				5
Patdown	1	2	. 1		1			2				1	8
Patdown - Flyer	1	2	. 1		1			2				1	8
Persons w/ Disabilities (PWD)		1	1						1				3
Persons w/ Disabilities (PWD) - Diapers/0	Garments/D	1											1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	n and Medica	al Supplies					1				1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway	1										1
Property - Special Handling	4	1	2	4	3	4		2		3	3		26
Property - Special Handling - Damaged It	ems - Carry	-On			2						1		3
Property - Special Handling - Damaged It	2	1		1	1	2				1	1		9
Property - Special Handling - Missing Iten	1			1				1					3
Property - Special Handling - Missing Iten	1		2	2		2		1		2	1		11
Screening			1	1			1		1		1		5
Screening - Procedures/Process			1	1			1		1		1		5

			TSA Conta	ct Center (ΓCC) Data ⅂	Tool - FOL	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUB				1	3		1		3	4	2	2	16
2016							1		1			2	4
Locks									1			2	3
Locks - Missing or Damaged Lock									1			2	3
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	ggage			1						1
2017				1	1					1			3
Mishandling of Passenger Property					1					1			2
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d	1					1			2
Screening				1									1
Screening - Inconsistency				1									1
2018					2				2	3	1		8
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property					1				1	1	1		4
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Bag	ggage					1		1		2
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checke	d	1					1			2
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	n and Medic	al Supplies						1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Iter	ns - Checke	d								1			1
Screening									1				1
Screening - Procedures/Process									1				1
2019											1		1
Customer Service											1		1
Customer Service - TSO											1		1

		1	rsa Conta	act Center (1	CC) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PUW		2	:	2 1	6	3	2	7	4	3	1	3	34
2016				1		1	1		1		1	1	6
Civil Rights							1						1
Civil Rights - Racial Profiling or Discrimin	nation						1						1
Mishandling of Passenger Property				1		1			1		1	1	5
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	hecked Ba	aç 1		1			1		1	1	5
2017		1			3			3	3	2			12
Civil Rights					1								1
Civil Rights - Racial Profiling or Discrimin	nation				1								1
Locks								1					1
Locks - Missing or Damaged Lock								1					1
Lost and Found					1								1
Lost and Found - Airport/TSA					1								1
Mishandling of Passenger Property		1			1			1	2	2			7
Mishandling of Passenger Property - Dan	naged/Missiı	1			1			1	2	2			7
Patdown									1				1
Patdown - Flyer									1				1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Medically	y Necessary M	ledication	and Medi	cal Supplies				1					1
2018		1		1	2		1	3		1		1	10
Customer Service					1								1
Customer Service - TSO					1								1
Mishandling of Passenger Property					1		1	3				1	6
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	arry-on Lu	iggage				1					1
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC	hecked Ba	aggage	1			2				1	4
Mishandling of Passenger Property - Disa	arrayed Items	-Carry-on	or Checke	ed			1						1
Patdown										1			1
Patdown - Flyer										1			1
Property - Special Handling		1		1									2
Property - Special Handling - Damaged It	tems - Checke	d		1									1
Property - Special Handling - Missing Iter	ns - Checke	1											1
2019				1	1	2		1				1	6
Locks								1				1	2
Locks - Missing or Damaged Lock								1				1	2
Mishandling of Passenger Property				1	1	2							4
Mishandling of Passenger Property - Dan	naged/Missing	ItemsC		1	1	2							4

						TOOI - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PVC		2				1	1	1		2	1	1	:
2016						1		1				1	;
Customer Service												1	
Customer Service - TSO												1	
Mishandling of Passenger Property								1					
Mishandling of Passenger Property - Dar	naged/Missiı	ng ItemsC	hecked Ba	ggage				1					
Screening						1							
Screening - Lengthy Lines						1							
2017		1					1				1		
Mishandling of Passenger Property		1					1				1		
Mishandling of Passenger Property - Dar	naged/Missiı	1					1				1		
2018		1								1			
Locks										1			
Locks - Missing or Damaged Lock										1			
Property - Special Handling		1											
Property - Special Handling - Missing Iter	ms - Checke	1											
2019										1			
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Ba	ggage						1			

Cotogorios	40.0-4					Tool - FOIA		05.14	00 1	07 1	00.4	00.0	T-4-1
PVD Categories	10-Oct	11-Nov 39	12-Dec 5		02-Feb	03-Mar 43	04-Apr 39	05-May	06-Jun	07-Jul 52	08-Aug	09-Sep	Total
2016	41	39	5	1 6:			39 7	46 15	54 10	52 8		55 12	586 113
Civil Rights				10	, ,	17	'	13	10		10	12	2
Civil Rights - Racial Profiling or Discrimina	l ation							1	1				2
Customer Service					2	1	1	2	1			2	9
Customer Service - TSO					2	1	1	2	1			2	9
Locks						1	1		1	1	3	1	8
Locks - Missing or Damaged Lock						1	1		1	1	3	1	8
Mishandling of Passenger Property				16	6	13	5	10	7	7	15	6	87
Mishandling of Passenger Property - Dam	naged/Missing	ltemsC	arry-on Lu	ıggage	1	1		2			1		5
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked Ba	aç 16	5 5	10	5	8	7	6	14	6	77
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Check	ed	2	2				1			5
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelch	air or Sco	oter)		1							1
Screening						1		2				3	6
Screening - Lengthy Lines						1		2					3
Screening - Procedures/Process												3	3
2017	14	15	1	9 23	3 12	10	17	14	18	12	14	22	190
Civil Rights							1						1
Civil Rights - Transgender Screening							1						1
Customer Service		1		2	1		1		1		1	2	9
Customer Service - CSM											1		1
Customer Service - TSO		1		2	1		1		1			2	8
Locks	2	2		2	2		1	2		1	1	2	15
Locks - Missing or Damaged Lock	2	2		2	2		1	2		1	1	2	15
Lost and Found									1				1
Lost and Found - Airport/TSA	40	4.4		2 11	· -	_	4.4	•	1 12	_		40	116
Mishandling of Passenger Property	10	11	1				11	6	12	7	1	10	116
Mishandling of Passenger Property - Dam				_			1	0	40				5
Mishandling of Passenger Property - Dam		10					5	6	10	4		6	89
Mishandling of Passenger Property - Disa Patdown	1	1		2 2		1	5 1	3	2	3	2	3	7
Patdown - Flyer				1 '			1	2					6
Patdown - Flyer as Observer				1			- 1	1					1
Persons w/ Disabilities (PWD)	1							1				2	4
Persons w/ Disabilities (PWD) - Breast Ca								'					1
Persons w/ Disabilities (PWD) - General	'							1					
Persons w/ Disabilities (PWD) - Hearing I	l mpairment											1	<u>.</u>
Persons w/ Disabilities (PWD) - Mobility I		Wheelch	air or Sco	oter)								1	<u>.</u>
Prohibited & Permitted Items				/							1		1
Prohibited & Permitted Items - General											1		1
Property - Special Handling							1	2	3	3	5	6	20
Property - Special Handling - Damaged It	ems - Carry-0	On							1			1	2
Property - Special Handling - Damaged Ite	ems - Checke	ed						1		1	1	1	4
Property - Special Handling - Missing Iten	ns - Carry-On											1	1
Property - Special Handling - Missing Iten	ns - Checked						1	1	2	2	4	3	13
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	1	1		1 4	1 1	2	1		1	1	2		15
Screening - Inconsistency				1						1			2
Screening - Lengthy Lines											1		1
Screening - Procedures/Process	1	1				2	1		1		1		11
Screening - Security Breach				•									1
2018	10	14	2			6	6	10	13	19		14	158
Civil Rights		1									1		3
Civil Rights - Age		1									1		3
Customer Service				1 '				1		1	1	2	8
Customer Service - TSO				1 '				1		1	1	2	8
Locks		1		2 ′			1	3	1	2		1	14
Locks - Missing or Damaged Lock		1		2			1	3	1	2		1	14
Mishandling of Passenger Property	4	7		9 (2	2	7	5		7	65
Mishandling of Passenger Property - Dam		7		7 (2	2	6	3		6	55
Mishandling of Passenger Property - Dam					1					_	1		2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on		2		2			1	2		1	8
Patdown	1			1	1				1	1	1		6
Patdown - Flyer	1			1	1		4		1	1			6
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	nectrum			2 4			1		1	2	2		12
Persons w/ Disabilities (PWD) - Autism 5 Persons w/ Disabilities (PWD) - General	pectiuili				I					1			<u>1</u>
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	mnairment								1	1			
Persons w/ Disabilities (PWD) - Hearing I		/ledication		1					1				1
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I										1			1
Persons w/ Disabilities (PWD) - Mobility L				0.01/			1				1		2
Persons w/ Disabilities (PWD) - Prostries		00018			1		1				1		2
Persons w/ Disabilities (PWD) - Wheelcha		Segway			2								3
Property - Special Handling	4	4			1 3	1	1	4	3	5	6	4	40
Property - Special Handling - Damaged It					1		1	7	3	1		-	3
Property - Special Handling - Damaged It		1			2			2	2	3		2	16
Property - Special Handling - Missing Iten								1	_		1	_	3
Property - Special Handling - Missing Iten		3		4	1		1	1	1	1		2	18
Screening	1	1		2	1	1	1		'	3			10
Screening - Inconsistency		1			1					1			3
Screening - Lengthy Lines										1			1
Screening - Procedures/Process	1			2		1	1			1			6
2019	17	10) 7	10	9	7	13	13	11	7	125

			TSA Contac	ct Center (TCC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights				1		1		1					3
Civil Rights - Age								1					1
Civil Rights - National Origin				1									1
Civil Rights - Transgender Screening						1							1
Customer Service	4				1	1	1	1					8
Customer Service - TSO	4				1	1	1	1					8
Locks	3	3		2	1	2	1		2		2		16
Locks - Missing or Damaged Lock	3	3		2	1	2	1		2		2		16
Mishandling of Passenger Property	6	2	6	3	3	3	4		6	5	4	6	48
Mishandling of Passenger Property - Dam	4		6	2	2	2	4		1	2	3	5	31
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsU	nspecified I	1					1				2
Mishandling of Passenger Property - Disa		2			1	1			4	3	1	1	15
Patdown	1												1
Patdown - Flyer	1												1
Persons w/ Disabilities (PWD)	1	1	1						1	1	1		6
Persons w/ Disabilities (PWD) - Cognitive	/Developm	1	1										2
Persons w/ Disabilities (PWD) - Diabetes									1				1
Persons w/ Disabilities (PWD) - Hearing I	mpairment									1			1
Persons w/ Disabilities (PWD) - Medically	/ Necessary	Medication	and Medica	al Supplies							1		1
Persons w/ Disabilities (PWD) - Service A	1												1
Property - Special Handling	2	2	4	4	2	2	2	3	3	4	2	1	31
Property - Special Handling - Damaged It	2	1		1	1		1	1	1	2		1	11
Property - Special Handling - Missing Iten	ns - Carry-O	n	1								1		2
Property - Special Handling - Missing Iten	ns - Checke	1	3	3	1	2	1	2	2	2	1		18
Request for Assistance								1					1
Request for Assistance - Other								1					1
Screening		2				1	1	1	1	3	2		11
Screening - Procedures/Process		2					1	1	1	2	2		9
Screening - Security Breach						1				1			2

			I SA COIILA	ci center (icc) Dala	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	arry-on Lug	ggage				1					1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Ba	1			1		1				3
Patdown										1			1
Patdown - Flyer										1			1
SIDA (Security Identification Display Area)						1							1
SIDA (Security Identification Display Area) - General					1							1
2017	2	1	1			1					1		6
Mishandling of Passenger Property	2	1	1			1							5
Mishandling of Passenger Property - Dam	1		1			1							3
Mishandling of Passenger Property - Disa	1	1											2
Property - Special Handling											1		1
Property - Special Handling - Missing Item	ns - Carry-O	n									1		1
2018			1						1				2
Civil Rights									1				1
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	gender							1				1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dam	laged/Missir	ng ItemsC	1										1

Catagorias	40.0-4	44 No.				CC) Data Tool		04 4	05.14	00 1	07 1.1	00.4	00.0	T-4-1
Categories		11-Nov						04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
PWM	20	1	16	16	16	8	19	15	17	20	31			229
2016					9	2	1	6	5	7	6	5	5	46
Civil Rights - Region Profiling or Discrimin	otion				1									1
Civil Rights - Racial Profiling or Discrimina Customer Service	allon				- 1					2				2
Customer Service - TSO										2				2
Locks					1				1	1	1	1		5
Locks - Missing or Damaged Lock					1				1	1	1	1		5
Mishandling of Passenger Property					7	1	1	4	2	4	3		4	30
Mishandling of Passenger Property - Dam	l naged/Missing	ı İtems	-Carry-on I	Lunnane	-	'	'	1					1	2
Mishandling of Passenger Property - Dam		-			7		1	3	2	4	1	4		25
Mishandling of Passenger Property - Disa					- /	1	- 1	3		- 4	2		3	3
Persons w/ Disabilities (PWD)	liayed itellis-	Carry-	on or onec	reu		'			1				1	2
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Me	ntal Disah	ility					1				'	1
Persons w/ Disabilities (PWD) - Medically					lies				ı				1	1
Request for Assistance	Necessary II	viculcati	on and me	ulcai oupp	1103						1		- 1	1
	or (MSLISOC	١									1			
Request for Assistance - Wounded Warrie	I (MSIJSOC)				1		0	4		1			1
Screening Langthy Lines								2	1					5
Screening - Lengthy Lines						1		0	4		1			2
Screening - Procedures/Process				_		_		2	1					3
2017	8		4	5	4	1	8	4	3	3	4	9	5	58
Civil Rights	L				1									1
Civil Rights - Racial Profiling or Discrimina					1									1
Customer Service	2			1			2			2	1			8
Customer Service - TSO	2			1			2			2	1			8
Locks	1				1	1					1	2		7
Locks - General					1								1	2
Locks - Missing or Damaged Lock	1		0	0		1					1			5
Mishandling of Passenger Property	5		3	2	1		5	3	2	1	2			31
Mishandling of Passenger Property - Dam			3	1	1		5	2	1	1	2	5		27
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-	on	1				1	1				1	4
Patdown			1						1					2
Patdown - Flyer			1						1					2
Persons w/ Disabilities (PWD)													1	1
Persons w/ Disabilities (PWD) - Internal N	ledical Devic	es											1	1
Property - Special Handling								1				1	1	3
Property - Special Handling - Damaged It								1						1
Property - Special Handling - Damaged It	ems - Checke	ed										1	1	2
Screening				2	1		1					1		5
Screening - Crew Member or Airline Empl	oyee						1							1
Screening - 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
Advanced Imaging Technology (AIT) - Fly	er												1	1
Civil Rights												1		1
Civil Rights - Transgender Screening												1		1
Customer Service	1		2	1				1	1	1		1		8
Customer Service - TSO	1		2	1				1	1	1		1		8
Locks							2				3	1		6
Locks - Missing or Damaged Lock							2				3	1		6
Mishandling of Passenger Property	2		2		1	1	4		2	1	3	5	3	24
Mishandling of Passenger Property - Dam	1		1		1	1	2		2	1	2	5	3	19
Mishandling of Passenger Property - Disa	1		1				2				1			5
Patdown				1							1	1	1	4
Patdown - Flyer											1	1	1	3
Patdown - Non-Flyer				1										1
Persons w/ Disabilities (PWD)	1									1				2
Persons w/ Disabilities (PWD) - Internal N	1													1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)									1				1
Property - Special Handling					1	2	1			2	4	1		11
Property - Special Handling - Damaged It										1				1
Property - Special Handling - Damaged It						1				1	2			5
Property - Special Handling - Missing Iten	ıs - Checked				1	1	1				2			5
Request for Assistance											1			1
Request for Assistance - Wounded Warrie	or (MSIJSOC)									1			1
Screening	1		3	2			1		1	1				9
Screening - Inconsistency				1					1					2
Screening - Procedures/Process	1		3	1			1			1				7
2019	7		5	7	1	2	2	4	5	4	9	4	8	58
Civil Rights				1				1		1	1			4
Civil Rights - Constitutional Rights								1						1
Civil Rights - Racial Profiling or Discrimina	ation									1				1
Civil Rights - Sex/Gender/Gender Identity		ender		1							1			2
Customer Service				2					2		1	1		6
Customer Service - TSO				2					2		1	1		6
Locks	1			1			1						1	4
Locks - Missing or Damaged Lock	1			1			1						1	4
Mishandling of Passenger Property	3		1				1		1	1	1	3	4	15
Mishandling of Passenger Property - Dam	aged/Missino	g Items-	-Carry-on I	Luggage								1		1
Mishandling of Passenger Property - Dam			1				1				1	2	3	11
Mishandling of Passenger Property - Dam		g Items-	-Unspecifie	ed Luggage	Э					1				1
Mishandling of Passenger Property - Disa									1				1	2
Patdown		,									3			3
Patdown - Flyer											3			3
Persons w/ Disabilities (PWD)			1					1						2
,	1													

			SA Contac	ct Center (icc) Data	1001 - FUIA	١						
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Service A	nimals	1											
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)					1						
Property - Special Handling	1	2	2	1	2			1	2	1		1	
Property - Special Handling - Damaged Ite	ems - Carry	-On			1								
Property - Special Handling - Damaged Ite	ems - Check	ked							1				
Property - Special Handling - Missing Item	ns - Carry-O	n	1										
Property - Special Handling - Missing Iten	1	2	1	1	1			1	1	1		1	
Screening	2	1	1				2	1		2		2	1
Screening - Inconsistency							1						
Screening - Lengthy Lines												1	
Screening - Procedures/Process	2		1				1	1		2		1	
Screening - Security Breach		1											

Catanania	10.5	40.00					ool - FOIA			•		•••		
Categories	10-Oct	11-No			01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2016	12		2	8	5 1	5	5 2	7	8	11 2	12	6	15 2	96 16
Customer Service					1		1		1		2	1		4
Customer Service - Others											2			2
Customer Service - TSO							1					1		2
Locks										1				1
Locks - Missing or Damaged Lock										1				1
Mishandling of Passenger Property			_		1		1	1	1	1	1	2		8
Mishandling of Passenger Property - Dam					_		4	4	1	4	4	0		1
Mishandling of Passenger Property - Dan Screening	naged/iviissin I	g items-	Cneck	кеа вас	1		1	1 1		1	1	2	2	7
Screening - Crew Member or Airline Emp	lovee							I					1	3
Screening - Procedures/Process								1					1	2
2017	4		1	3		2	1	2	2	4	3		5	27
Civil Rights										1				1
Civil Rights - Racial Profiling or Discrimin	ation									1				1
Customer Service						1	1			1	1			4
Customer Service - TSO						1	1			1	1			
Locks Missing or Demograd Lock	1								1	1			2	
Locks - Missing or Damaged Lock Mishandling of Passenger Property	2			2		1		1	1	1			2 1	
Mishandling of Passenger Property - Dam						- 1		1	1				ı	2
Mishandling of Passenger Property - Dan				2		1			'				1	
Mishandling of Passenger Property - Disa		Carry-	on or C					1						
Patdown	1	.,												
Patdown - Flyer	1													
Property - Special Handling										1			1	2
Property - Special Handling - Missing Iter													1	1
Property - Special Handling - Missing Iter	ns - Checked									1				1
Screening			1	1				1			2		1	(
Screening - Crew Member or Airline Emp Screening - Inconsistency	l		1					1						
Screening - Procedures/Process											2		1	3
Screening - Retrieving Abandoned/Confis	cated Items			1										
2018	4			3	3	2		2	3	1	4	2	4	28
Civil Rights						1								1
Civil Rights - Racial Profiling or Discrimin	ation					1								1
Customer Service				2				1						3
Customer Service - Others				1										1
Customer Service - TSO	4			1				1			4			2
Locks Locks - Missing or Damaged Lock	1										1			2
Mishandling of Passenger Property	1				1				2		1		2	7
Mishandling of Passenger Property - Dam	1				1				1				1	
Mishandling of Passenger Property - Dan		g Items-	Unspe	ecified Lu	ggage								1	1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-	on or C	Checked					1		1			2
Patdown						1						1		2
Patdown - Flyer						1						1		2
Persons w/ Disabilities (PWD)	-1-1011	0						1						1
Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling	air/ Scooter/ : I	Segway						1					1	
Property - Special Handling - Damaged It	ems - Check	ad											1	1
Screening	2	eu		1	2				1	1	2	1	1	11
Screening - Crew Member or Airline Emp					1									1
Screening - Lengthy Lines	1								1					2
Screening - Procedures/Process	1			1	1					1	2		1	7
Screening - Retrieving Abandoned/Confis	cated Items											1		1
2019	4		1	2	1	1	2	1	2	4	2	1	4	25
Advanced Imaging Technology (AIT)									1					1
Advanced Imaging Technology (AIT) - Fly									1				4	1
Civil Rights Civil Rights - Racial Profiling or Discrimin	1 1												1	2
Customer Service	1		1								1		1	4
Customer Service - TSO	1		1								1		1	4
Locks								1					2	3
Locks - Missing or Damaged Lock								1					2	3
Mishandling of Passenger Property				1		1				2	1			Ę
Mishandling of Passenger Property - Dan				1										1
Mishandling of Passenger Property - Dan	naged/Missin	g Items-	Check	ked Bagg	age	1				2	1			4
Patdown - Flyer	1									1				2
Patdown - Flyer Property - Special Handling	1				1		2			<u> </u>		1		- 2
Property - Special Handling - Damaged It					1		1			1		1		3
Property - Special Handling - Missing Iter		1			1							1		
Property - Special Handling - Missing Iter							1			1				2
Screening				1					1					2
Screening - Crew Member or Airline Emp	loyee			1										1
Screening - Procedures/Process									1					1

TSA Contact Center (TCC) Data Tool - FOIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDD	1	1	2	4		1			3	3	3	4	2
2016				1		1			2		2	2	
Civil Rights									1				
Civil Rights - Perceived Religion									1				
Customer Service									1				
Customer Service - TSO									1				
Mishandling of Passenger Property				1		1					2	2	
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bag	1		1					1	2	
Mishandling of Passenger Property - Disar											1		
2017	1	1	2	2					1	3	1	1	1
Civil Rights										1			
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	gender								1			
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property	1	1	2	1					1	1		1	
Mishandling of Passenger Property - Dam	1		2						1	1		1	
Mishandling of Passenger Property - Disar	rayed Item	1		1									
Screening				1						1			
Screening - Procedures/Process				1						1			
2018												1	
Property - Special Handling												1	
Property - Special Handling - Damaged Ite	ms - Carry	-On										1	
2019				1									
Customer Service				1									
Customer Service - TSO				1									

Categories	10-Oct	11-No			-Jan	02-Feb	ool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDM	5		4	6	3	8	6 - Iviai	6			8		03-3ер 5	7
2016			•		1	6		1			3			1.
Civil Rights						1								
Civil Rights - Racial Profiling or Discrimina	ation					1								
Locks											1			
Locks - Missing or Damaged Lock											1			
Mishandling of Passenger Property					1	1		1	1		2	. 1	1	
Mishandling of Passenger Property - Dam	naged/Missing	g Items-	Carry-o	n Luggage	Э			1			1			
Mishandling of Passenger Property - Dam	aged/Missing	g Items-	Checke	d Baç	1	1			1			1		
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-	on or Ch	ecked							1		1	
Screening						4								
Screening - Procedures/Process						4								
2017				2		1	3			3	1	3		1
Civil Rights							1							
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender					1							
Customer Service												1		
Customer Service - TSO												1		
Locks				1										
Locks - Missing or Damaged Lock				1										
Mishandling of Passenger Property				1			2			2	1	1		
Mishandling of Passenger Property - Dam	naged/Missing	g Items-	C	1			2			2	1	1		
Patdown	,					1								
Patdown - Flyer						1								
Property - Special Handling												1		
Property - Special Handling - Missing Item	ns - Checked											1		
Screening										1				
Screening - Inconsistency										1				
2018	2		2	3	1		1	1	1	2	1	4	2	2
Civil Rights	1			1										
Civil Rights - Racial Profiling or Discrimina	1													
Civil Rights - Sex/Gender/Gender Identity		ender		1										
Customer Service	l l	511461			1					1		2	1	
Customer Service - TSO					1					1		2	1	
Locks	1				'					'			'	
Locks - Missing or Damaged Lock	1													
Mishandling of Passenger Property	'			1								1		
Mishandling of Passenger Property - Dam	l Jaged/Missing	n Items.	-C	1								1		
Patdown	laged/Missing	g items	1	'										
Patdown - Flyer			1											
Persons w/ Disabilities (PWD)			1						1				1	
Persons w/ Disabilities (PWD) - Metal Imp	lante (ioint)												1	
Persons w/ Disabilities (PWD) - Prosthesi		and Car	ete						1				- 1	
Property - Special Handling	 	and Ca	313	1					- 1	1	1			
Property - Special Handling - Missing Item	Corny On			ı						1	- 1			
Property - Special Handling - Missing Item				- 1							1			
	is - Checked		4	1				4			1			
Screening			1				1	1 1				1		
Screening - Procedures/Process			2	_			1				•	1		
2019	3		2	1	1	1	2	4	1		3	2	2	2
Civil Rights	4									1				
Civil Rights - Racial Profiling or Discrimina	ation									1				
Customer Service				1							2			
Customer Service - TSO				1							2			
Mishandling of Passenger Property	1				1		1	1			1			
Mishandling of Passenger Property - Dam					1		1	1			1	1		
Notice of Violation/Civil Penalties	1													
Notice of Violation/Civil Penalties - Gener	1													
Patdown							1	2						
Patdown - Flyer								2						
Patdown - Flyer as Observer							1							
Property - Special Handling	1		1										1	
Property - Special Handling - Damaged Ite			1											
Property - Special Handling - Missing Item	1												1	
Screening			1			1		1	1			1	1	
Screening - Crew Member or Airline Empl	oyee												1	
Screening - Lengthy Lines												1		
Screening - Procedures/Process			1			1		1	1					

Catamarias	40.0.4		TSA Contac		•		04 4	05.14	00 1	07 11	00.4	00.0	T.4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RDU	96	101	106	118	82	113	104	110	97	121			1,275
2016				38	17	26	23	25	24	26		35	246
Civil Rights	I			4		2		4	2	1	1		14
Civil Rights - General Complaint and Disc	rimination			1									1
Civil Rights - National Origin								1					1
Civil Rights - Perceived Religion									1				1
Civil Rights - Racial Profiling or Discrimina				2		2		3		1	1		9
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender							1				1
Civil Rights - Transgender Screening				1									1
Customer Service				3	4	1	3	3	2	3	1	5	25
Customer Service - Others				1	1			1					3
Customer Service - TSO				2	3	1	3	2	2	3	1	5	22
Identification (ID) Requirements											1		1
Identification (ID) Requirements - ID Matc	hing Ticket a	nd Boardi	ng Pass Issi	ues							1		1
Locks				2	1	3	2	2	1	3	2	1	17
Locks - 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
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	arry-on Lug	gage	1	3	1	3	1	2	2		13
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC	hecked Bag	20	10	9	9	6	13	10	16	14	107
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsL	Inspecified L	uggage					1				1
Mishandling of Passenger Property - Disa								1	1		2	4	12
Patdown				3		2	4	3		2	4	3	21
Patdown - Flyer				1		2	3	3		2			18
Patdown - General							1						1
Patdown - Non-Flyer				2									2
Persons w/ Disabilities (PWD)				1					1	1		2	5
Persons w/ Disabilities (PWD) - Breast Ca	l ancer								1				1
Persons w/ Disabilities (PWD) - Bleast Co		Medication	and Medic	al Sunnlies					1			1	1
Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I												1	1
Persons w/ Disabilities (PWD) - Wheelcha			all of Scoot							- 4		'	
Screening	ani occorent	Cegway		1	1	6	4	3	2	1 4		6	30
					ı		4			4	3	0	
Screening - Inconsistency				1		2	-	1				1	4
Screening - Lengthy Lines					4	4	1	0		1			3
Screening - Procedures/Process					1	4	3	2	2	3			23
2017	29	35		30	19	27	27	25	23	33		19	344
Civil Rights		1	3		2			1		3			11
Civil Rights - Hair Patdowns					1					1			2
Civil Rights - Racial Profiling or Discrimina		1	2		1					2	1		7
Civil Rights - Screening of Religious or Cu								1					1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender	1										1
Customer Service	5	2	4	3	3	5	5	1	3	8	3	2	44
Customer Service - CSM			1			1							2
Customer Service - 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
Locks - 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
Mishandling of Passenger Property - Dam		2		1	2	2	2			2		1	18
Mishandling of Passenger Property - Dam		16		20	8	12	3	5	12	10			129
Mishandling of Passenger Property - Disa		3		1	1	1	3	1	1		2		15
Patdown	2	3			1	1	6	5	4	2			36
Patdown - Children	_					1	1			_			2
Patdown - Flyer	2	3	7		1		4	4	4	2	2	2	31
Patdown - Flyer as Observer			,									1	1
Patdown - Non-Flyer							1	1				ı ı	2
Persons w/ Disabilities (PWD)	1	2	1			2	- 1	1		4	1		9
Persons w/ Disabilities (PWD) - General	<u>'</u>	2	1					- 1		1			
,	A D D D		1							1			2
Persons w/ Disabilities (PWD) - Internal N		1											1
Persons w/ Disabilities (PWD) - Medical [1
Persons w/ Disabilities (PWD) - Medically		viedication	n and Medica	aı Supplies				1					1
Persons w/ Disabilities (PWD) - Ostomy/0													1
Persons w/ Disabilities (PWD) - Prosthesi						2							2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	trauma)									1		1
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Breast Milk	(/Baby Formi	ula/Breast	Pump								1		1
Property - Special Handling							4	7	2	5		2	28
Property - Special Handling - Damaged It							1				1		2
Property - Special Handling - Damaged It							3	2	1	4		1	14
Property - Special Handling - Missing Iten								1		1			2
Property - Special Handling - Missing Iten	ns - Checked							4	1		4	1	10
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening	4	5	4	1	1	3	1	3		2	4	6	34
Screening - Inconsistency						2	1						3
Screening - Lengthy Lines												1	1
Screening - Procedures/Process	4	5	3	1	1	1		2		2	3	4	26
Screening - Retrieving Abandoned/Confis	cated Items										1	1	2
Screening - Security Breach								1					1
Screening - Shoe Screening			1					•					<u>.</u>
2018	34	38		28	23	33	28	23	30	31	29	18	344
Civil Rights	2	1		2		1	1	1	2	1			16
Civil Rights - Constitutional Rights							1	1	1		3	1	2
Civil Rights - Hair Patdowns				2			1	- 1	1				3
Civil Rights - National Origin		1			1		1						2
Civil Rights - Perceived Religion	1	- 1			- 1								
											^		
Civil Rights - Racial Profiling or Discrimina	auUII								1		2		3

ries	10-Oct	44 Nov	12-Dec		(TCC) Data	03-Mar		OF Mov	OG lum	07-Jul	00 000	00 Can	Tota
Civil Dighta Corponing of Deligious Culty		11-Nov		U1-Jan	02-reb	U3-IVIAI	04-Apr	05-May	06-Jun	07-Jui 1	08-Aug	09-Sep	TOLA
Civil Rights - Screening of Religious Cultu		emoniai il	ems			4				- 1			
Civil Rights - Sex/Gender/Gender Identity	1					1						4	
Civil Rights - Transgender Screening	_			_							1	1	
Customer Service	7		3	6	4 1	7	3	6	2	2		5	
Customer Service - Others										1			
Customer Service - TSO	7			6	4 1	7	3	6	2	1	2	5	
Locks	1		2	1	1 4	1	3	1	3	2	2		
Locks - General					1				1				
Locks - Missing or Damaged Lock	1		2	1	1 3	1	3	1	2	2	2		
Mishandling of Passenger Property	7	9	9 1	2	8 7	11	12	4	8	8	6	6	
Mishandling of Passenger Property - Dam	laged/Missir	ng Items	С	1		1		1	1	1		1	
Mishandling of Passenger Property - Dam	6		7 1	0	7 6	10	10	2	4	5	5	4	
Mishandling of Passenger Property - Dam	aged/Missir	ng Items	Unspecified	Luggage	1								
Mishandling of Passenger Property - Disa	1		2	1	1		2	1	3	2	1	1	
Notice of Violation/Civil Penalties	-											1	
Notice of Violation/Civil Penalties - Gener	ı al											1	
Patdown	3		4		1 2	1			4	3	1	1	
Patdown - Flyer	3		3		1 2				4	2			
Patdown - Flyer as Observer	3				1 2	- '				1		- '	
			4										
Patdown - Non-Flyer			1	_									
Persons w/ Disabilities (PWD)	1		6	3	1 2	3	4	4	3	3			
Persons w/ Disabilities (PWD) - Autism S									1				
Persons w/ Disabilities (PWD) - Breast Ca	ancer					1							
Persons w/ Disabilities (PWD) - Cancer (g	general) Not		1										
Persons w/ Disabilities (PWD) - General						1		1					
Persons w/ Disabilities (PWD) - Internal N	ı Medical Devi	ces						1					
Persons w/ Disabilities (PWD) - Medically			1				2		1				
. , ,				2	1			1	- 1	1			
Persons w/ Disabilities (PWD) - Metal Imp					1			1		1			
Persons w/ Disabilities (PWD) - Mobility [ot Wheelc	hair or Sco	oter)	2	1							
Persons w/ Disabilities (PWD) - Service A							1						
Persons w/ Disabilities (PWD) - Touch Av		/trauma)								1			
Persons w/ Disabilities (PWD) - Visual Im	pairment									1			
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	;	3	1			1	1	1				
Property - Special Handling	6		7	2	9 3	2	2	3	5	5	9	3	
Property - Special Handling - Damaged It	ems - Carry		2		1		1		2			2	
Property - Special Handling - Damaged It			2		3				1	1	3		
Property - Special Handling - Missing Iten			1		1	1					0		
				0				2	0	4	0		
Property - Special Handling - Missing Iten	3		2	2	5 2	1	1	3	2	4	6		
Request for Assistance										1			
Request for Assistance - Other										1			
Screening	7	(6	5	2 3	7	3	4	3	6	4	1	
Screening - Inconsistency	1								1				
									1				
Screening - Lengthy Lines	3				1 1	2		1	1				
Screening - Lengthy Lines			5							6	3	1	
Screening - Lengthy Lines Screening - Procedures/Process	3		5					1	2	6			
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	3					4				6	3		
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	3 cated Items		1	5	1 2	1	3	3	2		1		
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach	3		1	5		1	3	3		31	1	25	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT)	3 3 cated Items		1	5	1 2	1	3	3 37 1	2		1	25	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly	3 3 cated Items 33	2	1 8 3	9 2	1 2 2 23	1 27	3	37 1	2	31	30	25 1	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights	3 3 cated Items	2	1 8 3	5 9 2 2	1 2	1 27	3	3 37 1	2		30	25 1	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age	3 3 3 cated Items 33 er 1	2	1 8 3	9 2	1 2 2 23	1 27	3	37 1	2	31 3 1	30 1	25 1	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights	3 3 3 cated Items 33 er 1	2	1 8 3	5 9 2 2	1 2 2 23	1 27	3	37 1	2	31	30 1	25 1 1	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age	3 3 3 cated Items 33 er 1	2	1 8 3	9 2 2 1	1 2 2 23	1 27	3	37 1	2	31 3 1	30 1	25 1 1	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin- Civil Rights - Sex/Gender/Gender Identity	3 3 3 cated Items 33 er 1	2	1 8 3	9 2 2 1	1 2 23 1 2	1 27	3	37 1	2	31 3 1	30 1	25 1 1	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening	3 3 cated Items 33 er 1 - Not Transo	2 2 gender	1 8 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 9 2 2 1	1 2 23 1 2 1 1 1 1 1	4 1 27	26	37 1 1 1	2	31 3 1 2	1 30 1	25 1 1 1	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service	3 3 cated Items 33 er 1 Not Transo	2 2 gender	1 8 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 2 2 1	1 2 23 1 2 1 1 1	4 1 27	26	37 1 1	2	31 3 1	1 30 1	25 1 1	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others	3 3 cated Items 33 er 1 1 - Not Transc	28 gender	1 8 3 1 1 1 1 1 7	9 2 2 1 1	1 2 23 1 2 1 1 1 1 4 4 4	4 1 27	26	37 1 1 1 1	2	31 3 1 2	1 30 1	25 1 1 1 1	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	3 3 cated Items 33 er 1 Not Transo	28 gender	1 8 3 1 1 1 1 1 7	9 2 2 1 1	1 2 23 1 2 1 1 1 1 1	4 1 27	26	37 1 1 1	2	31 3 1 2	1 30 1	25 1 1 1 1	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements	3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 4 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	28 gender	1 8 3 1 1 1 1 1 7	9 2 2 1 1	1 2 23 1 2 1 1 1 1 4 4 4	4 1 27	26	37 1 1 1 1	2	31 3 1 2	1 30 1	25 1 1 1 1 1	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements	3 3 3 3 3 3 3 3 3 3 3 3 4 1 4 1 1 1 1 1	2 i	1 8 3 1 1 1 7 7 7 7	5 2 2 1 1 1 8 8 8 8	1 2 23 1 2 1 1 1 1 4 4 4 4	4 1 27 7	3 26 5	37 1 1 1 1 6	20	31 3 1 2 2 5 5	1 30 1	25 1 1 1 1 1 1	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin. Civil Rights - Facial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	2 de la composición del composición de la compos	1 8 3 1 1 1 7 7 7 3 3	5 2 2 1 1 1 8 8 8 2 2	1 2 2 23 1 2 1 1 1 1 4 4 4 4 2 2 2	7 7	3 26 5	37 1 1 1 1	2	31 3 1 2 2 5 5 5 3	1 1 1	25 1 1 1 1 1 1	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discriming Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements	3 3 3 3 3 3 3 3 3 3 3 3 4 1 4 1 1 1 1 1	2 de la composición del composición de la compos	1 8 3 1 1 1 7 7 7 3 3	5 2 2 1 1 1 8 8 8 2	1 2 23 1 2 1 1 1 1 4 4 4 4	7 7	3 26 5	37 1 1 1 1 6	20	31 3 1 2 2 5 5	1 1 1	25 1 1 1 1 1 1	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin. Civil Rights - Facial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	2 de la composición del composición de la compos	1 8 3 1 1 1 7 7 7 3 3	5 2 2 1 1 1 8 8 8 2 2 2 2	1 2 2 23 1 2 1 1 1 1 4 4 4 4 2 2 2	7 7	3 26 5	37 1 1 1 1 6 6	20	31 3 1 2 2 5 5 5 3	1 1 1	25 1 1 1 1 1 1	
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Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	2i	1 8 3 1 1 1 1 7 7 7 3 3 3 3 3 3 3 3 3 3 3 3	5 9 2 2 1 1 1 8 8 8	1 2 2 23 1 2 1 1 4 4 4 2 2 2 1 1 1	7 7 2 2 2	26 5 5	37 1 1 1 1 6 6	20	31 3 1 2 5 5 5 3 3 3	1 30 1 1	25 1 1 1 1 1 1 1	
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Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin. Civil Rights - Racial Profiling or Discrimin. Civil Rights - Fransgender Screening Customer Service Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (c Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Cognitive	3 3 3 cated Items 33 er 1 1 Not Transc 8 1 7 ic 2 1 1 1 1 0 rrayed Items 2 2 pectrum general) Not	gender sCarry-o	1 8 3 1 1 1 7 7 3 3 3 3 5 5 5 5 5 5 5 5 1 1 ancer tal Disabili	5 9 2 1 1 8 8 2 7 2 4 1 2 ty	1 2 2 23 1 2 1 1 1 4 4 4 4 4 2 2 2 2 1 1 1 3 4 2 3 1 1 1 2 2 2 2 3 5 1 1	4 1 27 7 7 2 2 2	3 26 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 37 1 1 1 1 6 6 6 4 4 4	2 20 20 1	31 3 1 2 5 5 5 3 3 3 2 2 2	1 30 1 1 1 4 4 4 9 1 8 8 3 1 2	25 1 1 1 1 1 1 1 5 5	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin. Civil Rights - Facial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Ocgneral Persons w/ Disabilities (PWD) - General	3 3 3 cated Items 33 er 1 - Not Transg 8 1 7 ic 2 1 1 1 1 10 rrayed Items 2 2 pectrum general) Not /Developm	gender sCarry-o	1 8 3 1 1 1 7 7 3 3 3 3 5 5 5 5 5 5 5 5 1 1 ancer tal Disabili	5 9 2 1 1 8 8 2 7 2 4 1 2 ty	1 2 2 23 1 2 1 1 4 4 4 4 4 2 2 2 2 1 1 1 3 4 2 3 3 1 1 1 2 2 2 3 5	4 1 27 7 7 2 2 2	3 26 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 37 1 1 1 1 6 6 6 4 4 4	2 20 20 1	31 3 1 2 5 5 5 3 3 3 2 2 2	1 30 1 1 1 4 4 4 4 8 3 1 1 2	25 1 1 1 1 1 1 1 5 5	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Osperial Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I	3 3 3 cated Items 8 1 1 - Not Transg 8 1 7 ic 2 2 1 1 1 1 10 rrayed Items 2 pectrum general) Not //Developm	gender gender s=-Carry-o Breast Coental /Mer	1 8 3 1 1 1 7 7 3 3 3 3 5 5 5 5 5 5 5 5 1 1 ancer tal Disabili	5 9 2 1 1 8 8 2 7 2 4 1 2 ty	1 2 2 23 1 2 1 1 1 4 4 4 4 4 2 2 2 2 1 1 1 3 4 2 3 1 1 1 2 2 2 2 3 5 1 1	4 1 27 7 7 2 2 2	3 26 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 37 1 1 1 1 6 6 6 4 4 4	2 20 20 1	31 3 1 2 5 5 5 3 3 3 2 2 2	1 30 1 1 1 4 4 4 9 1 8 8 3 1 2	25 1 1 1 1 1 1 1 5 5	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin. Civil Rights - Facial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Ocgneral Persons w/ Disabilities (PWD) - General	3 3 3 cated Items 8 1 1 - Not Transg 8 1 7 ic 2 2 1 1 1 1 10 rrayed Items 2 pectrum general) Not //Developm	gender gender s=-Carry-o Breast Coental /Mer	1 8 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 9 2 1 1 8 8 2 7 2 4 1 2 ty	1 2 2 23 1 2 1 1 1 4 4 4 4 4 2 2 2 2 1 1 1 3 4 2 3 1 1 1 2 2 2 2 3 5 1 1	4 1 27 7 7 2 2 2	3 26 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 37 1 1 1 1 6 6 6 4 4 4	2 20 20 1	31 3 1 2 5 5 5 3 3 3 2 2 2	1 30 1 1 1 4 4 4 4 8 3 1 1 2	25 1 1 1 1 1 1 1 5 5	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (g Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Osperial Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I	a 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	gender s-Carry-o- Breast Carry-o- ached to sached to	1 8 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 9 2 1 1 8 8 2 2 7 2 5 4 1 2 ty	1 2 2 23 1 2 1 1 1 4 4 4 4 4 2 2 2 2 1 1 1 3 4 2 3 1 1 1 2 2 2 2 3 5 1 1	4 1 27 7 7 2 2 2 2	3 26 5 5 7 4 3 3 3 2 1	3 37 1 1 1 1 6 6 4 4 4	2 20 20 1	31 3 1 2 5 5 5 3 3 3 2 2 2	1 30 1 1 1 4 4 4 4 8 3 1 1 2 4	25 1 1 1 1 1 1 1 1 5 5	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach O19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (c Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medi	3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	gender s-Carry-o- Breast Carry-o- ached to sached to	1 8 3 1 1 7 7 3 3 3 3 3 4 1 ancer ntal Disabili	5 9 2 1 1 8 8 2 2 7 2 5 4 1 2 ty	1 2 2 23 1 2 1 1 1 4 4 4 4 4 2 2 2 1 1 3 4 2 3 1 1 2 2 2 3 5 1 1 1 1 1	4 1 27 7 7 2 2 2 2	3 26 5 5 7 4 3 3 3 2 1	3 37 1 1 1 1 6 6 4 4 4	2 20 20 1	31 3 1 2 5 5 5 3 3 3 2 2 2	1 30 1 1 1 4 4 4 4 8 3 1 1 2 4	25 1 1 1 1 1 1 1 1 5 5	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger	3 3 3 cated Items 33 er 1 1 Not Transc 8 1 7 ic 2 2 1 11 11 10 rrayed Items 2 pectrum general) Not //Developms	gender sCarry-o Breast C: ental /Mer	1 8 3 1 1 7 7 3 3 3 3 3 4 1 ancer ntal Disabili	5 9 2 1 1 8 8 2 2 7 2 5 4 1 2 ty	1 2 2 23 1 2 1 1 4 4 4 4 4 2 2 2 1 1 1 3 4 2 3 3 1 1 2 2 2 3 1 1 1 1 1 1 1 1	4 1 27 7 7 2 2 2 2	3 26 5 5 5 1 1 1 1 1	3 37 1 1 1 1 6 6 4 4 4	2 20 20 1	31 3 1 2 5 5 5 3 3 3 2 2 2	1 30 1 1 1 4 4 4 4 9 1 1 8 3 3 1 2	25 1 1 1 1 1 1 1 1 5 5	
Screening - Lengthy Lines Screening - Procedures/Process Screening - Retrieving Abandoned/Confis Screening - Security Breach O19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Age Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cancer (c Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medical Il Persons w/ Disabilities (PWD) - Medi	3 3 3 cated Items 33 er 1 1 Not Transc 8 1 7 ic 2 2 1 11 11 10 rrayed Items 2 pectrum general) Not //Developms	gender gender s-Carry-o	1 8 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	5 9 2 1 1 8 8 2 2 7 7 2 5 4 1 1 2 ty	1 2 2 23 1 2 1 1 1 4 4 4 4 4 2 2 2 1 1 3 4 2 3 1 1 2 2 2 3 5 1 1 1 1 1	4 1 27 7 7 2 2 2 2	3 26 5 5 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	3 37 1 1 1 1 6 6 4 4 4	2 20 20 1	31 3 1 2 5 5 5 3 3 3 2 2 2	1 30 1 1 1 1 8 3 3 1 2 4	25 1 1 1 1 1 1 1 1 5 5	

			ISA Conta	ct Center (CC) Data	001 - FOIA							
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged It	1	1	2	1		3		1		2		3	
Property - Special Handling - Missing Iter	ns - Carry-C	1	3		1		1	1	2		2		
Property - Special Handling - Missing Iter	1	2	2	3		3	1	7	2	5	2	3	
Request for Assistance							1					1	
Request for Assistance - Other							1					1	
Screening	4	4	3	2	2	6	4	9	4	5	5	6	
Screening - Children									1				
Screening - Crew Member or Airline Emp	loyee			1							1		
Screening - Inconsistency					1			1					
Screening - Lengthy Lines	1	1		1		1		1		2			
Screening - Procedures/Process	3	3	3			5	4	7	3	3	3	6	
Screening - Retrieving Abandoned/Confis	scated Items				1								
Screening - Security Breach											1		

			ISA Conta	ct Center (TCC) Data	001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RFD				1	2			1	2	2	3	3	1-
2016									1	1	1	2	
Customer Service										1			
Customer Service - TSO										1			
Mishandling of Passenger Property									1		1	2	
Mishandling of Passenger Property - [Damaged/Missi	ng ItemsC	arry-on Lug	ggage							1	1	
Mishandling of Passenger Property - [Damaged/Missi	ng ItemsC	hecked Ba	ggage					1			1	
2017											1		
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - [Damaged/Missi	ng ItemsC	hecked Ba	ggage							1		
2018					1			1	1			1	
Human Capital									1				
Human Capital - Prospective Employn	nent with TSA								1				
Screening					1			1				1	
Screening - Procedures/Process					1			1					
Screening - Retrieving Abandoned/Co	nfiscated Items											1	
2019				1	1					1	1		
Customer Service					1								
Customer Service - Others					1								
Patdown										1			
Patdown - Flyer										1			
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Intern	al Medical Dev	ices									1		
Property - Special Handling				1									
Property - Special Handling - Missing	Items - Carry-C)n		1									

TSA Contact Center ((TCC) Data Tool - FOIA
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		I SA COIIta	ct Center (
Categories	10-Oct 11-No	v 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RHI	1	3	2		2			1	1	1	3	14
2016					1							1
Patdown					1							1
Patdown - Flyer					1							1
2017									1		1	2
Screening									1		1	2
Screening - Procedures/Process									1		1	2
2018	1	3	2		1					1		8
Customer Service		1								1		2
Customer Service - TSO		1								1		2
Mishandling of Passenger Property	1	1			1							3
Mishandling of Passenger Property - Dan	n 1											1
Mishandling of Passenger Property - Dan	naged/Missing Items	Checked Ba	ggage		1							1
Mishandling of Passenger Property - Disa	arrayed ItemsCarry	r-on 1										1
Persons w/ Disabilities (PWD)		1										1
Persons w/ Disabilities (PWD) - Ostomy/	Ostomates	1										1
Property - Special Handling			1									1
Property - Special Handling - Missing Iter	ns - Checked		1									1
Screening			1									1
Screening - Procedures/Process			1									1
2019								1			2	3
Mishandling of Passenger Property											1	1
Mishandling of Passenger Property - Dan	naged/Missing Items	Checked Ba	ggage								1	1
Property - Special Handling								1			1	2
Property - Special Handling - Damaged It	tems - Checked										1	1
Property - Special Handling - Missing Iter	ms - Carry-On							1				1

Catanania	10.0			tact Center									
Categories		11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RIC	40	47	•	62 42			50	74	60	84	70		681
2016				•	6 8	10	13	20	12	16	15	9	109
Civil Rights								1					1
Civil Rights - Racial Profiling or Discrimina	ation I						0	1			-	0	1
Customer Service				1	2	2	3	2	4	5	1	2	22
Customer Service - CSM Customer Service - Others						4			2		- 4		2
Customer Service - Others Customer Service - TSO					2	1	3	1	2		1	2	3
Locks				1		l l	3	1		5 1	1		17
Locks - Missing or Damaged Lock										1	1		2
Mishandling of Passenger Property					. 4	. 4	6	8	1	6	10	6	49
Mishandling of Passenger Property - Dam	aged/Missing	Itame (arn/ on L				0	4	- 1	1	3		10
Mishandling of Passenger Property - Dam							6	2	1	4	6		33
Mishandling of Passenger Property - Disa) 3	1	0	2	- 1	1	1	1	6
Patdown	linayed items	Carry-or	II OI CITECT	(eu		- '	2	2	4	1	- '	- '	9
Patdown - Flyer							2	2	3	- '			7
Patdown - Flyer as Observer									1	1			2
Persons w/ Disabilities (PWD)								2	1	1	1		5
Persons w/ Disabilities (PWD) - Metal Imp	alanta (iaint)							1	1	- 1	1		2
. , ,		M/boolek	noir or Soc	otor)					1		'		
Persons w/ Disabilities (PWD) - Mobility [iali di Scc	octer)				1	1	4			2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooler/ S	egway					0	_	2	1	0	4	1
Screening				1	2	2 4	2	5	2	2	2	1	21
Screening - Crew Member or Airline Empl	loyee							4	1				1
Screening - Inconsistency				1	1			1	4		-		3
Screening - Lengthy Lines						2	0	4	1	0	1	4	4
Screening - Procedures/Process		46			1		2	4	40	2	1	1	13
2017	8	12		24 15			10	18	19	23	14		182
Civil Rights		1		2	2 1		1	2	1			1	9
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimina		1			1		1	1	1			1	6
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder		1									1
Civil Rights - Transgender Screening				1									1
Customer Service	2	5	5	7 4	1 3	5	1	2	3	4	3	2	41
Customer Service - Others								1					1
Customer Service - TSO	2	5		7 4	1 3		1	1	3	4	3	2	40
Locks		1		1		2			1	2		1	8
Locks - Missing or Damaged Lock		1		1		2			1	2		1	8
Mishandling of Passenger Property	1	3		8 6	5 2	6	3	1	6	6	4	2	48
Mishandling of Passenger Property - Dam	naged/Missing	ItemsC	0	1		1	1		1			1	5
Mishandling of Passenger Property - Dam	naged/Missii	3	3	5 6	3 2	5	2	1	4	6	2	1	37
Mishandling of Passenger Property - Disa	1			2					1		2		6
Patdown		2	2	4		3	2		1	4	2		18
Patdown - Flyer		2	2	4		3	2		1	4	2		18
Persons w/ Disabilities (PWD)	1			1				1	3	3	1	2	12
Persons w/ Disabilities (PWD) - Diabetes									1			1	2
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dres	sings/M	lasks						1				1
Persons w/ Disabilities (PWD) - General								1					1
Persons w/ Disabilities (PWD) - Internal N	l ledical Device	S								1			1
Persons w/ Disabilities (PWD) - Medically	Necessary M	edicatio	n and Med	dical Supplies	3					1			1
Persons w/ Disabilities (PWD) - Metal Imp											1		1
Persons w/ Disabilities (PWD) - Mobility [Disability (Not	Wheelch	nair or Sco	ooter)					1				1
Persons w/ Disabilities (PWD) - Service A				,						1			1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tr	auma)		1								1	2
Persons w/ Disabilities (PWD) - Wheelcha	1												1
Prohibited & Permitted Items								1	1				2
Prohibited & Permitted Items - Firearm/Ar	nmunition							1					1
Prohibited & Permitted Items - Knives/Too	ols/Razors/Sha	arp Obje	cts						1				1
Property - Special Handling							2	4		2	3	5	16
Property - Special Handling - Damaged It	ems - Carry-O	n						1					1
Property - Special Handling - Damaged It							1	•			1	1	3
Property - Special Handling - Missing Iten								1					1
Property - Special Handling - Missing Iten							1	2		2	2	4	11
Screening	4			3 3	3 1	1	1	7	3	2			28
Screening - Inconsistency				1				1	1	1		1	5
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	3			2 2	2 1	1	1	5	2	1	1	1	20
Screening - Retrieving Abandoned/Confis	cated Items			1									1
Screening - Security Breach	1												1
2018	16	13	3 2	20 15	5 18	15	11	15	11	20	21	7	182
Advanced Imaging Technology (AIT)	-							1					1
Advanced Imaging Technology (AIT) - Fly	er							1					1
Civil Rights				2			2			1	4		9
Civil Rights - Hair Patdowns				1			_				-		1
Civil Rights - Headwear											1		1
Civil Rights - Racial Profiling or Discrimina	ı ation			1			2				2		5
Civil Rights - Sex/Gender/Gender Identity		nder		*						1			1
Civil Rights - Sexual Orientation - Not Tra		.401									1		1
Customer Service	4	1		4 3	3 3	6	4	2	1	4	4		37
Customer Service - Others	7			2		1	1	1	1	1	4	1	6
Customer Service - Others Customer Service - TSO	4	1		2 3	3 3		3	1	1	3	4	1	31
Locks	3			2 1		, 5	3	1	1	3	4	1	7
Locks - Missing or Damaged Lock	3			2 1								1	7
Lost and Found	1			_								- 1	1
Lost and Found - Airport/TSA	1												<u>1</u>
Mishandling of Passenger Property	5	3)	2			2		6	7	4	1	
wiishanding of Lassenger Floperty	5	3	,	2 4	1 3	2	3	4	Ö	- /	4	- 1	44

ories	10-Oct	11-Nov	12-Dec	01-Jan	TCC) Data ⁻ 02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam					1	UU-INIAI	1 1		00-0411	2		1	Total
0 0 1 7	0	g itemsCa	irry-on Lugg	gage 3		1	1		4	3		ļ	
Mishandling of Passenger Property - Dam		3		1		1	1		2	2			
Mishandling of Passenger Property - Disa	ı	2	2	1	4	1	- 1	2	1	2			
Patdown		2	3										
Patdown - Flyer		2	3	1	4	1		1	1	2			
Patdown - Non-Flyer								1			1		
Persons w/ Disabilities (PWD)	2	1	2	1	1	1		1				1	
Persons w/ Disabilities (PWD) - Diapers/G		essings/Ma	1										
Persons w/ Disabilities (PWD) - Medically													
Persons w/ Disabilities (PWD) - Metal Imp	0 /			1									
Persons w/ Disabilities (PWD) - Mobility [1							1	
Persons w/ Disabilities (PWD) - Prosthesis						1		1					
Persons w/ Disabilities (PWD) - Service A		1											
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/	Segway	1										
Property - Special Handling		4	3		3			2	1	4	1	3	
Property - Special Handling - Damaged Ite	ems - Carry-	On								1			
Property - Special Handling - Damaged Ite	ems - Checl	1	1		2						1	1	
Property - Special Handling - Missing Item	s - Carry-C	1			1			1		1		1	
Property - Special Handling - Missing Item	s - Checke	2	2					1	1	2		1	
Screening	1	2	2	5	4	5	2	2 3	2	2	3		
Screening - Inconsistency	1			1				1	1				
Screening - Lengthy Lines			1	1	2	1	1			1			
Screening - Procedures/Process		2	1	3		4	1	2	1	1			
2019	16	22	18	6	11	22	16		18	25		13	
Civil Rights	2	1	2		2	1	2			2		2	
Civil Rights - Age						'		1					
Civil Rights - Perceived Religion								1					
Civil Rights - Racial Profiling or Discrimina	ation	1	2		2	1	1				1	2	
<u> </u>	1	1				- '	1		1	2			
Civil Rights - Sex/Gender/Gender Identity							- 1		1	2			
Civil Rights - Sexual Orientation - Not Tra	1												
Customer Service	6	5	2	2		11	5		6	7		3	
Customer Service - TSO	6	5	2	2	3	11	5		6	7		3	
Locks	1		2	1			1		3	1		1	
Locks - Missing or Damaged Lock	1		2	1			1		3	1		1	
Mishandling of Passenger Property	1	5	3	1	2	3	1	1	1	6	2	2	
Mishandling of Passenger Property - Dam	-	g ItemsC	1				1						
Mishandling of Passenger Property - Dam	1	4	2	1	1	3		1	1	6	1	2	
Mishandling of Passenger Property - Disa	rrayed Item	1			1						1		
Patdown	1	1	2			1	1	4			2	2	
Patdown - Flyer	1	1	2			1	1	4			2	2	
Persons w/ Disabilities (PWD)		3		2		1		1	1	1	4	1	
Persons w/ Disabilities (PWD) - Diabetes											2		
Persons w/ Disabilities (PWD) - Internal M	edical Devic	es									1		
Persons w/ Disabilities (PWD) - Medically			and Medica	I Supplies				1					
Persons w/ Disabilities (PWD) - Metal Imp												1	
Persons w/ Disabilities (PWD) - Mobility D		t Wheelcha	ir or Scoot	1		1							
Persons w/ Disabilities (PWD) - Prosthesis			11 01 30001	- 1		'					1		
Persons w/ Disabilities (PWD) - Respirato			nt						1		- 1		
Persons w/ Disabilities (PWD) - Respirato	,	ar ⊑quipine 1	iit.										
										4			
Persons w/ Disabilities (PWD) - Touch Av				- 1						I			
Persons w/ Disabilities (PWD) - Visual Im		1											
Persons w/ Disabilities (PWD) - Wheelcha	ir/ Scooter/	1											
Property - Special Handling	1	3	2		1	1	3	4		3	2		
Property - Special Handling - Damaged Ite)n	1						1				
Property - Special Handling - Damaged Ite						1		2		1	1		
Property - Special Handling - Missing Item					1		1		1				
Property - Special Handling - Missing Item	s - Checke	3	1				2			2			
	4	4	5		3	4	3	2	2	5	6	2	
Screening	-												
Screening Screening - Inconsistency		•					1	1			1		
9		2				1	1	1	1	1			
Screening - Inconsistency	4		5		3		1		1	1 4			

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RIW							1		1	1	1		4
2017									1				1
Patdown									1				1
Patdown - Flyer									1				1
2018							1			1			2
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Bag	ggage						1			1
Screening							1						1
Screening - Procedures/Process							1						1
2019											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Iter	ns - Checke	d									1		1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RKD			1	1									2
2019			1	1									2
Mishandling of Passenger Property			1	1									2
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	1	1									2

					(TCC) Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RKS	2	4		3	3 5	1	3	3	3	4	1	2	34
2016					3				1				4
Customer Service					1								1
Customer Service - TSO					1								1
Identification (ID) Requirements					2								2
Identification (ID) Requirements - Domesti	С				2								2
Mishandling of Passenger Property									1				1
Mishandling of Passenger Property - Dama	aged/Missin	g ItemsCl	hecked B	aggage					1				1
2017		1		2	1	1	2	2	1			1	11
Customer Service		1		1									2
Customer Service - Others				1									1
Customer Service - TSO		1											1
Mishandling of Passenger Property				1	1	1	1	2	1			1	8
Mishandling of Passenger Property - Dama	aged/Missin	g ItemsC		1	1		1						4
Mishandling of Passenger Property - Disar	rayed Items	Carry-on	or Check	ed				2	1			1	4
Property - Special Handling							1						1
Property - Special Handling - Missing Item	s - Checked						1						1
2018		2		1	2 1		1	1	1	3	1	1	14
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property		2		1	1 1				1	2	1	1	10
Mishandling of Passenger Property - Dama	aged/Missii	1		1	1				1			1	5
Mishandling of Passenger Property - Disar	rayed Item	1			1					2	1		5
Persons w/ Disabilities (PWD)							1						1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Med	lical Supplie	S		1						1
Property - Special Handling								1					1
Property - Special Handling - Missing Item	s - Checked							1					1
Screening					1								1
Screening - Procedures/Process					1								1
2019	2	1			1					1			5
Locks	1												1
Locks - Missing or Damaged Lock	1												1
Mishandling of Passenger Property	1	1			1								3
Mishandling of Passenger Property - Dam	1	1			1								3
Property - Special Handling										1			1
Property - Special Handling - Missing Item	s - Checked									1			1

Determine					•	Tool - FOIA							
Categories				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RNO	37	35	42	39	42	66	50	55	56	44	61	59	586
2016				9	11	27	16	18	18	6	12	11	128
Civil Rights				1	1	2	2	1	2				9
Civil Rights - Racial Profiling or Discrimina	ation			1	1	1	2		1				6
Civil Rights - Sex/Gender/Gender Identity	- Not Transger	nder						1	1				2
Civil Rights - Transgender Screening						1							1
Customer Service					3	10	4	3			1	2	23
Customer Service - CSM					1	10							1
Customer Service - Others					<u> </u>	4							4
Customer Service - TSO					2		4	2				2	
					2	6	4	3			1	2	18
Locks							1	1				2	4
Locks - Missing or Damaged Lock							1	1				2	4
Lost and Found				1	1	1							3
Lost and Found - Airport/TSA				1	1	1							3
Mishandling of Passenger Property				5	2	6	5	5	10	6	5	5	49
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCarr	y-on Lugga	age		1	1		5		1	1	9
Mishandling of Passenger Property - Dam	aged/Missing	ItemsChe	cked Baç	5	2	5	3	4	5	6	4	2	36
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked				1	1				2	4
Patdown		-		1	2		1	1	2		2	2	11
Patdown - Flyer				1	2		1	1			2	2	9
Patdown - Non-Flyer				'			'		2				2
					-			4					
Persons w/ Disabilities (PWD)					1	2		4	1		1		9
Persons w/ Disabilities (PWD) - Breast Ca								1					1
Persons w/ Disabilities (PWD) - Diabetes						1		1					2
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Hearing I	mpairment							1					1
Persons w/ Disabilities (PWD) - Internal M	Medical Device	s			1								1
Persons w/ Disabilities (PWD) - Metal Imp								1	1				2
Persons w/ Disabilities (PWD) - Mobility D		Wheelchair	or Scooter	r)		1		'	•				1
Screening	l land	. 7 TOOTOTIAII	J. J. J. J. J. J. J. J. J. J. J. J. J. J	1	1	6	3	3	3		3		
					1	б	3	3	3				20
Screening - Inconsistency				1							1		2
Screening - Lengthy Lines						3			1				4
Screening - Procedures/Process					1	3	3	2	2		2		13
Screening - Retrieving Abandoned/Confis	cated Items							1					1
2017	14	8	12	12	10	16	11	8	7	12	10	16	136
Civil Rights	3					1		1					5
Civil Rights - Racial Profiling or Discrimina								1					4
Civil Rights - Sex/Gender/Gender Identity		nder				1							1
Customer Service	l		0	0	4		4		0	0		0	
		2	2	2	1	2	1		2	2		2	17
Customer Service - TSO		2	2	2	1	2	1		2	2	1	2	17
Human Capital												1	1
Human Capital - Prospective Employment	t with TSA											1	1
Locks	1	1		1	2	1		1			1		8
Locks - General											1		1
Locks - Missing or Damaged Lock	1	1		1	2	1		1					7
Lost and Found	·											1	1
Lost and Found - Airport/TSA												1	1
			_	7				4		0			
Mishandling of Passenger Property	8	4	5	7	2	8	1	4	2	6	6	4	57
Mishandling of Passenger Property - Dam		2	1	1	1				1				8
Mishandling of Passenger Property - Dam		2	4	5	1	6		3	1	4		4	42
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or	Checked	1		2	1	1		2			7
Patdown			3	2	2	1	1		1		1	2	13
Patdown - Flyer			3	1	2	1	1		1		1	2	12
Patdown - General				1									1
Persons w/ Disabilities (PWD)	1		1		1	3	1	1		2	! 1	2	13
Persons w/ Disabilities (PWD) - Cancer (c		roast Canac				3	- '	- 1		1			1
Persons w/ Disabilities (PWD) - Cognitive		tai /ivientai i	Disability				1						1
Persons w/ Disabilities (PWD) - Diabetes					1	1							2
Persons w/ Disabilities (PWD) - Diapers/0	Sarments/Dres	ssings/Mask	S									1	1
Persons w/ Disabilities (PWD) - General			1										1
Persons w/ Disabilities (PWD) - Medically											1		2
Persons w/ Disabilities (PWD) - Metal Imp										1		1	2
Persons w/ Disabilities (PWD) - Ostomy/0						1							1
Persons w/ Disabilities (PWD) - Touch Av		auma)				1							1
Persons w/ Disabilities (PWD) - Touch Av						1		1					1
	anii 0000181i S	cgway					-						
Property - Special Handling		J					5	1	2	1		3	12
Property - Special Handling - Damaged Ite		u .					4						4
Property - Special Handling - Missing Item							1		1				2
Property - Special Handling - Missing Item	ns - Checked							1	1	1		3	6
Screening	1	1	1		2		2			1		1	9
Screening - Inconsistency		1					1					1	3
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1		1		1		1			1			5
2018	14	16	13	9	10	13	9	9	14	11		13	147
		10	13	9	10	13	9		14	11	10	13	
Advanced Imaging Technology (AIT)	1							1					2
Advanced Imaging Technology (AIT) - Fly								1					2
Civil Rights	2	2	1	1			1				1		8
Civil Rights - Age											1		1
Civil Rights - Hair Patdowns		1											1
Civil Rights - National Origin							1						1
Civil Rights - Racial Profiling or Discrimina	4		1				- 1						2
			1										- 2
Civil Rights - Sex/Gender/Gender Identity	1												1
Civil Rights - Transgender Screening		1		1									2
Customer Service	1	1		1		1			1		3	2	10
Customer Service - Others						1							1

		TS	SA Contac	t Center (1	TCC) Data	ΓοοΙ - FΟΙΑ							
ategories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	1	1		1					1		3	2	9
Locks	1		1	2	1	2			1	1	1	1	11
Locks - General						1							1
Locks - Missing or Damaged Lock	1		1	2	1	1			1	1	1	1	10
Lost and Found			1								1		2
Lost and Found - Airport/TSA			1								1		2
Mishandling of Passenger Property	3	2	3	2	2	2	3	3	3	1	3	5	32
Mishandling of Passenger Property - Dam		1							1	1	1		4
Mishandling of Passenger Property - Dam			3	1	2	2	2	2	2		1	3	20
Mishandling of Passenger Property - Disa		1		1			1	1			1	2	3
Patdown	2	2	2		1	2	1	1	2	2			17
Patdown - Flyer	2	1	2		1	2	1		2	2	2		15
Patdown - General		1											1
Patdown - Non-Flyer								1					1
Persons w/ Disabilities (PWD)		1	2		1	1		1	2	2	1	1	12
Persons w/ Disabilities (PWD) - General									1				
Persons w/ Disabilities (PWD) - Medical [-					1					
Persons w/ Disabilities (PWD) - Medically			2										
Persons w/ Disabilities (PWD) - Mobility [t Wheelchai	ir or Scoote	er)					1	1		1	
Persons w/ Disabilities (PWD) - Visual Im											1		
Persons w/ Disabilities (PWD) - Wheelcha		1			1	1				1			4
Property - Special Handling	2	3		2	1	3	1	1	4	1	2	3	2
Property - Special Handling - Damaged It		2		2					1				
Property - Special Handling - Damaged It					1			1	2		1	1	
Property - Special Handling - Missing Iten		1				3	1		1	1			10
Screening	2	5	3	1	4	2	3		1	4	2	1	30
Screening - Inconsistency			1				1						2
Screening - Lengthy Lines		1			1	1		1		1			5
Screening - Procedures/Process	2	3	2	1	3	1	2	1	1	3	2	1	22
Screening - Retrieving Abandoned/Confis	cated Items	1											1
2019	9	11	17	9	11	10	14	20	17	15	23	19	175
Advanced Imaging Technology (AIT)			1										
Advanced Imaging Technology (AIT) - Fly	er as Obser	/er	1										1
Civil Rights	1		1			1			1	3	2	1	10
Civil Rights - Age	1												1
Civil Rights - Constitutional Rights										1			1
Civil Rights - Racial Profiling or Discrimina										1	1	1	3
Civil Rights - Sex/Gender/Gender Identity			1			1			1	1			
Customer Service	1	2	1		1	2	4	1	1	2			20
Customer Service - TSO	1	2	1		1	2	4	1	1	2	3		20
Locks		1	1	1	2	2						3	10
Locks - Missing or Damaged Lock		1	1	1	2	2						3	10
Lost and Found					1						1		2
Lost and Found - Airport/TSA					1						1		2
Mishandling of Passenger Property	2	1	5	2	4	2	3	6	5	2			43
Mishandling of Passenger Property - Dam		g ItemsCa								1		2	
Mishandling of Passenger Property - Dam			5	2	4	2	3		4	1	6	3	37
Mishandling of Passenger Property - Disa		1						1	1				- 3
Patdown	2	1	3	1	1	1	2		3	4			24
Patdown - Flyer	2	1		1	1	1	2	4	3	4	1		22
Patdown - Flyer as Observer			1								1		2
Persons w/ Disabilities (PWD)	2	1	1	2	2			4	1	1	4		18
Persons w/ Disabilities (PWD) - Breast Ca			1										
Persons w/ Disabilities (PWD) - Cancer (g	,	Breast Cand	cer					1					
Persons w/ Disabilities (PWD) - Diabetes					1						2		;
Persons w/ Disabilities (PWD) - Diapers/0		essings/Mas	KS					1					
Persons w/ Disabilities (PWD) - Hearing I													•
Persons w/ Disabilities (PWD) - Medically		Medication a	and Medic	1						1			2
Persons w/ Disabilities (PWD) - Metal Imp	,							1					
Persons w/ Disabilities (PWD) - Mobility [1		2
Persons w/ Disabilities (PWD) - Ostomy/0				1									1
Persons w/ Disabilities (PWD) - Respirato			nt						1				1
Persons w/ Disabilities (PWD) - Wheelcha		1			1			1					3
Persons w/ Disabilities (PWD) - Wounded	Warrior										1		
Property - Special Handling	1	2	3	1		1	2		5	2			2
Property - Special Handling - Damaged It		1						1			1		3
Property - Special Handling - Damaged It						1	1		2	1			(
Property - Special Handling - Missing Iten			1								1		4
Property - Special Handling - Missing Iten	ns - Checke	1	2	1			1		3	1		2	1:
Screening		3	1	2		1	3	3	1	1			22
Screening - Inconsistency											1		1
Screening - Lengthy Lines		2											2
Screening - Procedures/Process		1	1	2			3	3	1	1	2	3	17
Screening - Retrieving Abandoned/Confis	cated Items					1							1
Screening - Security Breach												1	1

							ool - FOIA							
egories		11-Nov			1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
OA .	6		8	7	6	4	6	10	9	10	8		3	
2016							1	4	1	1	2		1	
Civil Rights											1	•		
Civil Rights - Perceived Religion											1			
Customer Service								1				1		
Customer Service - TSO Locks								1			1	1		
Locks - Missing or Damaged Lock										1 1	1			
Mishandling of Passenger Property									1	- 1		1		
Mishandling of Passenger Property - Dam	l naged/Missing	n Items	Checke	d Bannar	ne.				1			1		
Patdown	lageu/Missing	g items	CHECKE	u Dayya	ge			1	ı					
Patdown - Flyer								1						
Persons w/ Disabilities (PWD)								1						
Persons w/ Disabilities (PWD) - Mobility [l Disability (Not	t Wheeld	hair or s	Scooter)				1						
Request for Assistance			,,,a,, o, ,	0000101.)				1						
Request for Assistance - Wounded Warrio	or (MSIJSOC	:)						1						
Screening	(,					1						1	
Screening - Procedures/Process							1						1	
2017	1		4	3	2	3	2	1	3	3	3	3 2	1	
Civil Rights			-	•		•			•	•	•	_	1	
Civil Rights - Hair Patdowns													1	
Customer Service			1	1		1	1		1		1	1	1	
Customer Service - Others			*	- 1		1	- 1		1		1			
Customer Service - Others Customer Service - TSO			1	1		1	1		1					
	1		1	1	1	- 1	- 1	1	- 1	2				
Mishandling of Passenger Property Mishandling of Passenger Property - Dam								- 1		1				
				1 Luggaç				1		1				
Mishandling of Passenger Property - Dam Patdown	1		1	1	1	1		1		ı		1		
				1		1						I		
Patdown - Flyer				- 1		- 1								
Patdown - Flyer as Observer										4		1		
Property - Special Handling	Observation I									1				
Property - Special Handling - Missing Iten	ns - Checked		_							1				
Screening			2		1	1	1		2		2			
Screening - Inconsistency											1			
Screening - Procedures/Process			2		1	1			2		1	1 1		
Screening - Security Breach	_						1							
2018	2		3	1	2		3	1	1	3	1	1 1		
Customer Service					1		1		1					
Customer Service - Others							1							
Customer Service - TSO					1				1					
Locks										1				
Locks - Missing or Damaged Lock										1				
Mishandling of Passenger Property	2		3	1			1							
Mishandling of Passenger Property - Dam		_		n Luggag	ge		1							
Mishandling of Passenger Property - Dam			3	1										
Mishandling of Passenger Property - Disa	1													
Property - Special Handling					1		1				1	1 1		
Property - Special Handling - Damaged Ite	ems - Checke	ed			1							1		
Property - Special Handling - Missing Iten	ns - Carry-On	1					1							
Property - Special Handling - Missing Iten	ns - Checked										1	1		
Screening								1		2				
Screening - Procedures/Process								1		2				
2019	3		1	3	2	1		4	4	3	2	2 2	1	
Advanced Imaging Technology (AIT)									1					
Advanced Imaging Technology (AIT) - Ge	neral								1					
Civil Rights								1						
Civil Rights - Constitutional Rights								1						
Customer Service	2			1				1	1		1	1 1		
Customer Service - TSO	2			1				1	1		1	1 1		
Locks										1				
Locks - Missing or Damaged Lock										1				
Mishandling of Passenger Property			1		1				1	1				
Mishandling of Passenger Property - Dam	naged/Missii		1		1				1	1				
Patdown	_			1	1									
Patdown - Flyer				1	1									
Persons w/ Disabilities (PWD)										1				
Persons w/ Disabilities (PWD) - Internal M	n Medical Devic	es								1				
Property - Special Handling						1		2				1		
Property - Special Handling - Damaged It	ı ems - Carrv-0	On				1								
Property - Special Handling - Missing Iten						'						1		
Property - Special Handling - Missing Iten								2						
Screening	1			1					1		1	1	1	
Screening - Lengthy Lines	1			1							'	-		
Screening - Procedures/Process									1		1	1	1	

ories	10-Oot 44	Nov 40	2-Doc 04		Each 00	Mar O	1-An- ^'	5_May	06_ lun	07-111	∩ Ω. ∧~	00_6~~	Tatal
ories	10-Oct 11-	Nov 12 13	2-Dec 01-	-Jan 02 15	?-Feb 03 15	-Mar 04 17	1-Apr 08	5-May 18	06-Jun 14	07-Jul 23	08-Aug 21	09-Sep 16	Total 18
2016	,			1	2	6	1	5	4	6	3	2	3
Civil Rights								1		1			
Civil Rights - Racial Profiling or Discrimina								1					
Civil Rights - Sex/Gender/Gender Identity	- Not Transgende	er								1_			
Customer Service Others				11		2	1	1	1	1	1	1	
Customer Service - Others Customer Service - TSO				1		<u>1</u>	1	1	1	1	1	1	
Locks						ı	ı		1	1	1		
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property					2	1		2	2	3	2	1	
Mishandling of Passenger Property - Dam	naged/Missing Ite	ms Private	Screening (Contractor				2		1			
Mishandling of Passenger Property - Dam	naged/Missing Ite	msCarry	on Luggage						1				
Mishandling of Passenger Property - Dam)	2	1			1	2	1	1	
Mishandling of Passenger Property - Disa	rrayed ItemsCa	rry-on or C	Checked								1		
Patdown						1		1	1				
Patdown - Flyer Patdown - Non-Flyer						1		1					
Persons w/ Disabilities (PWD)						1			1				
Persons w/ Disabilities (PWD) - Ostomy/0) Ostomates					1							
Screening	Jstomates					1							
Screening - Procedures/Process						1							
2017	4	3	2	4	6	2	7	4	7	5	3	7	
Civil Rights	-			1			1	-	•			2	
Civil Rights - National Origin							'					1	
Civil Rights - Racial Profiling or Discrimina	ation											1	
Civil Rights - Screening of Religious Cultu		ial Items					1						
Civil Rights - Sex/Gender/Gender Identity				1									
Customer Service	1		1		1		2	1	3	2	1	2	
Customer Service - Others			1				2						
Customer Service - TSO	1				1			1	3	2	1	2	
Locks									1			1	
Locks - Missing or Damaged Lock									1			1	
Mishandling of Passenger Property		1	1		3	1	1		1		1	1	
Mishandling of Passenger Property - Dam		1			2								
Mishandling of Passenger Property - Dam	naged/Missing Ite	msCarry	on Luggage		1								
Mishandling of Passenger Property - Dam	naged/Missing Ite	msC	1			1	1		1		1	1	
					4	1	1	2	1	1	1		
Patdown	1	1		2	1								
Patdown - Flyer	1	1		2	1	1	1	2	1	1	1		
Patdown - Flyer Persons w/ Disabilities (PWD)		1					1	1	1 1				
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D	Disability (Not Wh	1 neelchair o	r Scooter)	1			1						
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av	Disability (Not Whersion (pain/trau	1 neelchair o	r Scooter)	2			1	1					
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha	Disability (Not Whersion (pain/trau	1 neelchair o	r Scooter)	1			1	1		1			
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelchat Property - Special Handling	Disability (Not Wh rersion (pain/trau air/ Scooter/ Segr	1 neelchair o	r Scooter)	1			1	1	1	1			
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite	Disability (Not Wh rersion (pain/trau air/ Scooter/ Segr	1 neelchair o	r Scooter)	1			1	1	1	1 1 1			
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchap Property - Special Handling Property - Special Handling - Damaged Ite	Disability (Not Wh rersion (pain/trau air/ Scooter/ Segr	1 neelchair o	r Scooter)	1			1	1	1	1 1 1 1			
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Iterature Request for Assistance Request for Assistance - Other	Disability (Not Whyersion (pain/trau) air/ Scooter/ Seg	1 neelchair o ma) way	r Scooter)	1	1			1	1	1 1 1		4	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelcher Property - Special Handling - Damaged Iteration of Property - Damaged Iteration of Property	Disability (Not Whersion (pain/trau air/ Scooter/ Seglers - Checked	neelchair o ma) way	r Scooter)	1	1		2	1	1	1 1 1 1		1 1	,
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelcher Property - Special Handling Property - Special Handling - Damaged Iterature Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process	Disability (Not Wheresion (pain/traulair/ Scooter/ Seglems - Checked	neelchair o ma) way		1	1 1 1	1	2 2	1 1	1	1 1 1 1	1	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Iterature of Property - Special Fandling Property - Special Fandling - Damaged Iterature of Property - Special Fandling - Damaged Iterature of Property - Special Fandling - Damaged Iterature of Property - Special Fandling - Other Screening - Procedures/Process	Disability (Not Whersion (pain/trau air/ Scooter/ Seglers - Checked	neelchair o ma) way	r Scooter)	1 1	1 1 1 6		2	1	1	1 1 1 1	13		
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchersons w/ Disabilities (PWD) - Whoelchersons w/ Disabilities (PWD) - Wheelchersons w/ Disabilities (PWD) - Whoelchersons w/ Disabilities (PWD) - Wheelchersons w/ Disabilities (PWD) - Wheelchersons w/ Disabilities (PWD) - Whoelchersons w/ Disabilit	Disability (Not Wheresion (pain/traulair/ Scooter/ Seglems - Checked	neelchair o ma) way		1	1 1 1	1	2 2	1 1	1	1 1 1 1	1	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchate (PWD) - Wheelchate (PWD) - Wheelchate (PWD) - Special Handling - Damaged Iterate (PWD) - Property - Special Handling - Damaged Iterate (PWD) - Property - Special Handling - Damaged Iterate (PWD) - Property - Special Handling - Damaged Iterate (PWD) - Property - Special Handling - Other (PWD) - Property - Special Handling - Other (PWD) - Property - Other (PWD) - Property - Other (PWD) - Property - Other (PWD) - Property - Other (PWD) - Property - Other (PWD) - Property - Other (PWD) - Property - Other (PWD) - Property - Other (PWD) - Other (P	Disability (Not Wheresion (pain/traulair/ Scooter/ Seglems - Checked	neelchair o ma) way		1 1	1 1 1 6	1	2 2	1 1	1	1 1 1 1	13 3	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 2018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns	Disability (Not Whersion (pain/trau) air/ Scooter/ Segreems - Checked	neelchair o ma) way		2 1 1	1 1 1 6	1	2 2	1 1	1	1 1 1 1	13 3	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 2018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina	Disability (Not Whersion (pain/trau) air/ Scooter/ Segreems - Checked	neelchair o ma) way		2 1 1 6 1	1 1 1 6	1	2 2 4	1 1	1	1 1 1 1 1 6	13 3 1 1	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns	Disability (Not Whersion (pain/trau) air/ Scooter/ Segriems - Checked 2 2 2 2 ation	1 neelchair o ma) way 1 1 4		2 1 1	1 1 1 6	6	2 2	1 1	1	1 1 1 1	13 3 1	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Average Persons w/ Disabilities (PWD) - Wheelcher Property - Special Handling Property - Special Handling - Damaged Its Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 18 Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service	Disability (Not Whersion (pain/trau air/ Scooter/ Seg) ems - Checked 2 2 2 2 ation 1	1 neelchair o ma) way 1 1 4		2 1 1 1 6 1 1 3	1 1 1 6	6	2 2 4	1 1	1	1 1 1 1 1 6	13 3 1 1	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Average Persons w/ Disabilities (PWD) - Wheelcher Property - Special Handling Property - Special Handling - Damaged Iter Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 118 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others	Disability (Not Whersion (pain/trau air/ Scooter/ Seg) ems - Checked 2 2 2 2 ation 1	1 neelchair o ma) way 1 1 1 4		2 1 1 1 6 1 1 3 1	1 1 1 6	6	2 2 4	1 1	1	1 1 1 1 1 6	13 3 1 1 1 2	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Its Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 18 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO	Disability (Not Whersion (pain/trau air/ Scooter/ Seg) ems - Checked 2 2 2 2 ation 1	1 neelchair o ma) way 1 1 1 4		2 1 1 1 6 1 1 3 1	1 1 1 6	6	2 2 4	1 1	1	1 1 1 1 1 6	13 3 1 1 1 2	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchate Property - Special Handling Property - Special Handling - Damaged Iterate Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 18 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriminate Customer Service - Others Customer Service - Others Customer Service - TSO Locks	Disability (Not Whersion (pain/trau air/ Scooter/ Seg) ems - Checked 2 2 2 2 ation 1	1 neelchair o ma) way 1 1 1 4		2 1 1 1 6 1 1 3 1	1 1 1 6	6	2 2 4	1 1	1	1 1 1 1 1 6	13 3 1 1 1 2	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling - Damaged Ite Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	Disability (Not Whersion (pain/trau) air/ Scooter/ Segreems - Checked 2 2 2 2 ation 1	1 neelchair o ma) way 1 1 4	2	2 1 1 1 1 1 3 1 2	1 1 1 6	6	2 2 4	1 1	1	1 1 1 1 1 1 6	13 3 1 1 1 2	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility E Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 1018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	Disability (Not Whersion (pain/trau) air/ Scooter/ Segresses - Checked 2 2 2 2 1 ation 1 1 naged/Missing Ite	1 neelchair o ma) way 1 1 4	2	2 1 1 1 1 1 3 1 2	1 1 1 6	6	2 2 4	1 1	1	1 1 1 1 1 1 6	13 3 1 1 1 2 2	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Ite Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 2018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	Disability (Not Whersion (pain/trau air/ Scooter/ Seg) ems - Checked 2 2 2 2 1 ation 1 1 agged/Missing Ite	1 neelchair o ma) way 1 1 1 4 1 1 msCarry-	2 -on Luggage	2 1 1 1 1 1 3 1 2	1 1 1 6	6 1	2 2 4	1 1	1	1 1 1 1 1 1 6	13 3 1 1 1 2 2	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchater Property - Special Handling Property - Special Handling - Damaged Iter Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriminate Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	Disability (Not Whersion (pain/trau air/ Scooter/ Seg) ems - Checked 2 2 2 2 1 ation 1 1 agged/Missing Ite	1 neelchair o ma) way 1 1 1 4 1 1 msCarry-	2 -on Luggage	2 1 1 1 1 1 3 1 2	1 1 1 6	6 1	2 2 4	1 1	1	1 1 1 1 1 1 6	13 3 1 1 1 2 2	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchersons w/ Disabili	Disability (Not Whersion (pain/trau air/ Scooter/ Seg) ems - Checked 2 2 2 2 1 ation 1 1 agged/Missing Ite	1 neelchair o ma) way 1 1 1 4 1 1 msCarry-	2 -on Luggage	2 1 1 1 1 1 3 1 2	1 1 1 6	6 1 1	2 2 4	4	1	1 1 1 1 1 1 6	13 3 1 1 1 2 2	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelcham Property - Special Handling Property - Special Handling - Damaged Iter Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 18 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	Disability (Not Whersion (pain/trau) air/ Scooter/ Segreems - Checked 2 2 2 2 ation 1 1 agged/Missing Ite 1 agged/Missing Ite	1 neelchair o ma) way 1 1 1 4 1 1 msCarry- msUnspe	2 -on Luggage	2 1 1 1 6 1 1 3 1 2	1 1 1 6	6 1 1 1	2 2 4	4	1	1 1 1 1 1 1 6	13 3 1 1 1 2 2	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wheelche Property - Special Handling Property - Special Handling - Damaged Iter Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 18 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically	Disability (Not Whersion (pain/trau) air/ Scooter/ Segreems - Checked 2 2 2 2 2 ation 1 1 aaged/Missing Ite haged/Missing Ite / Necessary Med	1 neelchair o ma) way 1 1 1 4 1 1 msCarry- msUnspe	2 -on Luggage	2 1 1 1 6 1 1 3 1 2	1 1 1 6 1	6 1 1 1	2 2 4	4	1	1 1 1 1 1 1 6	13 3 1 1 1 2 2	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchater Property - Special Handling Property - Special Handling - Damaged Iter Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	Disability (Not Whersion (pain/trau) air/ Scooter/ Seg' ems - Checked 2 2 2 2 2 ation 1 1 naged/Missing Ite 1 naged/Missing Ite / Necessary Med plants (joint)	1 neelchair o ma) way 1 1 1 4 4 1 1 1 msCarry-msUnspect	2 -on Luggage	2 1 1 1 6 1 1 3 1 2	1 1 1 6 1	6 1 1 1	2 2 4	4	1	1 1 1 1 1 1 6	13 3 1 1 1 2 2	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchater Property - Special Handling - Damaged Iter Request for Assistance Request for Assistance - Other Screening - Procedures/Process 2018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discriminater Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Damenton Mishandling of Passenger Property - Damenton Mishandling of Passenger Property - Damenton Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons	Disability (Not Whersion (pain/trau) air/ Scooter/ Segular/ Scooter/ Segular/ Scooter/ Segular/ Scooter/ Segular/ Scooter/ Segular/ Segula	1 neelchair o ma) way 1 1 1 4 1 1 msCarry- msUnspe	2 -on Luggage	2 1 1 1 6 1 1 3 1 2	1 1 1 6 1	6 1 1 1	2 2 4	4	1	1 1 1 1 1 1 6	13 3 1 1 1 2 2 2	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchate Property - Special Handling Property - Special Handling - Damaged Its Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 1018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discriminate Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Ostomy/Company - Disabilities (PWD) - Ostomy/	Disability (Not Whersion (pain/trau) air/ Scooter/ Segriems - Checked 2 2 2 2 ation 1 1 naged/Missing Ite 1 naged/Missing Ite 1 r/ Necessary Med plants (joint) Disability (Ni Distomates	1 neelchair o ma) way 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 -on Luggage	2 1 1 1 6 1 1 3 1 2	1 1 1 6 1	6 1 1 1	2 2 4	4	1	1 1 1 1 1 1 6	13 3 1 1 1 2 2	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchater Property - Special Handling Property - Special Handling - Damaged Iter Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process O18 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriminate Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Ostomy/Cersons w/ Disabilities (PWD) - Respirator	Disability (Not Whersion (pain/trau) air/ Scooter/ Segriems - Checked 2 2 2 2 ation 1 1 aged/Missing Ite 1 aged/Missing Ite 4 Inaged/Missing Ite 5 Inaged/Missing Ite 6 Inaged/Missing Ite 7 Inaged/Missing Ite 8 Inaged/Missing Ite 9 Inaged/Missing Ite 1 Inaged/Missing Ite 1 Inaged/Missing Ite 9 Inaged/Missing Ite 1 Inaged/Missing Ite 9 Inaged/Missing Ite 1 Inaged/Missing Ite 9 Inaged/M	1 neelchair o ma) way 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 -on Luggage	2 1 1 1 6 1 1 3 1 2	1 1 1 6 1	6 1 1 1	2 2 4	4	1	1 1 1 1 1 1 6	13 3 1 1 1 2 2 2	1	
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Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelcham Property - Special Handling Property - Special Handling - Damaged Iter Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 18 Civil Rights Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Wheelcham Property - Special Handling	Disability (Not Whersion (pain/trau) air/ Scooter/ Seg' ems - Checked 2 2 2 2 ation 1 1 aged/Missing Ite 1 aged/Missing Ite 1 aged/Missing Ite 1 r) Necessary Med plants (joint) Distomates ory and Inhaler Edair/ Scooter/ Seg'	1 neelchair o ma) way 1 1 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 -on Luggage	2 1 1 1 6 1 1 3 1 2	1 1 1 6 1	6 1 1 1	2 2 4	1 1 1	1	1 1 1 1 1 1 6	13 3 1 1 1 2 2 2	1	
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Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchater Property - Special Handling - Damaged Its Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 1018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discriminate Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Nespirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Nespirator Persons w/ Disabilities (P	Disability (Not Whersion (pain/trau) air/ Scooter/ Segulation ation 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 neelchair o ma) way 1 1 1 4 1 1 1 neelchair o na) in a continue o na	2 -on Luggage	2 1 1 1 1 3 1 2 1 1 1 age	1 1 1 6 1 1	6 1 1 1 1 1	2 2 4	1 1 1	1	1 1 1 1 1 1 6	13 3 1 1 1 2 2 2 1	1	
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Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 2018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Patdowns Civil Rights - Racial Profiling or Discrimina Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Neblity I Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Neelcha Property - Special Handling Property - Special Handling Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	Disability (Not Whersion (pain/trau) air/ Scooter/ Segulation ation 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 -on Luggage ecified Lugga	2 1 1 1 1 3 1 2 1 1 1 age	1 1 1 6 1 1 1 1 1 1 1	6 1 1 1 1 1 1	2 2 4	1 1 1 1 1 1 1	1	1 1 1 1 1 1 6	13 3 1 1 1 2 2 4 1 2 1	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchersons w/ Disabilities (PWD) - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Procedures/Process 2018 Civil Rights - Procedures/Process Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Nheelcher Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach	Disability (Not Whersion (pain/trau) air/ Scooter/ Segularity Scoo	1 neelchair o ma) way 1 1 1 1 1 1 msCarry- msUnspec 1 cation and 1 quipment way 1 1 1	2	2 1 1 1 1 1 3 1 2 1 1 1 age	1 1 1 6 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1	2 2 4	1 1 1 2 2 2 1 1	1	1 1 1 1 1 1 1 2 2 2 2 2	13 3 1 1 1 2 2 1 1	1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchersons w/ Disabilities (PWD) - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Special Handling - Damaged Iteroperty - Procedures / Process 2018 Civil Rights Civil Rights - Procedures / Process 2018 Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns Civil Rights - Racial Profiling or Discriminated Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Metal Impersons w/ Disabilities (PWD) - Netal Impersons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Nespirator Persons w/ Disabilities (PWD) - Nespirator Persons w/ Disabilities (PWD) - Wheelchersons w/ Disabilities (PWD	Disability (Not Whersion (pain/trau) air/ Scooter/ Segulation ation 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 neelchair o ma) way 1 1 1 4 1 1 1 1 unsCarry- msUnspector 1 1 quipment way 1 1 1 1	2 -on Luggage ecified Lugga	2 1 1 1 1 3 1 2 1 1 1 age	1 1 1 6 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2 4	1 1 1 1 1 1 1	1	1 1 1 1 1 1 6	13 3 1 1 1 2 2 4 1 2 1	1 1 6	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchersons w/ Disabilities (PWD) - Damaged Its Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 2018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discriminal Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Mishandling of Passenger Property - Dame Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Netal Impersons w/ Disabilities (PWD) - Nespirator Persons w/ Disabilities (PWD) - Respirator Persons w/ Disabilities (PWD) - Nespirator Persons w/ Disabi	Disability (Not Whersion (pain/trau) air/ Scooter/ Segriems - Checked 2 2 2 2 ation 1 1 aged/Missing Ite 1 aged/Missing Ite 2 / Necessary Med plants (joint) Disability (Ni Disability (Ni Distomates Dry and Inhaler Edir/ Scooter/ Segriems - Carry-On as - Checke 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 neelchair o ma) way 1 1 1 1 1 1 msCarry- msUnspec 1 cation and 1 quipment way 1 1 1	2	2 1 1 1 1 1 3 1 2 1 1 1 age	1 1 1 6 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1	2 2 4	1 1 1 2 2 2 1 1	1	1 1 1 1 1 1 1 2 2 2 2 2	13 3 1 1 1 2 2 1 1	1 1 1 1 6 1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchersons w/ Disabilities (PWD) - Damaged Iterations of the second of the se	Disability (Not Whersion (pain/trau) air/ Scooter/ Segriems - Checked 2 2 2 2 ation 1 1 aged/Missing Ite 1 aged/Missing Ite 2 / Necessary Med plants (joint) Disability (Ni Disability (Ni Distomates Dry and Inhaler Edir/ Scooter/ Segriems - Carry-On as - Checke 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 neelchair o ma) way 1 1 4 4 1 1 1 1 msCarry msUnspector 1 1 quipment way 1 1 1 1 6	2	2 1 1 1 1 1 3 1 2 1 1 1 age	1 1 1 6 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1	2 2 4	1 1 1 2 2 2 1 1	1	1 1 1 1 1 1 1 2 2 2 2 2	13 3 1 1 1 2 2 1 1	1 1 1 1 6 1	
Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Dersons w/ Disabilities (PWD) - Touch Aversons w/ Disabilities (PWD) - Wheelchers Property - Special Handling Property - Special Handling - Damaged Iter Request for Assistance Request for Assistance Request for Assistance - Other Screening Screening - Procedures/Process 2018 Civil Rights Civil Rights - Constitutional Rights Civil Rights - Racial Profiling or Discriminate Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Nobelity Dersons w/ Disabilities (PWD) - Nobelity Dersons w/ Disabilities (PWD) - Persons w/ Disabilities (PWD) - Nobelity Dersons	Disability (Not Whersion (pain/trau) air/ Scooter/ Segriems - Checked 2 2 2 2 ation 1 1 aged/Missing Ite 1 aged/Missing Ite 2 / Necessary Med plants (joint) Disability (Ni Disability (Ni Distomates Dry and Inhaler Edir/ Scooter/ Segriems - Carry-On as - Checke 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 neelchair o ma) way 1 1 1 1 1 1 msCarry- msUnspec 1 cation and 1 quipment way 1 1 1	2	2 1 1 1 1 1 3 1 2 1 1 1 age	1 1 1 6 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1	2 2 4	1 1 1 2 2 2 1 1	1	1 1 1 1 1 1 1 2 2 2 2 2	13 3 1 1 1 2 2 1 1	1 1 1 1 6 1	

			TSA Conta	ct Center (rcc) Data	Tool - FOIA	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Sex/Gender/Gender Identity	/- Not Trans	gender										1	1
Customer Service		2	. 2				1		1	2		1	9
Customer Service - Others		1	1										2
Customer Service - TSO		1	1				1		1	2		1	7
Locks		1		1									2
Locks - Missing or Damaged Lock		1		1									2
Mishandling of Passenger Property	1	1	1	1		1		2	1	1		2	11
Mishandling of Passenger Property - Dan	naged/Missi	1										1	2
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	Carry-on Lug	ggage				1					1
Mishandling of Passenger Property - Dan	n 1		1			1		1		1		1	6
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	n or Checke	(1					1				2
Patdown	1							1			1		3
Patdown - Flyer	1							1			1		3
Persons w/ Disabilities (PWD)		1	1	1	1	2				1	1	1	9
Persons w/ Disabilities (PWD) - Diapers/	Ġarments/D	ressings/M	asks								1		1
Persons w/ Disabilities (PWD) - Medically	y Necessary	Medication	r 1			1						1	3
Persons w/ Disabilities (PWD) - Metal Im	plants (joint))		1						1			2
Persons w/ Disabilities (PWD) - Mobility	Disability (N	1											1
Persons w/ Disabilities (PWD) - Ostomy/	Ostomates				1								1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter	Segway				1							1
Property - Special Handling			1					1		2			4
Property - Special Handling - Damaged II	tems - Checl	ked	1										1
Property - Special Handling - Missing Iter	ns - Carry-C)n						1		2			3
Screening			1	1				1					3
Screening - Inconsistency			1										1
Screening - Procedures/Process				1				1					2

			TSA Contac	ct Center (TCC) Data T	ool - FOL	4						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ROW	1		5		1	3	}		1	2	5	7	2
2016									1	1		3	
Civil Rights										1			
Civil Rights - Racial Profiling or Discrimi	nation									1			
Customer Service												1	
Customer Service - TSO												1	
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Da	maged/Missin	g Items Pr	ivate Scree	ning Contra	actor				1				
Screening												2	
Screening - Lengthy Lines												1	
Screening - Procedures/Process												1	
2017			2		1					1		1	
Customer Service										1			
Customer Service - TSO										1			
Mishandling of Passenger Property			2		1								
Mishandling of Passenger Property - Da	maged/Missin	g ItemsC	2		1								
Screening												1	
Screening - Procedures/Process												1	
2018			3			2	<u>:</u>				4	2	1
Civil Rights						1							
Civil Rights - Screening of Religious Cul	tural and Cere	monial Ite	ms			1							
Customer Service			1										
Customer Service - TSO			1										
Mishandling of Passenger Property											1		
Mishandling of Passenger Property - Dis	arrayed Items	Carry-on	or Checked	d							1		
Persons w/ Disabilities (PWD)	T										1		
Persons w/ Disabilities (PWD) - Mobility	Disability (No	t Wheelch	air or Scoot	er)							1		
Property - Special Handling			1			1					1		
Property - Special Handling - Missing Ite	ms - Checked		1			1					1		
Screening			1								1	2	
Screening - Procedures/Process			1								1	2	
2019	1					1					1	1	
Locks	1										1	1	
Locks - Missing or Damaged Lock	1										1	1	
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Da	maged/Missin	a ItemsC	hecked Bad	ngage		1							

Catagorias	40.0	TSA Contact		-			05.11	00 :	0= / :	00.1	00.0	
Categories		11-Nov 12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RST	8	2	4	7		1	4		9			66
2016				1				1	1		1	5
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	 	tome Corry on Luga	1000	- 1				1			1	3
Mishandling of Passenger Property - Dam				1				1			- 1	2
Patdown	lageu/Missing	rternsChecked bag	yaye	- 1	1			1				2
Patdown - Flyer					1							1
Persons w/ Disabilities (PWD)									1			1
Persons w/ Disabilities (PWD) - Mobility [ı Disability (Not	Wheelchair or Scoote	er)						1			1
2017	1		1	2	1		1	1	4	. 3	1	15
Customer Service	_			2				1				3
Customer Service - TSO				2				1				3
Locks	1								1			2
Locks - Missing or Damaged Lock	1								1			2
Mishandling of Passenger Property			1				1		1			3
Mishandling of Passenger Property - Dam	naged/Missing	ltemsChecked Βας	1				1		1			3
Patdown					1					1		2
Patdown - Flyer					1					1		2
Persons w/ Disabilities (PWD)									1	1		2
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/t	rauma)							1	1		2
Property - Special Handling										1	1	2
Property - Special Handling - Missing Iten	ns - Checked									1	1	2
Screening									1			1
Screening - Procedures/Process									1			1
2018	4	2	1	3	2	1	2	4			3	27
Civil Rights									1			1
Civil Rights - Racial Profiling or Discrimina	ation								1			1
Customer Service				1			1		1			3
Customer Service - TSO				1			1		1			3
Mishandling of Passenger Property	1			2						1		4
Mishandling of Passenger Property - Dam		ltemsChecked Bago	gage	1						1		2
Mishandling of Passenger Property - Dam		Cameran Charles		4								1
Mishandling of Passenger Property - Disa	irrayed items- I		4	1		4						1
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	/Dovolonmo	ntal /Ment 1	1			1					1	4
Persons w/ Disabilities (PWD) - Cognitive	: /Developine	illai/ivieili į				1						
Persons w/ Disabilities (PWD) - Internal N	Ledical Devic	96	1								1	2
Property - Special Handling	2	1			1			1			1	
Property - Special Handling - Damaged It		1						'			1	3
Property - Special Handling - Missing Iten					1			1				3
Screening	1				1		1	3		2	1	9
Screening - Lengthy Lines								2		1		3
Screening - Procedures/Process	1				1		1	1		1	1	6
2019	3		2	1			1	4	2		4	19
Civil Rights	_				1			1				2
Civil Rights - Perceived Religion								1				1
Civil Rights - Racial Profiling or Discrimina	ation				1							1
Customer Service	1											1
Customer Service - TSO	1											1
Locks					1							1
Locks - Missing or Damaged Lock					1							1
Mishandling of Passenger Property			1	1								2
Mishandling of Passenger Property - Dam	naged/Missing	ItemsChecked Bago	gage	1								1
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-on or Checked	1									1
Patdown			1					1			1	3
Patdown - Flyer			1					1			1	3
Persons w/ Disabilities (PWD)	1							2			2	5
Persons w/ Disabilities (PWD) - Cancer (g	general) Not E	Breast Cancer									1	1
Persons w/ Disabilities (PWD) - General	1											1
Persons w/ Disabilities (PWD) - Mobility [Wheelchair or Scoote	er)					1				1
Persons w/ Disabilities (PWD) - Ostomy/0											1	
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	Segway						1				1
Property - Special Handling									1			1
Property - Special Handling - Missing Iten									1			1
Screening	1						1		1		1	4
Screening - Lengthy Lines							1					1
Screening - Procedures/Process	1								1		1	3

Catamaniaa	10.0		TSA Contac						•••	A-	•••		
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RSW	78	91	l 148	170	147	209	195	156	100	91	83		1,532
2016				49	40	72	66	57	32	22		24	384
Civil Rights				1				1	3		1		6
Civil Rights - National Origin								1					1
Civil Rights - Racial Profiling or Discrimina				1					1		1		3
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender							2				2
Customer Service				16	8	14	14	11	6	5	7		82
Customer Service - Others				7	4	3	7	2	4	1	4		33
Customer Service - TSO				9	4	11	7	9	2	4	3		49
Locks				1	2	4	2	2	2	1		3	17
Locks - Missing or Damaged Lock				1	2	4	2	2	2	1		3	17
Lost and Found						2	1						3
Lost and Found - Airport/TSA						2	1						3
Mishandling of Passenger Property				20	25	39	28	35	15	10	12	12	196
Mishandling of Passenger Property - Dam	aged/Missin	g Items P	rivate Screer	ning Contra	ctor	1							1
Mishandling of Passenger Property - Dam	aged/Missin	g Items(Carry-on Lug	1	1	2	3	1	2			1	11
Mishandling of Passenger Property - Dam	aged/Missin	g Items(Checked Baç	16	21	29	22	29	12	9	9	11	158
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Checked	3	3	7	3	5	1	1	3		26
Patdown				3	1			2	1	2	1		10
Patdown - Flyer				3	1			2	1	1			8
Patdown - Non-Flyer										1	1		2
Persons w/ Disabilities (PWD)				2	2	3	1			1	1	1	11
Persons w/ Disabilities (PWD) - Diabetes				1							1		2
Persons w/ Disabilities (PWD) - Medically		Medicatio	n and Medica		1								1
Persons w/ Disabilities (PWD) - Metal Imp			and mount	а. очррпоо		2							2
Persons w/ Disabilities (PWD) - Mobility D		t Wheelcl	hair or Scoot	1	1								2
Persons w/ Disabilities (PWD) - Prosthesi							1						1
Persons w/ Disabilities (PWD) - Flostilesi Persons w/ Disabilities (PWD) - Touch Av			~				· ·			1			1
Persons w/ Disabilities (PWD) - Touch Av						1				ı		1	2
Prohibited & Permitted Items		Segway				1	1					- '	1
Prohibited & Permitted Items - General							1						1
							1						
Request for Assistance													
Request for Assistance - Other						40	1					_	1
Screening				6	2	10	18	6	5	3		7	57
Screening - Crew Member or Airline Empl	oyee								1				1
Screening - Inconsistency							1						1
Screening - Lengthy Lines				6		9	12	1					28
Screening - Procedures/Process					2	1	4	4	4	3		7	25
Screening - Security Breach							1	1					2
2017	26	32	2 58	45	31	40	52	41	24	26	20	11	406
Advanced Imaging Technology (AIT)				1									1
Advanced Imaging Technology (AIT) - Fly	er			1									1
Civil Rights					1			1					2
Civil Rights - Constitutional Rights					1								1
Civil Rights - Transgender Screening								1					1
Customer Service	10	4	1 6	8	2	5	8	3	5	6	2	2	61
Customer Service - Others	4	2	2 4	3			1	1	1	3		1	20
Customer Service - TSO	6	2	2 2	5	2	5	7	2	4	3	2	1	41
Locks	3	2	2	1	2	2	2	1	1	2	1		17
Locks - General						1							1
Locks - Missing or Damaged Lock	3	2	2	1	2	1	2	1	1	2	1		16
Lost and Found			1										1
Lost and Found - Airport/TSA			1										1
Mishandling of Passenger Property	8	20	36	28	20	26	18	21	16	11	9	1	214
Mishandling of Passenger Property - Dam	i aged/Missin	a Items(2	2	2	3							9
Mishandling of Passenger Property - Dam		15		21	18	19	17	16	15	11	7	1	179
Mishandling of Passenger Property - Disa			5 3	5	10	4	1	5	1		2		26
Patdown	2		3 4	2		2	3	1	1		1	2	21
Patdown - Flyer	2		3 4	2		2	2	1	1		1		20
Patdown - Flyer as Observer			, -				1	'	'				1
Persons w/ Disabilities (PWD)			2	1	2	3	1	3			1	1	14
Persons w/ Disabilities (PWD) - Cognitive	/Developmo	ntal /Men		I		J	1	J			ı	ı	14
Persons w/ Disabilities (PWD) - Cognitive		raai /iviel	n 1	1									1
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/0		seeinas/M	lacke	- 1				1				1	2
Persons w/ Disabilities (PWD) - Hearing I		sssiriys/iv	idoko			4		1				- 1	
. , ,					4	1		0					1
Persons w/ Disabilities (PWD) - Internal M				. 1. 0 !!	1			2					3
Persons w/ Disabilities (PWD) - Medically		viedicatio	n and Medica	ai Supplies		1							1
Persons w/ Disabilities (PWD) - Metal Imp	. ,				1								
Persons w/ Disabilities (PWD) - Mobility D			h 1										1
Persons w/ Disabilities (PWD) - Touch Av							1						1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/					1					1		2
Prohibited & Permitted Items	<u> </u>	1											1
Prohibited & Permitted Items - Medication	/Prescriptio	1	1										1
Property - Special Handling							16	9	1	3	4	2	35
Property - Special Handling - Damaged Ite								1					1
Property - Special Handling - Damaged Ite	ems - Check	ed					5	1		2	2		10
Property - Special Handling - Missing Item	ns - Carry-Or	1						1		1			2
Property - Special Handling - Missing Item							11	6	1		2	2	22
Request for Assistance				1									1
Request for Assistance - Other				1									1
Screening	3	5	2 9	3	4	2	4	2		4	2	3	38
Screening - Crew Member or Airline Empl				1	1	_		_		-			2
Screening - Inconsistency		2	2				1	1		1	1		6
Screening - Lengthy Lines				1							'		1
Screening - Procedures/Process	1		8	1	2	2	3			1	1	3	22
			J				J					J	

ategories	10-Oct	11-Nov	12-Dec	Center (TC)		3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Retrieving Abandoned/Confis		I I-NOV	12-Dec	UI-Jan (JZ-Feb U	3-IVIAI	04-Apr	US-IVIAY	06-Juli	07-Jul 1	vo-Aug	оэ-эер	10tai 3
Screening - Netrieving Abandoned/Comision	2		ı		1			ı		1			4
2018	30	33	47	43	42	52	35	30	29	21		15	396
Advanced Imaging Technology (AIT)			••		•-	1							1
Advanced Imaging Technology (AIT) - Fly	er					1							1
Civil Rights			2	1						1			4
Civil Rights - Age			1										1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder	1	1									2
Civil Rights - Sexual Orientation - Not Tra	nsgender									1			1
Customer Service	7	8	9	8	7	7	5	8	10	2	1	3	75
Customer Service - Others		1	2				2	3	3	1		1	13
Customer Service - TSO	7	7	7	8	7	7	3	5	7	1	1	2	62
Locks	1		1	2	1	3		1					
Locks - General	1												
Locks - Missing or Damaged Lock			1	2	1	3		1					
Lost and Found				1		1							
Lost and Found - Airport/TSA				1		1							
Mishandling of Passenger Property	12	11	14	16	12	22	10	10	6	4	7	7	13
Mishandling of Passenger Property - Dam	naged/Missing	ItemsCa	arry-on Lug	2				1					
Mishandling of Passenger Property - Dam	11	9	13	10	11	17	9	9	6	3	2	6	10
Mishandling of Passenger Property - Dam	naged/Missing	ItemsUr	specified I	1									
Mishandling of Passenger Property - Disa		2	1	3	1	5	1			1	5	1	2
Patdown		1		2	2		2		4	4	. 1	2	1
Patdown - Children										1			
Patdown - Flyer		1		2			2		4	3	1	2	1:
Patdown - Flyer as Observer		•			1				•				
Patdown - Non-Flyer					1								
Persons w/ Disabilities (PWD)	1		1		4	2	2	2	1	2	1	1	1
Persons w/ Disabilities (PWD) - Autism S					1	1		_				•	
Persons w/ Disabilities (PWD) - Breast Ca							1						
Persons w/ Disabilities (PWD) - Diabetes									1				
Persons w/ Disabilities (PWD) - Medical D		ched to the	e Body						1	1			
Persons w/ Disabilities (PWD) - Metal Imp		oriou to tric	Dody		1								
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	1		'		1				1		;
Persons w/ Disabilities (PWD) - Ostomy/0		VVIIOOIOII	'				'			1			
Persons w/ Disabilities (PWD) - Prosthesi		nd Casts			2			1					
Persons w/ Disabilities (PWD) - Respirato		ind Odoto						1					
Persons w/ Disabilities (PWD) - Wheelcha		edway.				1		- 1				1	
Prohibited & Permitted Items		egway				- 1				1			
Prohibited & Permitted Items - Firearm/Ar	nmunition									1			
Property - Special Handling	5	5	13	4	11	6	9	4	6	5	5	1	74
Property - Special Handling - Damaged Ite		5	13	1	1	0	9	4	0	5	5		12
Property - Special Handling - Damaged Ite		1	3	1	3	3		1	2	3	2	. 1	20
Property - Special Handling - Missing Item		2	1	I	1	3	3		1	1			1
Property - Special Handling - Missing Item		2	8	2	6	3	6	1 2	3	1			39
	4		0		0	3	0	1	3	- 1			38
Request for Assistance								1					
Request for Assistance - Other	4	0	7	0	_	40	7		0	2	4		1
Screening	4	8	7	9	5	10	7	4	2	1	4	. 1	63
Screening - Children										1			
Screening - Inconsistency	4	1	4		0	-	0			- 1			2
Screening - Lengthy Lines	1	5	1	3	2	5	2	4	0		1		20
Screening - Procedures/Process	3	2	6	4	3	5	5	4	2		3	1	38
Screening - Retrieving Abandoned/Confis				2									2
2019	22	26	43	33	34	45	42	28	15	22			346
Civil Rights	1	1	2				1				2		7
Civil Rights - National Origin											1		
Civil Rights - Racial Profiling or Discrimina		1	1										2
Civil Rights - Sex/Gender/Gender Identity													
	1		1				1				1		
Customer Service	1	4	9	10	1	10	1 8	6	5	1	5		59
Customer Service - Others	1	1	9	1		1	8		1		5 1		59 (
Customer Service - Others Customer Service - TSO	1	1	9 1 8	1 9	1		8	6		1	5 1 4		59 6 50
Customer Service - Others Customer Service - TSO Locks		1 3 2	9 1 8 1	1 9 1	1 2	1	8 8 3	6	1	1	5 1 4 2		59 6 53 13
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock		1	9 1 8	1 9 1 1	1 2 2	1	8	6	1	1	5 1 4 2		59 6 50 10
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found		1 3 2	9 1 8 1	1 9 1 1	1 2 2 1	1	8 8 3	6	1	1	5 1 4 2		59 50 10 10
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA		1 3 2 2	9 1 8 1 1	1 9 1 1 1	1 2 2 1 1	1 9	8 3 3	6 1 1	1	1 1 1	5 1 4 2 2		59 55 11 11 12
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	10	1 3 2 2	9 1 8 1	1 9 1 1	1 2 2 1	1 9	8 8 3	6 1 1	1	1	5 1 4 2 2		59 55 11 11 12 10
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	10	1 3 2 2 2	9 1 8 1 1 1	1 9 1 1 1 1 5	1 2 2 1 1 1	1 9 15 1	8 8 3 3	6 1 1 5 1	1 4	1 1 1	5 1 4 2 2 2	4	59 53 13 13 13 14 10 10
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	10 1 7	1 3 2 2 2 10 2 7	9 1 8 1 1	1 9 1 1 1 1 5	1 2 2 1 1 10	1 9 15 1 13	8 3 3	6 1 1	1	1 1 1	5 1 4 2 2 2 5 5	4	56 55 13 13 14 100 88
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	10 1 7 2	1 3 2 2 2 10 2 7	9 1 8 1 1 1 15	1 9 1 1 1 1 5	1 2 2 1 1 10	1 9 15 1 13 1	8 8 3 3	6 1 1 5 1 4	3	1 1 1 1 8 8	5 1 4 2 2 2 5 5	4	56 55 13 13 14 10 10 86
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	10 1 7 2 2	1 3 2 2 2 10 2 7 1	9 1 8 1 1 15	1 9 1 1 1 1 5	1 2 2 1 1 10 9 1	1 9 15 1 13 1 1 1	8 8 3 3	6 1 1 5 1 4	3 3	1 1 1	5 1 4 2 2 2 5 5 4 1 2 2	4 2 2	55 55 1: 1: 1: 100 88
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	10 1 7 2	1 3 2 2 2 10 2 7	9 1 8 1 1 1 15	1 9 1 1 1 1 5	1 2 2 1 1 10	1 9 15 1 13 1	8 8 3 3	6 1 1 5 1 4	3	1 1 1 1 8 8	5 1 4 2 2 2 5 5	4 2 2	55 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	10 1 7 2 2 2	1 3 2 2 2 10 2 7 1	9 1 8 1 1 15	1 9 1 1 1 1 5	1 2 2 1 1 10 9 1 3 3	1 9 15 1 13 1 1 1 1	8 8 3 3 10	6 1 1 5 1 4	3 3	1 1 1 1 8 8 8	5 1 4 2 2 2 5 4 1 1 2 2 2	4 2 2	55 1: 55 1: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1: 1:
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	10 1 7 2 2 2 1	1 3 2 2 2 10 2 7 1	9 1 8 1 1 15	1 9 1 1 1 1 5	1 2 2 1 1 10 9 1	1 9 15 1 13 1 1 1	8 8 3 3	6 1 1 5 1 4	3 3	1 1 1 1 8 8	5 1 4 2 2 2 5 4 1 1 2 2 2	4 2 2	55 () () () () () () () () () (
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	10 1 7 2 2 2 2	1 3 2 2 2 10 2 7 1	9 1 8 1 1 15	1 9 1 1 1 1 5	1 2 2 1 1 10 9 1 3 3	1 9 15 1 1 1 1 1 1 1 1 6 1 1 1 1 1 1 1 1 1	8 8 3 3 10	6 1 1 5 1 4	3 3	1 1 1 1 8 8 8	5 1 4 2 2 2 5 4 1 1 2 2 2	2 2	55: 55: 55: 55: 55: 55: 55: 55: 55: 55:
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca	10 1 7 2 2 2 2	1 3 2 2 2 10 2 7 1 2 2	9 1 8 1 1 15 15	1 9 1 1 1 1 5	1 2 2 1 1 10 9 1 3 3	1 9 15 1 13 1 1 1	8 8 3 3 10	6 1 1 5 1 4	3 3	1 1 1 1 8 8 8	5 1 4 2 2 2 5 4 1 1 2 2 2	4 2 2	55 11 11 11 11 11 11 11 11 11 11 11 11 1
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	10 1 7 2 2 2 2	1 3 2 2 2 10 2 7 1 2 2	9 1 8 1 1 15 15	1 9 1 1 1 1 5	1 2 2 1 1 10 9 1 3 3	1 9 15 1 1 1 1 1 1 1 1 6 1 1 1 1 1 1 1 1 1	8 8 3 3 10	6 1 1 5 1 4	3 3	1 1 1 1 8 8 8	5 1 4 2 2 2 5 4 1 1 2 2 2	2 2	55 11 11 11 11 11 11 11 11 11 11 11 11 1
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca	10 1 7 2 2 2 2 1 pectrum ancer	1 3 2 2 2 10 2 7 1 2 2	9 1 8 1 1 15 15	1 9 1 1 1 1 5	1 2 2 1 1 10 9 1 3 3	1 9 15 1 13 1 1 1 1 6 1 1 1 1 1 1 1 1 1 1 1 1	8 8 3 3 10 10	6 1 1 5 1 4	3 3	1 1 1 1 8 8 8	5 1 4 2 2 2 5 5 4 1 1 2 2 2	2 2	55 11 11 11 11 11 11 11 11 11 11 11 11 1
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Persons w/ Disabilities (PWD) - Cognitive	10 1 7 2 2 2 2 1 pectrum	1 3 2 2 10 2 7 1 2 2	9 1 8 1 1 15 15 15	1 9 1 1 1 1 5 4 1	1 2 2 1 1 10 9 1 3 3	1 9 15 1 13 1 1 1 1 6 6 1 1 1 1 1	8 8 3 3 10 10	6 1 1 5 1 4 1 1	3 3	1 1 1 1 8 8 8 1 1 1 3	5 1 4 2 2 2 5 5 4 1 1 2 2 2	2 2	55 11 11 11 11 11 11 11 11 11 11 11 11 1
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Terest Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	10 1 7 2 2 2 2 1 pectrum anneer	1 3 2 2 10 2 7 1 2 2	9 1 8 1 1 15 15 15	1 9 1 1 1 1 5 4 1	1 2 2 1 1 10 9 1 3 3	1 9 15 1 13 1 1 1 1 6 6 1 1 1 1 1	8 8 3 3 10 10	6 1 1 5 1 4 1 1	3 3	1 1 1 1 8 8 8 1 1 1 3	5 1 4 2 2 2 5 5 4 1 1 2 2 2	2 2	55 11 11 11 11 11 11 11 11 11 11 11 11 1
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes	10 1 7 2 2 2 2 1 pectrum anneer b //Developmen	1 3 2 2 2 10 10 2 7 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 1 8 1 1 15 15 15 1 1 1 IDisability and Medica	1 9 1 1 1 1 5 4 1	1 2 2 1 1 10 9 1 3 3	1 9 15 1 13 1 1 1 1 6 6 1 1 1 1 1	8 8 3 3 10 10	6 1 1 5 1 4 1 1	3 3	1 1 1 1 8 8 8 1 1 1 3	5 1 4 2 2 2 5 5 4 1 1 2 2 2	2 2	55 55 55 55 55 55 55 55 55 55 55 55 55
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	10 1 7 2 2 2 1 pectrum ancer / Developmen Necessary M 1 Disability (Not	1 3 2 2 2 10 10 2 7 1 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	9 1 8 1 1 15 15 15 1 1 1 IDisability and Medica	1 9 1 1 1 1 1 5 5 4 1 1 2 2 I Supplies	1 2 2 1 1 1 10 9 1 3 3 3	1 9 15 1 13 1 1 1 1 6 6 1 1 1 1 1	8 8 3 3 10 10	6 1 1 5 1 4 1 1	3 3	1 1 1 1 8 8 8 1 1 1 3	5 1 4 2 2 2 5 5 4 1 1 2 2 2	2 2	58 6 55 11 12 100 5 88 88 14 11 2 2 2 4 4 4 6 6 7 7 8
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	10 1 7 2 2 2 1 pectrum ancer //Developmen // Necessary M 1 1 Disability (Not	1 3 2 2 2 10 2 7 1 2 2 2 2 10 10 10 10 10 10 10 10 10 10 10 10 10	9 1 8 1 1 15 15 15 1 1 1 IDisability and Medica	1 9 1 1 1 1 1 5 5 4 1 1 2 2 I Supplies	1 2 2 1 1 1 10 9 1 3 3 3	1 9 15 1 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 8 3 3 10 10	6 1 1 5 1 4 1 1	3 3	1 1 1 1 8 8 8 1 1 1 3	5 1 4 2 2 2 5 5 4 1 1 2 2 2	1 1	58 6 53 53 54 54 54 54 54 54 54 54 54 54 54 54 54
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Breast Capersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Service A	10 1 1 7 2 2 2 1 pectrum ancer Poevelopmen Necessary M 1 Disability (Not varimals	1 3 2 2 2 10 10 2 7 1 2 2 2 2 10 10 10 10 10 10 10 10 10 10 10 10 10	9 1 8 1 1 15 15 15 1 1 1 IDisability and Medica	1 9 1 1 1 1 1 5 5 4 1 1 2 2 I Supplies	1 2 2 1 1 1 10 9 1 3 3 3	1 9 15 1 13 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 8 3 3 10 10	6 1 1 5 1 4 1 1	3 3	1 1 1 1 8 8 8 1 1 1 3	5 1 4 2 2 2 5 5 4 1 2 2 2 2 2 2	1 1	55 6 53 13 13 2 2 2 100 5 8 8 9 14 11 2 2 2 2 10 10 10 10 10 10 10 10 10 10 10 10 10
Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medil Imp Persons w/ Disabilities (PWD) - Medil Imp Persons w/ Disabilities (PWD) - Medil Imp Persons w/ Disabilities (PWD) - Medil Imp Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A	10 1 1 7 2 2 2 1 pectrum ancer Poevelopmen Necessary M 1 Disability (Not varimals	1 3 2 2 2 10 10 2 7 1 2 2 2 2 10 10 10 10 10 10 10 10 10 10 10 10 10	9 1 8 1 1 15 15 15 1 1 1 IDisability and Medica	1 9 1 1 1 1 1 5 5 4 1 1 2 2 I Supplies	1 2 2 1 1 10 9 1 3 3 4	1 9 15 1 13 1 1 1 1 1 1 1 1 1	8 8 3 3 10 10	6 1 1 5 1 4 1 1	3 3	1 1 1 1 8 8 8 1 1 1 3	5 1 4 2 2 2 5 5 4 1 1 2 2 2 1 1 1	2 2 1	4 558 53 13 13 2 2 2 2 1000 5 86 8 5 14 14 12 2 2 2 1 100 100 100 100 100 100 100

			I SA CUIILA	ct Center (CC) Data	1001 - 1 014							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	2	1	3	3	1	2	4		1	2	1	1	21
Property - Special Handling - Missing Item	ns - Carry-O	n		1	1				1			1	4
Property - Special Handling - Missing Item	2	2	7	4	4	4	3	6	1	3		3	39
Request for Assistance						1							1
Request for Assistance - Other						1							1
Screening	2	3	5	6	7	6	10	6	3	3	2	3	56
Screening - Crew Member or Airline Empl	oyee					1						1	2
Screening - Inconsistency			1		2					1			4
Screening - Lengthy Lines				2	2	1	5						10
Screening - Procedures/Process	2	3	3	4	3	4	5	6	3	2	2	2	39
Screening - Security Breach			1										1

			. Ort Oonitu	0. 00	.cc, Data								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
RUT		1					1	1			1		4
2017								1					1
Property - Special Handling								1					1
Property - Special Handling - Damaged	Items - Carry	-On						1					1
2018		1					1						2
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked Ba	ggage			1						1
2019											1		1
Customer Service											1		1
Customer Service - TSO											1		1

ories	10-Oct	11-Nov	12-Dec	ct Center (1 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
-	24	9	6		7		14	16	15	20		10	15
2016				1	3	3	5	4	3	2			2
Customer Service							1	1	1	2		1	
Customer Service - TSO							1	1	1	2		1	
Mishandling of Passenger Property				1	1	3	3	3	2			3	
Mishandling of Passenger Property - Dama	aged/Missing	ItemsCl	hecked Ba	1	1	3	3	3	2			3	
Patdown					1								
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Mobility Di	isability (Not	Wheelcha	air or Scoo	ter)							1		
Screening	, (1		1				1	1	
Screening - Lengthy Lines							1						
Screening - Procedures/Process					1						1	1	
2017	8	4	3	3		4	3	6	3	7	11	3	
Customer Service		2			1	-		1	•	2		•	· · · · · ·
Customer Service - Others					1			1		1			
		0			- 1			4					
Customer Service - TSO		2						1		1			
Locks					1	2	1	2	1	1			
Locks - Missing or Damaged Lock					1	2	1	2	1	1			
Mishandling of Passenger Property	7	1	2			2			2	4	6	2	
Mishandling of Passenger Property - Dam	6		2	3		2			1	3	5	1	
Mishandling of Passenger Property - Disa	1	1							1	1	1	1	
Patdown	1				1		1				1		
Patdown - Flyer	1				1		1				1		
Property - Special Handling								2			2		
Property - Special Handling - Damaged Ite	ms - Carry-O	n						1					
Property - Special Handling - Damaged Ite								1					
		u						1			0		
Property - Special Handling - Missing Items	s - Checked										2		
Screening		1	1				1	1			2	1	
Screening - Inconsistency		1											
Screening - Lengthy Lines							1	1					
Screening - Procedures/Process			1								2	1	
2018	12	5	2	4	1	2	5	3	7	5	4	2	
Civil Rights	1										1		
Civil Rights - Headwear											1		
Civil Rights - Racial Profiling or Discrimina	1												
Customer Service	2	1								1			
Customer Service - TSO	2	1								1			
Locks		1						1	4	1		1	
Locks - Missing or Damaged Lock								1	4	1		1	
Mishandling of Passenger Property	5	2	1				3	2	1	1		1	
Mishandling of Passenger Property - Dama		ItemsCa	arry-on Lug				1						
Mishandling of Passenger Property - Dam	1			2			2	2	1	1		1	
Mishandling of Passenger Property - Disa	4	2	1										
Patdown						1							
Patdown - Flyer						1							
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Metal Imp	1												
Property - Special Handling	1		1				1			1	1		
Property - Special Handling - Missing Item	1		1				1			1	1		
	2	0		0		4	1		0	1	2		
Screening	2	2		2	1	1	1		2	1	2		
Screening - Inconsistency							1						
Screening - Procedures/Process	2	2		2	1				2	1	2		
ŭ .			1			2	1	3	2	6	1		
2019	4									1			
2019 Customer Service	4												
2019	4									1			
2019 Customer Service	4		1							1			
2019 Customer Service Customer Service - TSO Locks	4												
Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock			1				1		1	1			
2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	2						1		1	1 1			
2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	2						1			1			
2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	2								1	1 1			
2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD)	2 1 1									1 1	1		
2019 Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Ave	2 1 1	rauma)								1 1 1	1		
Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling	2 1 1 ersion (pain/tr	Ĺ						2		1 1 1 1 1 3	1		
Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite	2 1 1 ersion (pain/tr ms - Checke	Ĺ						2 1		1 1 1 1 1 1 1 3 3 1 1	1		
Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling	2 1 1 ersion (pain/tr ms - Checke	Ĺ								1 1 1 1 1 3	1		
Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite	2 1 1 ersion (pain/tr ms - Checke	Ĺ				2		1		1 1 1 1 1 1 1 3 3 1 1	1		
Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Touch Ave Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Items	2 1 1 ersion (pain/tr ms - Checke s - Checked	Ĺ				2		1 1	1	1 1 1 1 1 1 1 3 3 1 1	1		

Catagories	40.00		TSA Contac				04 4	05.14	00 10	07 1 1	00.4	00.0	Total
Categories		11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAN	212	157	192	226	193	273	265	255	271	281	273		2,821
2016				55	51	78	73	76	53	52	62	61	561
Advanced Imaging Technology (AIT)							1	1					2
Advanced Imaging Technology (AIT) - Fly	er I			4	0	0	1	1	0	0	0		2
Civil Rights Civil Rights - Constitutional Rights				1	2	2	1	2	2	2	2		14
						1					1		1
Civil Rights - National Origin						1			4				1
Civil Rights - Perceived Religion	ation				2	4		2	1				1
Civil Rights - Racial Profiling or Discrimina				1	2	1	1	2	1	-			8
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender								1			1
Civil Rights - Transgender Screening										1	1		2
Customer Service				12	10	19	12	18	13	11	15		124
Customer Service - Others				2	3	8	4	5	4	4	3		35
Customer Service - TSO				10	7	11	8	13	9	7	12		89
Identification (ID) Requirements				1			1	1				1	4
Identification (ID) Requirements - Domest				1				1				1	3
Identification (ID) Requirements - ID Matc	hing Ticket a	nd Boardi	ng Pass Issu				1						1
Locks				4		3	4	2	2	2		8	26
Locks - Missing or Damaged Lock				4		3	4	2	2	2	1	8	26
Lost and Found					1		1	1					3
Lost and Found - Airport/TSA					1		1	1					3
Mishandling of Passenger Property				31	31	45	39	28	28	31	33	26	292
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	arry-on Lugo	gage	2	6	4	3	1	5	5	2	28
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	checked Baç	27	26	34	32	24	25	23	23	21	235
Mishandling of Passenger Property - Dam				uggage			1		1				2
Mishandling of Passenger Property - Disa				4	3	5	2	1	1	3	5	3	27
Patdown				2	1	2	2	1	2	1	3	5	19
Patdown - Children						1							1
Patdown - Flyer				2	1	1	2	1	2	1	3	5	18
Persons w/ Disabilities (PWD)				1	1	1	3	4	2	1	1		15
Persons w/ Disabilities (PWD) - Diabetes						1		1					2
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Medical D	i Devices - Atta	ched to th	ne Body						1				1
Persons w/ Disabilities (PWD) - Medically				d Supplies					1				1
Persons w/ Disabilities (PWD) - Metal Imp		Todioatioi	Tana Modice	попринос					'		1		1
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	air or Scoot	1			1				'		2
Persons w/ Disabilities (PWD) - Ostomy/0		VVIIOOIOII	idii oi occor					1					1
Persons w/ Disabilities (PWD) - Prosthesi		and Casts					2	- '					2
Persons w/ Disabilities (PWD) - Touch Av			,							1			1
Persons w/ Disabilities (PWD) - Wheelcha								2		- 1			2
Persons w/ Disabilities (PWD) - Wounded		begway			1								1
Request for Assistance	i vvaiiioi				- 1		2						2
·													
Request for Assistance - Other				2			2	40	4	4	7		2
Screening Inconsistency				3	5	6	7	18	4	4	7		60
Screening - Inconsistency					1	1	1	1		2			10
Screening - Lengthy Lines							3	8			2		13
Screening - Procedures/Process				3	3	5	3	7	4	2	3	4	34
Screening - Retrieving Abandoned/Confis					1		•••	2					3
2017	50	52		57	42	60	39	54	71	69	59		667
Civil Rights		1	1	4	1	5	2	1	5	1	1	1	23
Civil Rights - Constitutional Rights									1				1
Civil Rights - Hair Patdowns						1		1					2
Civil Rights - Headwear					1								1
Civil Rights - National Origin				2					1				3
Civil Rights - Racial Profiling or Discrimina		1	1	1		3	2		3	1		1	13
Civil Rights - Sex/Gender/Gender Identity	Not Transge			1		1					1		3
Customer Service	11	12	9	7	10	13	13	17	12	19	11	15	149
Customer Service - Others	1	2	1	1	1	2	2	5	1	2		2	20
Customer Service - TSO	10	10	8	6	9	11	11	12	11	17	11	13	129
Identification (ID) Requirements												1	1
Identification (ID) Requirements - Domest	ic											1	1
Locks	2	2	2	6	1	6		5	3	3	5	4	39
Locks - General				1							1	1	3
Locks - Missing or Damaged Lock	2	2	2	5	1	6		5	3	3	4	3	36
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	22	26	37	31	24	17	10	16	25	21	20	13	262
Mishandling of Passenger Property - Dam		2		1	1	2		2			1	1	21
Mishandling of Passenger Property - Dam		22		25	22	12	9	11	21	16	17		212
Mishandling of Passenger Property - Dam		1		20		12				10	1		2
Mishandling of Passenger Property - Disa		1		5	1	3	1	3	4	5		2	27
Patdown	2	3		1	5	2	3	2	3	1	1		26
Patdown - Children		3			J		J		1		1	1	1
Patdown - Flyer	2	2	2	1	4	2	2	2	1	1	1	1	21
Patdown - Flyer Patdown - Flyer as Observer				ı	4		1		1		1	- 1	3
•		1			1		I I		- 1				1
Patdown - Non-Flyer	2	4	0	0	1			A	^	4	4		
Persons w/ Disabilities (PWD)	3	4	2	2		6		1	3	4	1	4	30
Persons w/ Disabilities (PWD) - Cognitive						1							2
Persons w/ Disabilities (PWD) - Diabetes		!	1	1									2
Persons w/ Disabilities (PWD) - Diapers/0	arments/Dre									1			1
Persons w/ Disabilities (PWD) - General		1								1		2	4
Persons w/ Disabilities (PWD) - Internal M													1
Persons w/ Disabilities (PWD) - Medical I		ched to the	ne Body						1				1
Persons w/ Disabilities (PWD) - Metal Imp	,							1		1			2
Persons w/ Disabilities (PWD) - Mobility D	Disability (N	1				2				1			4

Personal of Placethins (PATE) - Promoted Promoted State Patrice Promoted Containing (PATE) - Prom				Contact C	enter (TCC) Data Too	I - FOIA							
Pensers of Deadlinia (PMO): Possibles (PMO): Visual Impairments 1	Categories	10-Oct 11	-Nov 1	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar 0	4-Apr 0	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Total
Pensors of Deadlinis (PVD) - Service 6 1 1 1 1 1 1 1 1 1					1									1
Persona of Deablife (PWD-1 Teach Americal perimates)			1	1										2
Persons of Docasines (PMD) - Visual Ingrament							1							2
Personal of Description (PVD) - Virtendam Records			ma)									1	1	2
Persons on Conditionals (PVD) - Voluntical Voluntical Voluntical Section 1 1 1 1 1 1 1 1 1														1
Penchased A Pennisoral Bernary - Ferent-Ammunision 1			1				1						1	4
Profitable of Persimal Inters - Persiman National Profitable of Persimal Inters - College Option		d Warrior								1				1
Procisional Personal Internal Force/Procurages 1 1 7 7 1 7 7 7 7 7	Prohibited & Permitted Items				1						1		1	3
Propriety - Special Hardings - Managed Heath - Carponal Control of the Propriety - Special Hardings - Campaign - Campai	Prohibited & Permitted Items - Firearm/Ar	nmunition			1									1
Property - Special Interface	Prohibited & Permitted Items - Food/Beve	rages									1			1
Property - Special Handling - Demaged Brens - Chrysold Property - Special Handling - Demaged Brens - Checked 2 2 5 7 7 5 1 5 1	Prohibited & Permitted Items - Knives/Too	ols/Razors/Sharp	Objects										1	1
Peppery - Special Harding - Charaged Internal	Property - Special Handling							4	6	14	15	11	7	57
Properly - Special Harding - Meany Beres - Centry-On 1	Property - Special Handling - Damaged It	ems - Carry-On							1			1		2
Property - Special sharding - Misering Interest Checked 1	Property - Special Handling - Damaged It	ems - Checked						2	2	5	7	5	1	22
Screening Foromaistrey 2	Property - Special Handling - Missing Iten	ns - Carry-On							1		1	2	1	5
Screening Foromaistrey 2								2	2	9	7	3	5	28
Scienting - Introduction Figure		1	4	8	5	1	11				4			76
Screening - Lengthy Lines	<u> </u>													7
Screening - Notificiary Procedured Streening Procedured Streen					1				1				1	11
Screening - Proceadance Process				1	!									
Screening - Recinving Machaneut Control 1		6	4		2	1	0	2	1	2	2	7	5	54
Screening - Security Streech 82	-		4			ļ.		3	4	3	3	- 1	5	2
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Figure F		cated items			1		1							
Advanced imaging Technology (ATT) Advanced imaging Technology (ATT) Covil Rights - Apparent Origin Covil Rights - Apparent Origin Covil Rights - Apparent Origin Covil Rights - Apparent Origin Covil Rights - Recala Politique or Learning Covil								•		•				
Advanced Imaging Technology (ATT) - Flyet Civil Rights - Age Civil Rights - Age Civil Rights - Associated (1991) Civil Rights - Associated (1991) Civil Rights - Associated (1991) Civil Rights - Associated (1991) Civil Rights - Sexual Profiting or Description 1 1 1 1 4 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1		82	61	75	61	51	75	91	75	81	80	77	56	86
Civil Egypta - Age													1	
Colif Rights - National Origin 1														1
Coul Rights - National Origin 1		2	1	1	1		1	2	5	3		1	2	26
Civil Rights - Recalar Potentiary Front 1											1			1
Civil Rights - Sexificant Growth Irranspender 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1								1				2
Civil Rights - SeavGenderi/Cender Identify - Not Transgerder 1	Civil Rights - Perceived Religion									1				1
Child Rights - Seava Gender(Gender Identify - Not Transgender 1	Civil Rights - Racial Profiling or Discrimin	1	1		1		1		4	1	3			12
Civil Rights - Transpender	Civil Rights - Sex/Gender/Gender Identity	- Not Transgend	er	1							2		2	5
Customer Service 24 17 21 17 14 19 33 19 21 24 20 16									1			1		2
Customer Service - Chebres								2			1			
Customer Service - Others		24	17	21	17	14	19		19	21		20	16	24
Customer Service - TSO									10					33
Identification (ID) Requirements - Domest 1									10	21				212
Locks - General			10	10	10	10	14	20	19	21	21	10	13	1
Locks - General Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property 18 15 18 12 12 20 17 12 15 15 15 16 11 Mishandling of Passenger Property - Dam 1 1 4 1 1 2 Mishandling of Passenger Property - Dam 1 1 4 1 1 2 1 3 3 1 2 1 3 1 2 Mishandling of Passenger Property - Dam 1 1 4 1 1 2 1 3 3 1 2 1 3 1 2 Mishandling of Passenger Property - Dam 1 1 4 1 1 2 1 0 9 16 12 9 10 10 14 10 8 Mishandling of Passenger Property - Dam 1 1 4 1 1 2 1 0 9 16 12 9 10 10 14 10 8 Mishandling of Passenger Property - Dam Mish														
Locks - General					4			-						
Locks - Missing or Damaged Lock		5	2	2	4	2		1	5		4		2	34
Lost and Found . 1			•			•								3
Lost and Found - Airport/TSA		5	2	2	4	2	2	1			4		2	31
Mishandling of Passenger Property														3
Mishandling of Passenger Property - Dam														3
Mishandling of Passenger Property - Dam' 15 12 10 9 16 12 9 10 14 10 8							20				15			181
Mishandling of Passenger Property - Damaged/Missing Items—Unspecified Luggage														17
Mishandling of Passenger Property - Disa						9	16	12	9	10	14	10	8	137
Patdown - Children	Mishandling of Passenger Property - Dam	naged/Missing Ite	emsUnsp	ecified Lug	gage		1		1			1		3
Patdown - Children	Mishandling of Passenger Property - Disa	2	2	2	1	2	3	3	1	2	1	4	1	24
Patdown - Flyer 2 3 4 1 2 4 4 5 3 6 2 3 3 1 2 4 4 5 3 6 2 3 3 3 4 1 2 4 4 5 5 3 6 2 3 3 3 4 5 7 6 6 3 6 7 6 6 3 6	Patdown	2	3	4	1	2	4	4	5	3	7	3	4	42
Patdown - Flyer as Observer Patdown - Non-Flyer 1 1 1 1 1 1 1 1 1	Patdown - Children												1	1
Persons w/ Disabilities (PWD) 2 6 3 2 4 5 7 6 6 6 3 6 3 Section	Patdown - Flyer	2	3	4	1	2	4	4	5	3	6	2	3	39
Persons w/ Disabilities (PWD) - Breast Cancer	Patdown - Flyer as Observer											1		1
Persons w/ Disabilities (PWD) - Breast Cancer											1			
Persons w/ Disabilities (PWD) - Breast Cancer		2	6	3	2	4	5	7	6	6		6	3	53
Persons w/ Disabilitites (PWD) - Cognitive //Developmental //Mental Disability 1								•						
Persons w/ Disabilities (PWD) - Diabetes 1			/Mental Γ)isability					1				1	
Persons w/ Disabilities (PWD) - General			1	. January		2		2	'	1				
Persons w/ Disabilities (PWD) - Hearing Impairment	· ,		1				4		4	1				2
Persons w/ Disabilities (PWD) - Internal Medical Devices - Attached to the Body	, ,	l mnairment					1	- 1		4			- 1	
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body								2		1				
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 2 1 1 1 1 1 1 1 1 1	· ,		ad to the D	ody			4							2
Persons w/ Disabilities (PWD) - Mobility Disability (N				-	unnline			4						
Persons w/ Disabilities (PWD) - Mobility Disability (N			iication an	u iviedical S			2	1				1		4
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 2	` ,				1					_	_			
Persons w/ Disabilities (PWD) - Respirated 1	. , , ,	- , ,		_						2	2	3		3
Persons w/ Disabilities (PWD) - Service Animals 1			Casts	2										2
Persons w/ Disabilities (PWD) - Touch Av						1						2		4
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/							1							2
Property - Special Handling 12 6 15 13 6 11 14 10 15 10 21 11 Property - Special Handling - Damaged It 1 4 3 2 2 2 3 1 Property - Special Handling - Damaged It 1 1 1 2 4 3 4 5 1 4 5 Property - Special Handling - Missing Item 2 2 1 4 2 2 4 3 1 4 5 Property - Special Handling - Missing Item 8 5 12 6 2 7 6 4 6 3 11 4 Screening - Special Handling - Missing Item 8 5 12 6 2 7 6 4 6 3 11 4 Screening - Crew Member or Airline Employee 2 2 7 6 4 1 1 1 1 1	. ,	1	1						1	1				4
Property - Special Handling - Damaged It 1 4 3 2 2 2 3 1 Property - Special Handling - Missing Iten 1 1 1 2 4 3 4 5 1 4 5 Property - Special Handling - Missing Iten 2 2 1 4 2 2 2 4 3 1 Property - Special Handling - Missing Iten 8 5 12 6 2 7 6 4 6 3 11 4 Screening - Special Handling - Missing Iten 8 5 12 6 2 7 6 4 6 3 11 4 Screening - Special Handling - Missing Iten 8 5 12 6 2 7 6 4 6 3 11 4 Screening - Crew Member or Airline Employee 2 2 2 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/							1	1	1			7
Property - Special Handling - Damaged It 1 1 1 2 4 3 4 5 1 4 5 Property - Special Handling - Missing Iten 2 2 1 4 2 2 4 3 1 Property - Special Handling - Missing Iten 8 5 12 6 2 7 6 4 6 3 11 4 Screening 16 11 11 11 11 12 13 12 15 10 7 6 Screening - Crew Member or Airline Employee 2 2 2 1 <td></td> <td></td> <td>6</td> <td>15</td> <td>13</td> <td>6</td> <td>11</td> <td>14</td> <td>10</td> <td>15</td> <td>10</td> <td>21</td> <td>11</td> <td>144</td>			6	15	13	6	11	14	10	15	10	21	11	144
Property - Special Handling - Damaged It 1 1 1 2 4 3 4 5 1 4 5 Property - Special Handling - Missing Iten 2 2 1 4 2 2 4 3 1 Property - Special Handling - Missing Iten 8 5 12 6 2 7 6 4 6 3 11 4 Screening 16 11 11 11 11 12 13 12 15 10 7 6 Screening - Crew Member or Airline Employee 2 2 2 1 <td></td> <td></td> <td></td> <td></td> <td>4</td> <td></td> <td></td> <td>3</td> <td>2</td> <td>2</td> <td>2</td> <td>3</td> <td>1</td> <td>18</td>					4			3	2	2	2	3	1	18
Property - Special Handling - Missing Item 2 2 1 4 2 2 4 3 1 Property - Special Handling - Missing Item 8 5 12 6 2 7 6 4 6 3 11 4 Screening 16 11 11 11 11 12 13 12 15 10 7 6 Screening - Crew Member or Airline Employee 2 2 2 2 2 2 10 7 6 6 2 7 10 10 7 6 6 8 7 6 4 4 1 2 1			1	1	2		4	3	4	5	1	4	5	3
Property - Special Handling - Missing Item 8 5 12 6 2 7 6 4 6 3 11 4 Screening - Crew Member or Airline Employee 2 Screening - Inconsistency 1 1 1 2 1 1 1 1 2 1 1 1 2 9 3 5 3				2		4					4	3		2
Screening			5				7		4					74
Screening - Crew Member or Airline Employee 2														138
Screening - Inconsistency 1 1 1 1 2 1 1 1 2 1 1 1 2 1 1 2 2 1 2 1 2 2 3 5 3 3 3 3 3 3 3 3 3 3 3 3 3 <td>-</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>.0</td> <td>10</td> <td></td> <td></td> <td>10.</td>	-									.0	10			10.
Screening - Lengthy Lines 4 4 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 9 3 5 Screening - Retrieving Abandoned/Confiscated Items 1 1 1 1 1 1 1 1 1 2 1 2 9 3 5 5 3 4 6 9 7 10 11 9 12 9 3 5 Screening - Retrieving Abandoned/Confiscated Items 1 1 1 1 1 1 1 1 1 1 1 1 2 1 2 1 1 1 2 1 2 1 1 1 2 1 1 2 1 2 1 2 1 2 1 2	· · · · · · · · · · · · · · · · · · ·		1		1	2	1		1	1	1	2		1:
Screening - Procedures/Process 11 6 6 9 7 10 11 9 12 9 3 5 Screening - Retrieving Abandoned/Confliscated Items 1 1 1 1 1 1 1 1 1 1 2 1 2 1 2 1 2 2 3 5 5 3 4 6 6 80 75 53	· · · · · · · · · · · · · · · · · · ·							2			- '			20
Screening - Retrieving Abandoned/Confiscated Items 1 1 Screening - Security Breach 1 1 2019 80 44 56 53 49 60 62 50 66 80 75 53	<u> </u>										0			
Screening - Security Breach 1 2019 80 44 56 53 49 60 62 50 66 80 75 53			Ö	Ö	9	1	10	11	9	12	9			98
2019 80 44 56 53 49 60 62 50 66 80 75 53		Jaieu Items										1	1	
														70
Advanced imaging Technology (ATT) 1		80		56	53	49	60	62	50	66	80	75	53	728
Advanced Imaging Technology (AIT) - Flyer 1														

		1	SA Contac	t Center (1	CC) Data	Tool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights	5	6	4	1	1	4	3	2	3	3	3	2	37
Civil Rights - Age	1	2										1	4
Civil Rights - Constitutional Rights		1											1
Civil Rights - Hair Patdowns	1										1		2
Civil Rights - National Origin									1				1
Civil Rights - Perceived Religion												1	1
Civil Rights - Racial Profiling or Discrimin	3	2	2		1	1	2	1		1	2		15
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1	2			3	1	1		1			9
Civil Rights - Sexual Orientation - Not Tra	nsgender								1				1
Civil Rights - Transgender Screening				1					1	1			3
Customer Service	23	10	8	10	17	16	14	7	11	18	10	9	153
Customer Service - Others	1	3			2	1	1	1		2			11
Customer Service - TSO	22	7	8	10	15	15	13	6	11	16	10	9	142
Locks	2		4	1	3	1	2	3	4	4	4	5	33
Locks - Missing or Damaged Lock	2		4	1	3	1	2	3	4	4	4	5	33
Mishandling of Passenger Property	16	7	12	14	11	14	14	13	11	13	21	13	159
Mishandling of Passenger Property - Dam	2	1	12	17	1	1	17	1	1	10	1	1	9
Mishandling of Passenger Property - Dam		5	8	12	8	12	10	9	8	9	13	11	117
Mishandling of Passenger Property - Dam			1	1	1	12	2	9	0	1	10	1	7
Mishandling of Passenger Property - Disa		1	3	1	1	1	2	3	2	3	7	- 1	26
Patdown	5	3	2	5	2	4	3	1	3	3	5	3	39
Patdown - Flyer	4	3	2	5	1	4	3		2	3	4	3	35
Patdown - Flyer as Observer	1	3		5	- 1	4	3	1		3	1	3	2
•	1				1				1		'		2
Patdown - Non-Flyer	4	0	_	2		2	4	4	1	9	_	2	
Persons w/ Disabilities (PWD)		2	5	3	2	3	4	4	1	9	5		44
Persons w/ Disabilities (PWD) - Autism S			0				1		1				2
Persons w/ Disabilities (PWD) - Breast Ca		1	2					-					
Persons w/ Disabilities (PWD) - Cancer (g			al Diagbilla.				4	1					2
Persons w/ Disabilities (PWD) - Cognitive		entai /ivienta	al Disability				1					1	2
Persons w/ Disabilities (PWD) - Diabetes							1						1
Persons w/ Disabilities (PWD) - General	1					1				1	1		4
Persons w/ Disabilities (PWD) - Hearing I			1								1		2
Persons w/ Disabilities (PWD) - Internal M		ces								2			2
Persons w/ Disabilities (PWD) - Medically			1								2	1	5
Persons w/ Disabilities (PWD) - Metal Imp										1			1
Persons w/ Disabilities (PWD) - Mobility [1		3		1		1		3			10
Persons w/ Disabilities (PWD) - Prosthes			1							1			2
Persons w/ Disabilities (PWD) - Respirato		ler Equipme	ent								1		1
Persons w/ Disabilities (PWD) - Service A													1
Persons w/ Disabilities (PWD) - Wheelch		Segway			2	1	1	2					6
Persons w/ Disabilities (PWD) - Wounded										1			1
Property - Special Handling	16	7	16	13	10	14	18	14	14	23	14	14	173
Property - Special Handling - Damaged It		2	3	4	3	4	3	2	2	3	2	4	32
Property - Special Handling - Damaged It		2	5	2	4	5	5	3	3	7	4	4	49
Property - Special Handling - Missing Iten	4	1	3	1	2	1	4	2		2	3	3	26
Property - Special Handling - Missing Iten	7	2	5	6	1	4	6	7	9	11	5	3	66
Request for Assistance											2		2
Request for Assistance - Other											1		1
Request for Assistance - Wounded Warri	or (MSIJSO	C)									1		1
Screening	9	8	5	6	3	4	4	6	19	7	11	5	87
Screening - Inconsistency		2			1				1	2	1		7
Screening - Lengthy Lines		1	1						1			1	4
Screening - Procedures/Process	8	5	4	5	2	3	4	6	15	4	9	4	69
Screening - Retrieving Abandoned/Confis	cated Items			1					1	1			3
Screening - Security Breach	1					1			1		1		4

Outropolic				act Center (•								
Categories	10-Oct	11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SAT	60	8	2 79	9 101	70	90	91	103	97	102	95	83	1,053
2016				25	21	21	25	27	19	32	28	22	220
Civil Rights							1					1	2
Civil Rights - Racial Profiling or Discrimina	ation						1					1	2
Customer Service				5	2	4	1	11	7	4	5	5	44
Customer Service - Others						1		1	1			1	4
Customer Service - TSO				5	2	3	1	10	6	4	5		40
Identification (ID) Requirements						0		10	- 0			1	2
												1	
Identification (ID) Requirements - Domest	IC							1					2
Locks				1	3	1	2	1	1	3	3	1	16
Locks - General											1		1
Locks - Missing or Damaged Lock				1	3	1	2	1	1	3	2	1	15
Lost and Found					1					1			2
Lost and Found - Airport/TSA					1					1			2
Mishandling of Passenger Property				12	10	12	15	13	6	21	16	12	117
Mishandling of Passenger Property - Dam	l aged/Missin	a Items	Carry-on Lu			1	1	1	1	3	3		17
Mishandling of Passenger Property - Dam						11	12	10	5	18	12		95
Mishandling of Passenger Property - Dam					0	- ''	1	10	<u> </u>	10	- 12	10	1
Mishandling of Passenger Property - Disa	rrayed items	sCarry-C	on or Checke				1	2			1		4
Patdown				2	1	1	2		1	1	1	1	10
Patdown - Children										1			1
Patdown - Flyer				1	1	1	2		1		1	1	8
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				1	2		1		1		1	1	7
Persons w/ Disabilities (PWD) - General				1									1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medicatio	on and Medi	cal Sunnlies					1				1
		wcalcati	on and mean	саг оцррпоз							1		
Persons w/ Disabilities (PWD) - Metal Imp		4 \A/I= - 1	hair O	tor)	1						1	1	2
Persons w/ Disabilities (PWD) - Mobility D				ner)								1	1
Persons w/ Disabilities (PWD) - Respirato	ry and Inhal	er Equipr	ment		1		1						2
Screening				3	2	3	3	1	3	2	2		19
Screening - Crew Member or Airline Empl	oyee									1			1
Screening - Inconsistency				1	2						1		4
Screening - Procedures/Process				2		3	1	1	2	1	1		11
Screening - Security Breach							2		1				3
TSA Contact Information				1									1
TSA Contact Information - General				1									1
	0.4					0.4		4-		40		4.5	
2017	21	2		1 29	11	31	17	17	28	18	22	15	266
Advanced Imaging Technology (AIT)			1										1
Advanced Imaging Technology (AIT) - No	n-Flyer		1										1
Civil Rights			1	1		3	1	1					7
Civil Rights - Hair Patdowns						1							1
Civil Rights - Perceived Religion						1							1
Civil Rights - Racial Profiling or Discrimina	ation		1	1		1	1	1					5
Customer Service	4			5 4		1	3	4	6	3	2	1	38
Customer Service - CSM				, ,				-	1				1
	4								'				3
Customer Service - Others	1		2										
Customer Service - TSO	3			3 4	2	1	3	4	5	3	2	1	34
Identification (ID) Requirements			1										1
Identification (ID) Requirements - Internati	onal Travel		1										1
Locks	2		2 2	2	1			1	1		3		12
Locks - General									1				1
Locks - Missing or Damaged Lock	2		2 2	2	1			1			3		11
Lost and Found	_			2									2
Lost and Found - Airport/TSA				2									2
· · · · · · · · · · · · · · · · · · ·	40	4	C 40			40	7	_	4.5	7	40		
Mishandling of Passenger Property	12		6 18			16		5	15	7	13	8	140
Mishandling of Passenger Property - Dam			3 2				1		2		1		14
Mishandling of Passenger Property - Dam		1	1 14	1 15	4	15	6	5	13	5	10	7	114
Mishandling of Passenger Property - Dam	aged/Missii		1										1
Mishandling of Passenger Property - Disa	1		1 2	2	1	1				2	2	1	11
Patdown			1		3	8	1	1			1	1	16
Patdown - Flyer			1		3	8	1	1			1	1	16
Persons w/ Disabilities (PWD)			1			1		1				· ·	3
Persons w/ Disabilities (PWD) - Hearing I	mnairment							1					1
Persons w/ Disabilities (PWD) - Medically			4					- '					1
			1	4 1									
Persons w/ Disabilities (PWD) - Mobility D	isability (NC	ot wheeld	chair or Scot			1							1
Prohibited & Permitted Items				1									1
Prohibited & Permitted Items - Firearm/Ar	nmunition			1									1
Property - Special Handling							1	4	4	6	2	4	21
Property - Special Handling - Damaged Ite	ems - Check	ed					1		1	3		2	7
Property - Special Handling - Missing Item	ns - Checked	i						4	3	3	2	2	14
Screening	3		6	3		2	4		2	2			24
Screening - Crew Member or Airline Empl													1
Screening - Grew Member of Allithe Empl	1			1		1	2						5
	'					- 1							
Screening - Lengthy Lines	_								_	_			1
Screening - Procedures/Process	2		3			1	1		2	2	1	1	15
Screening - Retrieving Abandoned/Confis							1						2
2018	19	2			21	22	24	29	27	28	19	18	267
Civil Rights	2		1 2	2		1				2	1		9
Civil Rights - Hair Patdowns						1					1		2
Civil Rights - Racial Profiling or Discrimina	ation		1 2	2						2			5
Civil Rights - Sex/Gender/Gender Identity			. 4	-									1
Civil Rights - Transgender Screening	1		4			_		_					1
Customer Service	3			2 3		2	3	8	7	6	3	2	48
Customer Service - Others			1		1			2	2	1			7
Customer Service - TSO	3		3 2	2 3	4	2	3	6	5	5	3	2	41

			Contact Co										
Categories				l-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks	4	1	1	4		2	1	2	1	1	1	1	19
Locks - General	1	4	1	A			1	-	4		1	1	1 10
Locks - Missing or Damaged Lock Lost and Found	3	1	1	4		2	1	2	1	1	1	1	18
Lost and Found - Airport/TSA		1											1
Mishandling of Passenger Property	3	9	1	10	4	7	7	6	8	7	5	7	74
Mishandling of Passenger Property - Dan					1	1	- 1	0	1	1	1	- '	5
Mishandling of Passenger Property - Dan		7	1	9	3	6	6	5	7	5		6	59
Mishandling of Passenger Property - Dam		,											1
Mishandling of Passenger Property - Disa		2		1			1	1		1	1	1	9
Patdown	1	1	1	1	2	2	1	1	3		2	1	16
Patdown - Flyer	1	1	1	1	2	2	1	1	1		2	1	14
Patdown - Flyer as Observer									1				1
Patdown - Non-Flyer									1				1
Persons w/ Disabilities (PWD)					1	1	1	4	1				8
Persons w/ Disabilities (PWD) - Cognitive		ntal /Mental D	Disability				1	1					2
Persons w/ Disabilities (PWD) - Diabetes						1		1					2
Persons w/ Disabilities (PWD) - Hearing I								1					1
Persons w/ Disabilities (PWD) - Internal M		es			1								1
Persons w/ Disabilities (PWD) - Ostomy/0								1	4				1
Persons w/ Disabilities (PWD) - Wheelch	1		7			4	0		1	44	4		1
Property Special Handling Damaged It	4	2	7	3	6	4	8	6	5	11	<u>4</u>	3	63
Property - Special Handling - Damaged It			1	3	3	1 1	4	1 1	1 2	3 5		1	11 22
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter		1		3	3	1	1	1	1	5			4
Property - Special Handling - Missing Iter Property - Special Handling - Missing Iter		1	6		2	1	3	4	1	3	1	2	26
Request for Assistance		1	U		1	ı	3	4	1	3	ı	1	20
Request for Assistance - Other												1	1
Request for Assistance - Wounded Warri	or (MSIJSOC)				1								1
Screening	2	6			2	3	3	2	2	1	3	3	27
Screening - Crew Member or Airline Emp													1
Screening - Inconsistency	1							1		1	1		4
Screening - Lengthy Lines		1				1	1						3
Screening - Procedures/Process		5			2	2	2	1	2		2	3	19
2019	20	31	34	26	17	16	25	30	23	24	26	28	300
Civil Rights		4	5	2	2						2		15
Civil Rights - Hair Patdowns			1										1
Civil Rights - National Origin			2										2
Civil Rights - Perceived Religion					1								1
Civil Rights - Racial Profiling or Discrimin		3	1								1		5
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1	1	2									4
Civil Rights - Transgender Screening	_				1						1		2
Customer Service	3	7	8	3	1	6	6	3	5	6	4	7	59
Customer Service - Others		4			1							_	5
Customer Service - TSO	3	3	8	3		6	6	3	5	6		7	54
Locks				2	2		1	3	1		1	2	12
Locks - Missing or Damaged Lock				2	2		1	3	1		1	1	12
Lost and Found Airport/TSA												1	1
Lost and Found - Airport/TSA Mishandling of Passenger Property	8	2	11	7	5	2	7	7	1	1	7	10	74
Mishandling of Passenger Property - Dan		Items_Carn		,	3		- 1	- 1	4	4	1	2	3
Mishandling of Passenger Property - Dan		2	y-on Luggage 8	6	4		4	7	4	4		5	53
Mishandling of Passenger Property - Dan			U	U	+		+	- 1	4		+	J	1
Mishandling of Passenger Property - Disa			3	1	1	2	3				2	3	17
Patdown	1	1	-					3	2				7
Patdown - Flyer	1	1						3	2				7
Persons w/ Disabilities (PWD)	2	1		2	1	1	1		1	1	3		13
Persons w/ Disabilities (PWD) - Cognitive			Disability	1									1
Persons w/ Disabilities (PWD) - Diabetes			-	1									1
Persons w/ Disabilities (PWD) - General	1												1
Persons w/ Disabilities (PWD) - Internal M	Nedical Device	es								1			1
Persons w/ Disabilities (PWD) - Medical I	Devices - At	1			1								2
Persons w/ Disabilities (PWD) - Medically		ledication an	d Medical Su	upplies							1		1
Persons w/ Disabilities (PWD) - Metal Im													1
Persons w/ Disabilities (PWD) - Mobility I			or Scooter)						1				1
Persons w/ Disabilities (PWD) - Prosthes						1							1
Persons w/ Disabilities (PWD) - Respirato											1		1
Persons w/ Disabilities (PWD) - Wheelch			_				1				1		2
Property - Special Handling	3	11	6	9	5	5	6	10	6	9	5	6	81
Property - Special Handling - Damaged It		1		1		2		2	1	1	1	3	13
Property - Special Handling - Damaged It		3	2	4	1	1	1	4	2	1	1		21
Property - Special Handling - Missing Iter		2	2	2	2				2	2			13
Property - Special Handling - Missing Iter		5	2	2	2	2	5	4	1	5		3	34
Screening Children	3	5	4	1	1	2	4	4	4	4	4	2	38
Screening - Children Screening - Crew Member or Airline Emp	lovee					1				1			1
Screening - Crew Member of Affiline Emp	loyee	1	1				2		1	1		1	7
Screening - Procedures/Process	3	4	3	1	1	1	2	4	3	2	3	1	28
Screening - Procedures/Process Screening - Security Breach		7	J	- 1	1			4	3		1	1	1
Ostooning - Ocounty Diedon	I										1		- 1

es		No. 11		l lam no	Eab O	Mor O	4 4 4 4	TE May 0	6 l (07 1	00 4	00 000	
	10-Oct 11	-Nov 12	2-Dec 01 31	I-Jan 02 30	2-Feb 03 32	3-Mar 04 37	4-Apr (34	05-May 0 53	6-Jun (40	07-Jul 43	08-Aug 40	09-Sep 38	Total 435
16	24	33	31	10	8	12	10	13	8	5	10	14	90
Advanced Imaging Technology (AIT)					1								
Advanced Imaging Technology (AIT) -	lyer				1								
Civil Rights				1	1	1					1	1	
Civil Rights - General Complaint and D				1									
Civil Rights - Racial Profiling or Discrin	nination				1						1	1	
Civil Rights - Transgender Screening						1							
Customer Service				2	2	6	1	6	3	2	4	4	30
Customer Service - Others				2		4	1	4	1	1	4	1	1
Customer Service - TSO					2	2		2	2	1		3	1:
Locks							1				1	1	
Locks - Missing or Damaged Lock							1				1	1	
Lost and Found						1							1
Lost and Found - Airport/TSA				•	0	1	7		0	0			
Mishandling of Passenger Property	amagad/Missing It	omo Drivet	Corooning	6 Contractor	3	3	7	5	3	3	3	4	3
Mishandling of Passenger Property - D Mishandling of Passenger Property - D				6	3	3	1 5	5	3	3	3	3	3-
Mishandling of Passenger Property - D				O	3	3	1	5	3	3	3	1	3
Patdown	sarrayed iterrisC	arry-orr or v	SHECKEU				1					- 1	
Patdown - Flyer							1						
Screening				1	1	1		2	2		1	4	1
Screening - Crew Member or Airline Er	nlovee			1	'	1					1		- 1
Screening - Grew Member of Affiline Er	ipioyee										- 1	1	
Screening - Inconsistency Screening - Lengthy Lines						1						ı	
Screening - Procedures/Process				1		1		2	2			3	
Screening - Procedures/Process Screening - Security Breach				'	1							J	
17	10	13	14	6	7	10	4	13	15	7	12	7	11
Customer Service	2	2	4	2	•		-	.5	1	'	2	2	1
Customer Service - TSO	2	2	4	2					1		2	2	1
Identification (ID) Requirements		1	7						1				19
Identification (ID) Requirements - Dome	estic	1											
Locks		1		1	1			1	3			2	
Locks - Missing or Damaged Lock		1		1	1			1	3			2	
Mishandling of Passenger Property	5	7	9	2	5	7	1	3	4	2	4	1	50
Mishandling of Passenger Property - D		2	<u> </u>		1	1	'	0	1			'	
Mishandling of Passenger Property - D		5	7	2	4	6	1	3	3	1	4		39
Mishandling of Passenger Property - D			2		-	0		<u> </u>	3	1		1	2
Patdown	1	urry on		1	1			1	1	1	1	1	8
Patdown - Flyer	1			1	1			1	1	1		1	
Patdown - Flyer as Observer											1		
Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	1					1		1			1		
Persons w/ Disabilities (PWD)	1 al [1				·	1		1			1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica	al C 1	heelchair o	or Scooter)		•			1			1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobilities (PWD) - Mobilit	al [1 y Disability (Not W		or Scooter)	•		1					1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobiliti Persons w/ Disabilities (PWD) - Touch	al [1 y Disability (Not W		or Scooter)	•	·		1	1	3			1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobiliti Persons w/ Disabilities (PWD) - Touch Property - Special Handling	al [1 y Disability (Not W Aversion (pain/trau		or Scooter)	•	·		1		3	2	3		3 1 1 12
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobiliti Persons w/ Disabilities (PWD) - Touch Property - Special Handling Property - Special Handling - Damaged	al [1 y Disability (Not W Aversion (pain/trat Items - Carry-On		or Scooter)	•				1		2	3		12
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobilit Persons w/ Disabilities (PWD) - Touch Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Damaged	al [1 y Disability (Not W Aversion (pain/trau 1 I Items - Carry-On I Items - Checked		or Scooter)	,			1	1	3		3		11
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobiliti Persons w/ Disabilities (PWD) - Touch Property - Special Handling Property - Special Handling - Damagec Property - Special Handling - Damagec Property - Special Handling - Missing Is	al t 1 y Disability (Not W Aversion (pain/trau I Items - Carry-On I Items - Checked ems - Carry-On		or Scooter)	•				1 2		2	3 1	1	11
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Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobilitie Persons w/ Disabilities (PWD) - Touch Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Missing It Property - Special Handling - Missing It Property - Special Handling - Missing It Screening Screening - Inconsistency	al C 1 y Disability (Not W Aversion (pain/trau Il Items - Carry-On Il Items - Carry-On ems - Checked 1	2 1	1			2	1	1 2 2 5	2 1 3 1	2 2	3 1	1	12 12 13 14 15 15 16 17 17 18 18 18 18 18 18 18 18 18 18 18 18 18
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Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobilit Persons w/ Disabilities (PWD) - Touch Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Missing It Property - Special Handling - Missing It Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 18 Civil Rights Civil Rights - Screening of Religious or	al C 1 y Disability (Not W Aversion (pain/trau 1 Items - Carry-On Items - Checked ems - Carry-On ems - Checked 1 1	2 1 1	1 1		9	1 2 1 1	2 2 5	1 2 2 5 5 2 3 6 1 1	1 3 1 1 1 1	2 2 2 16	3 1 2 2 2	1 1 11	1:
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Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobilit Persons w/ Disabilities (PWD) - Mobilit Persons w/ Disabilities (PWD) - Touch Property - Special Handling Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing It Property - Special Handling - Missing It Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach 18 Civil Rights Civil Rights - Screening of Religious or Customer Service Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - D Mishandling of Passenger Property - D	al C	2 1 1 8 8 1 1 1 4 4 1 3 3	1 1 6	8	9 1 1	1 2 1 1 9 9 1 1 1 5	1 2 2 5 5 1 1 1 2 2 1	1 2 2 5 5 2 3 3 6 1 1 1 1 1 1	2 1 3 1 1 1 11 2 2	2 2 2 16	3 1 2 2 2 7 1 1 1	1 1 11 1	1: 20 11: 10: 11: 11: 33:
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Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobilit Persons w/ Disabilities (PWD) - Touch Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing It Property - Special Handling - Missing It Property - Special Handling - Missing It Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process Screening - Security Breach 18 Civil Rights Civil Rights - Screening of Religious or Customer Service Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D Mishandling of Passenger Property - D Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Genera Persons w/ Disabilities (PWD) - Respir Persons w/ Disabilities (PWD) - Touch Persons w/ Disabilities (PWD) - Touch Persons w/ Disabilities (PWD) - Touch Persons w/ Disabilities (PWD) - Touch Persons w/ Disabilities (PWD) - Touch Persons w/ Disabilities (PWD) - Touch Persons w/ Disabilities (PWD) - Touch Persons w/ Disabilities (PWD) - Special Handling - Damaged Property - Special Handling - Damaged Property - Special Handling - Missing It Property - Special Handling - Missing It Property - Special Handling - Missing It Property - Special Handling - Missing It Property - Special Handling - Missing It Property - Special Handling - Missing It Property - Special Handling - Missing It Property - Special Handling - Missing It Property - Special Handling - Missing It Property - Special Handling - Missing It Property - Special Handling - Missing It Property - Special Handling - Missing It Property - Special Handling - Missing It	al I	2 1 1 8 8 3 3 arry-on or 0 1 1 1 2 5 gway 1 1 1	1 1 1 Checked 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	8 1 1 3 3 3	9 1 1 1 2 2 3 2 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 1 1 9 9 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 2 5 5 1 1 1 1 1 2 2 1 1 1 1 1 1 1 1	1 2 2 5 5 2 3 3 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 3 1 1 1 1 1 1 1 2 2 2 3 4	2 2 2 16 1 1 1 1 7 3 4 1 1 1 1	3 1 2 2 2 7 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 3 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

			TSA Conta	ıct Center (TCC) Data	Tool - FOIA	١						
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights		3	2)				1				1	7
Civil Rights - Hair Patdowns		1											1
Civil Rights - Racial Profiling or Discrimina	ation	1	1										2
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1						1				1	3
Civil Rights - Transgender Screening			1										1
Customer Service		1	1	1		1	3	3	1	2	3	1	17
Customer Service - Others		1						1			1		3
Customer Service - TSO			1	1		1	3	2	1	2	2	1	14
Locks	1	1	1	1	2	1		3		1			11
Locks - Missing or Damaged Lock	1	1	1	1	2	1		3		1			11
Mishandling of Passenger Property	3	3		1	2	2	4	4	1	4	4	2	30
Mishandling of Passenger Property - Dam	1						1		1		1		4
Mishandling of Passenger Property - Dam	1	3		1	1	2	3	3		4	3	1	22
Mishandling of Passenger Property - Disa	1				1			1				1	4
Patdown		1	2)			1	3		1			8
Patdown - Flyer		1	2)			1	3		1			8
Persons w/ Disabilities (PWD)						1		1	1	1	1		5
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Ment	al Disabilit	у							1		1
Persons w/ Disabilities (PWD) - Diabetes										1			1
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)								1				1
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates					1		1					2
Property - Special Handling	2	2	3	3 1	4	1	5	3	3	4	3	2	33
Property - Special Handling - Damaged Ite	ems - Carry-	-On	1		1	1	2		1	1	1		8
Property - Special Handling - Damaged Ite	2						1	1	2	2			8
Property - Special Handling - Missing Item	ns - Carry-O	n		1	1		1			1	2	1	7
Property - Special Handling - Missing Item	ns - Checke	2	2)	2		1	2				1	10
Screening	4	1	2	2			2	3		2			16
Screening - Inconsistency	2												2
Screening - Lengthy Lines	1												1
Screening - Procedures/Process	1	1	2	2			2	3		2			13

AUTES	10-Oct 11-		Dec 01-Jan	(TCC) Data 1 02-Feb	03-Mar	04-Apr	05-May 0	S-Jun (7-Jul 0	8-Aug 0	9-Sep	Total
gories A	10-Oct 11-	-NOV 12- 5		3 12	03-Mar 13	04-Apr 8	05-May 0	s-Jun C	17-Jui 0 19	15 15	9-Sep 8	10tai 11
2016				1 4	4	1		-	2	4	3	1
Customer Service				1	1					1		
Customer Service - Others				1								
Customer Service - TSO					1					1		
Mishandling of Passenger Property		Obsala		1 1		1			1	2	2	
Mishandling of Passenger Property - Dam Patdown	aged/Missing ite	msCnecke	ed Baç	1 1		1			1	2 1	2	
Patdown - Flyer										1		
Persons w/ Disabilities (PWD)				1						'	1	
Persons w/ Disabilities (PWD) - Diabetes				1								
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Seg	way									1	
Screening				1	3				1			
Screening - Lengthy Lines					1				1			
Screening - Procedures/Process				1	1							
Screening - Retrieving Abandoned/Confisc					1				_			
2017	4	1	6	2	3	2	3	2	5	1	1	;
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye	or									1		
Civil Rights	1		1						1	1	1	
Civil Rights - Civil Rights Violation (TSA E			ı						- 1		1	
Civil Rights - National Origin			1									
Civil Rights - Racial Profiling or Discrimina	ation								1			
Civil Rights - Sex/Gender/Gender Identity-		er							'		1	
Customer Service	1				2						•	
Customer Service - TSO	1				2							
Locks	1			1								
Locks - Missing or Damaged Lock	1			1								
Mishandling of Passenger Property	1	1	2	1			1	1	2			
Mishandling of Passenger Property - Dam	aged/Missing Ite	msCarry-c	on Luggage					1				
Mishandling of Passenger Property - Dam	1	1	2				1		2			
Mishandling of Passenger Property - Disa	rrayed ItemsCa	arry-on or C	hecked	1								
Patdown			2		1	1	2		1			
Patdown - Flyer			2		1	1	2		1			
Persons w/ Disabilities (PWD)						1		1				
Persons w/ Disabilities (PWD) - Prosthesis						1						
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Seg	way						1				
Property - Special Handling	one Charlerd								1			
Property - Special Handling - Damaged Ite	ems - Checked		1						1	1		
Screening Screening - Lengthy Lines			ı							1		
Screening - Procedures/Process			1							'		
2018	7	2		1 4	3	2	3	4	5	4	1	
Customer Service				1				1	1	1	1	
Customer Service - Others											1	
Customer Service - TSO				1				1	1	1		
Locks				1				1		1		
Locks - Missing or Damaged Lock				1				1		1		
Mishandling of Passenger Property	2	1				1	2					
				1						1		
Mishandling of Passenger Property - Dam	aged/Missing Ite	msCarry-c	on Luggage			1				•		
Mishandling of Passenger Property - Dam	aged/Missing Ite 2	emsCarry-o		1		1	1			1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	aged/Missing Ite 2 rrayed ItemsCa	emsCarry-o		1		1			0	1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	aged/Missing Ite 2 rrayed ItemsCa 2	emsCarry-o		1	2	1	1	1	2	1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	aged/Missing Ite 2 rrayed ItemsCa 2 2	emsCarry-o		1	2	1	1	1 1	2	1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	aged/Missing Ite 2 rrayed ItemsCa 2 2 2	emsCarry-o		1		1	1			1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2	emsCarry-o		1	1	1	1		2	1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 nimals	emsCarry-o		1	2	1	1		1	1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 nimals	emsCarry-o		1	1	1	1	1	2	1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 2 nimals pairment	emsCarry-o		1	1	1	1		1	1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 2 nimals pairment	emsCarry-o		1	1	1	1	1	1	1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling - Damaged Ite Screening	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 2 inimals pairment ems - Checked 1	emsCarry-o 1 arry-on or Cl		1 1 1	1		1 1	1	1	1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 2 inimals pairment ems - Checked 1	emsCarry-o 1 arry-on or Cl		1 1 1	1		1 1	1	1	1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process	aged/Missing Ite 2 rrayed Items—Ca 2 2 2 2 2 inimals pairment ems - Checked 1 oyee	emsCarry-o 1 arry-on or Cl	hecked	1 1 1	1	1	1 1	1	1	1	3	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 2 inimals pairment ems - Checked 1 oyee 1	emsCarry-c 1 arry-on or Cl	hecked	1 1 1	1	1	1 1 1	1 1 1	1 1 1	1 1 1	3 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling Screening Screening - Crew Member or Airline Emploscreening - Procedures/Process	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 inimals pairment ems - Checked 1 oyee 1 3	emsCarry-o 1 1 arry-on or Cl	hecked	1 1 1	1	1	1 1 1	1 1 1	1 1 1	1 1 1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling Screening Screening - Crew Member or Airline Emploscreening - Procedures/Process 2019 Civil Rights	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 inimals pairment ems - Checked 1 oyee 1 3	emsCarry-o 1 1 arry-on or Cl	hecked	1 1 1	1	1	1 1 1	1 1 1	1 1 1	1 1 1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity-	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 inimals pairment ems - Checked 1 oyee 1 3	emsCarry-o 1 1 arry-on or Cl	hecked	1 1 1 2	1	1 1 3	1 1 1	1 1 1	1 1 1	1 1 1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 inimals pairment ems - Checked 1 oyee 1 3	emsCarry-o 1 1 arry-on or Cl	hecked	1 1 1 1 1 2	1	1 1 3	1 1 1	1 1 1	1 1 1	1 1 1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process 2019 Civil Rights Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 nimals pairment ems - Checked 1 oyee 1 3	emsCarry-o 1 1 arry-on or Cl	hecked	1 1 1 1 1 2	2 1 1	1 1 3	1 1 1	1 1 1	1 1 1	1 1 1 1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Emploscreening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 .nimals pairment	1 arry-on or Cl	hecked	1 1 1 1 2 1 1 1 1	3 3	1 1 3	1 1 1	1 1 1 3	1 1 7	1 1 1 1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Its Screening Screening - Crew Member or Airline Emploscreening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 nimals pairment ems - Checked 1 oyee 1 3	1 1 1 2 er	hecked	1 1 1 1 1	2 1 1 3 3	1 3 3	1 1 1	1 1 1 1	2 1 1 1 7	1 1 1 1 1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Employscreening - Procedures/Process 2019 Civil Rights - Sex/Gender/Gender Identity-Customer Service - Others Customer Service - TSO Mishandling of Passenger Property - Dam Patdown - Flyer	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 nimals pairment ems - Checked 1 oyee 1 3 Not Transgende	1 arry-on or Cl	hecked	1 1 1 1 2 1 1 1 1	3 3	1 1 3	1 1 1	1 1 1 3	1 1 7	1 1 1 1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2019 Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 .nimals pairment	1 1 1 2 er	hecked	1 1 1 1 1	2 1 1 3 3	1 3 3	1 1 1	1 1 1 1	2 1 1 1 7	5 1 2 2 2	1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process 2019 Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 2 nimals pairment ems - Checked 1 oyee 1 3 - Not Transgende	1 1 1 2 er	hecked	1 1 1 1 1	2 1 1 3 3	1 3 3	1 1 1	1 1 1 1	2 1 1 1 7	5 1 2 2	1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 2 inimals pairment ems - Checked 1 oyee 1 3 - Not Transgende 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 er	hecked	1 1 1 1 1	2 1 1 3 3	1 3 3	1 1 1	1 1 1 1	2 1 1 1 7	5 1 2 2 2	1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Its Screening - Crew Member or Airline Emploscreening - Procedures/Process 2019 Civil Rights - Sex/Gender/Gender Identity-Customer Service - Others Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cognitive	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 inimals pairment ems - Checked 1 oyee 1 3 Not Transgende 1 1 1 1 1 1 oectrum /Developmental	1 1 2 er	hecked	1 1 1 1 1	2 1 1 3 3	1 3 3	1 1 1	1 1 1 1	2 1 1 1 7 2 2 2 2	5 1 2 2	1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Its Screening Screening - Crew Member or Airline Emploscreening - Procedures/Process 2019 Civil Rights - Civil Rights - Sex/Gender/Gender Identity-Customer Service - Others Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown - Flyer - Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism Spersons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Metal Imp	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 inimals pairment ems - Checked 1 oyee 1 3 Not Transgende 1 1 1 1 1 1 oectrum /Developmental	emsCarry-o 1 1 arry-on or Cl 1 1 2 er	hecked	1 1 1 1 1	3 3 1	1 3 3	1 1 1	1 1 1 1 3 3 2 2 2 2	2 1 1 1 7 2 2 2 2	1 1 1 1 1 1 2 2 1 1	1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal Now Persons w/ Disabilities (PWD) - Service And Persons w/ Disabilities (PWD) - Visual Imperperty - Special Handling Property - Special Handling Property - Special Handling - Damaged Itel Screening Screening - Crew Member or Airline Emplowable Screening - Procedures/Process 2019 Civil Rights - Sex/Gender/Gender Identity-Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Autism Special Handling Property - Special Handling	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 2 2 2 inimals pairment ems - Checked 1 oyee 1 3 Not Transgende 1 1 1 1 1 coectrum //Developmental plants (joint) 1	1 1 2 er	hecked	1 1 1 1 1	2 1 1 3 3	1 3 3	1 1 1	1 1 1 1	2 1 1 1 1 7	5 1 2 2	1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Emple Screening - Procedures/Process 2019 Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Ognitive Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling - Damaged Ite	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 2 2 inimals pairment ems - Checked 1 oyee 1 3 Not Transgend 1 1 1 1 1 pectrum //Developmental olants (joint) ems - Carry-On	1 1 2 2 A Mental Dis	hecked	1 1 1 1 1	3 3 1	1 3 3	1 1 1	1 1 1 1 3 3 2 2 2 2	2 1 1 1 7 2 2 2 2 1 1 2 1	1 1 1 1 1 1 2 2 1 1	1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process 2019 Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 2 2 inimals pairment ems - Checked 1 oyee 1 3 Not Transgende 1 1 1 1 1 1 pectrum /Developmental plants (joint) 1 ems - Carry-On 1	emsCarry-o 1 1 arry-on or Cl 1 1 2 er	hecked	1 1 1 1 1	2 1 1 3 3 1 1 1	1 3 3	1 1 1	1 1 1 1 3 3 2 2 2 2	2 1 1 1 1 7	1 1 1 1 1 1 2 2 1 1	1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process 2019 Civil Rights Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 2 nimals pairment ems - Checked 1 oyee 1 3 Not Transgende 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 2 A Mental Dis	hecked	1 1 1 1 1	3 3 1	1 3 3	1 1 1	1 1 1 1 3 3 2 2 2 2	2 1 1 1 7 2 2 2 2 1 1 2 1	1 1 1 1 1 1 2 2 1 1	1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disal Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Visual Im Property - Special Handling Property - Special Handling - Damaged Ite Screening Screening - Crew Member or Airline Empl Screening - Procedures/Process 2019 Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sp Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Metal Imp Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	aged/Missing Ite 2 rrayed ItemsCa 2 2 2 2 2 nimals pairment ems - Checked 1 oyee 1 3 Not Transgende 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 2 A Mental Dis	hecked	1 1 1 1 1	2 1 1 3 3 1 1 1	1 3 3	1 1 1	1 1 1 3 3 2 2 2 2 1	2 1 1 1 7 2 2 2 2 1 1 2 1	1 1 1 1 1 1 2 2 1 1	1 1 1	

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

gories	10-Oct			enter (TCC 1-Jan 0	•)3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
N	13	9	5 5	5	7 7	10	7	8	5	7	10 10		
2016	13	3	J	J		2	3	2	J	1	10		
Customer Service							<u> </u>	1				1	
Customer Service - Others								1				1	
Lost and Found								- 1		1		- 1	
Lost and Found - Airport/TSA										1			
Mishandling of Passenger Property	1/2 4: .					2	2	1			1		
Mishandling of Passenger Property - Dam				ge		2	2				1		
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on or C	Checked					1					
Screening							1						
Screening - Inconsistency							1						
2017	3	1		2	2	1	1	3	2	1	1	3	
Civil Rights								1					
Civil Rights - Sexual Orientation - Not Tra	nsgender							1					
Locks	1								1				
Locks - General									1				
Locks - Missing or Damaged Lock	1												
Mishandling of Passenger Property	2			1	1	1	1	1		1	1	1	
		Itama Carni	on Luggoo		- 1	- 1	ı	'		1	'		
Mishandling of Passenger Property - Dam		nemscarry-	-on Luggag									1	
Mishandling of Passenger Property - Dam				1	1	1		1		1	1		
Mishandling of Passenger Property - Dam	aged/Missing	ItemsUnspe	ecified Lug	gage			1						
Patdown		1			1			1					
Patdown - Flyer		1			1			1					
Screening				1					1			2	
Screening - Procedures/Process									1			2	
Screening - Retrieving Abandoned/Confise	cated Items			1									
2018	3	1	4	1	3	5	2		3	2	7	2	
	3	ı	*		3	J			1		- '		
Advanced Imaging Technology (AIT)													
Advanced Imaging Technology (AIT) - Fly	er								1				
Civil Rights						1							
Civil Rights - Racial Profiling or Discrimina	ation					1							
Customer Service			1			1			1	1			
Customer Service - TSO			1			1			1	1			
Locks					1								
Locks - Missing or Damaged Lock					1								
Mishandling of Passenger Property			1	1	1						1		
	ogod/Missing	Itama C		'	1								
Mishandling of Passenger Property - Dam			1		1						1		
Mishandling of Passenger Property - Disa			Checker	1									
Patdown	1	1				1			1		1		
Patdown - Flyer	1	1				1			1		1	1	
Persons w/ Disabilities (PWD)						1					1		
Persons w/ Disabilities (PWD) - Diabetes						1							
Persons w/ Disabilities (PWD) - Diapers/0	l Parments/Dres	sings/Masks									1		
Property - Special Handling	1	onigoniaono	1		1						2	1	
Property - Special Handling - Damaged Ite	l l	J			1								
		1									1		
Property - Special Handling - Missing Item			1		1						1		
Screening	1		1			1	2			1	2		
Screening - Inconsistency	1												
Screening - Lengthy Lines							1						
Screening - Procedures/Process			1			1	1			1	2		
2019	7	7	1	2	2	2	1	3		3	1	3	
Civil Rights	1	1								1			
Civil Rights - Racial Profiling or Discrimina	1	1								1			
Customer Service	2	1		1		2				'	1		
Customer Service - TSO	2	1		1		2					1		
Locks	1									1			
Locks - Missing or Damaged Lock	1									1			
Mishandling of Passenger Property	1				1			2		1			
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCarry-	on Luggag	je				1					
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCheck	ked Baggad	ge	1					1			
Mishandling of Passenger Property - Disa				-				1					
Patdown		1											
Patdown - Flyer		1											
				-								_	
Property - Special Handling	2	3	1	1	1							3	
Property - Special Handling - Damaged Ite		3											
Property - Special Handling - Damaged Ite		<u> </u>										1	
Property - Special Handling - Missing Item	1			1									
Property - Special Handling - Missing Item			1		1							2	
Screening	·	1	•		•		1	1					
								- 1					
		- 1					- 1						
Screening - Lengthy Lines		1					1	4					
		1					1	1					

gories	10-Oct 11		Contact Ce -Dec 01-			03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
P	3	4	6 6	2	6	03-IVIAI 8	8	14		07-5ui	14	7	
	3	4	ь	2	ь	ō			10			- 1	
2016							1	5	3	1	3		
Customer Service													
Customer Service - TSO								3	1	1	1		
Mishandling of Passenger Property							1	1	2				
Mishandling of Passenger Property - Dam								1	2				
Mishandling of Passenger Property - Disar	rayed ItemsC	arry-on or C	Checked				1						
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Mobility D	isability (Not W	heelchair o	r Scooter)								1		
Screening								1			1		
Screening - Inconsistency											1		
Screening - Procedures/Process								1					
2017			2	1	3	4	3	3	4	2	4	1	
Customer Service				1	2	2	1		2	1	1	1	
Customer Service - Others											1	1	
Customer Service - TSO				1	2	2	1		2	1			
Locks						1							
Locks - Missing or Damaged Lock						1							
Mishandling of Passenger Property					1	- 1					1		
	1/h 4: i 14				1								
Mishandling of Passenger Property - Dam											1		
Mishandling of Passenger Property - Dam	aged/Missing It	emsCheck	ked Baggage		1								
Patdown						1		1			1		
Patdown - Flyer						1		1			1		
Property - Special Handling							1						
Property - Special Handling - Damaged Ite	ms - Carry-On						1						
Screening			2				1	2	2	1	1		
Screening - Crew Member or Airline Emplo	ovee								1				
Screening - Inconsistency	-,		1										
Screening - Lengthy Lines								2	1				
Screening - Procedures/Process			1				1		'	1	1		
ŭ .	_		1				ı						
2018	1	1	2		1	2		3	1	3	5	3	
Civil Rights												1	
Civil Rights - Sex/Gender/Gender Identity-		ler										1	
Customer Service	1							1			1		
Customer Service - TSO	1							1			1		
Mishandling of Passenger Property		1	1					1	1	1			
Mishandling of Passenger Property - Dam	aged/Missiı	1	1					1	1	1			
Patdown					1					1			
Patdown - Flyer					1					1			
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Medical D	evices - Attach	ed to the Bo	ndv							1			
Property - Special Handling	Ovidoo 7 tttdori	od to the be	ouy								1		
Property - Special Handling - Damaged Ite	me Chocked										1		
	ilis - Checkeu		4			0		4				0	
Screening			1			2		1			3	2	
Screening - Procedures/Process			1			2		1			3	2	
2019	2	3	2	1	2	2	4	3	2		2	3	
Customer Service		2	1		1	1	2		1			1	
Customer Service - Others		2	1			1	1						
Customer Service - TSO					1		1		1			1	
Lost and Found									1				
Lost and Found - Airport/TSA									1				
Mishandling of Passenger Property						1	2	2			1	1	
Mishandling of Passenger Property - Dam	aged/Missing It	emsCheck	ed Bannane				2	2					
Mishandling of Passenger Property - Disar						1					1	1	
Patdown	1	, 511 01 0	,onou	1							- '	1	
Patdown - Flyer	1			1								1	
Persons w/ Disabilities (PWD)		. 1			1			1					
Persons w/ Disabilities (PWD) - Medically		dication and	Medical Su	pplies				1					
Persons w/ Disabilities (PWD) - Mobility D		1											
December (Discouling (DIA/D) Terrol Acc	ersion (pain/trai	ıma)			1								
Persons w/ Disabilities (PWD) - Touch Av		,											
Persons W/ Disabilities (PWD) - Touch AV Property - Special Handling	(1										1		
` ,											1		
Property - Special Handling		,	1										

			TSA Conta	ct Center (ICC) Data	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SBY		1		4		4	1	4		1			15
2016				3		1	1	1					6
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property				1			1	1					3
Mishandling of Passenger Property - Da	amaged/Missi	ng ItemsC	Carry-on Lug	1									
Mishandling of Passenger Property - Da	amaged/Missi	ng ItemsC	Checked Bag	ggage			1	1					2
Patdown				1									1
Patdown - Flyer				1									1
Screening				1									1
Screening - Procedures/Process				1									1
2017				1		1		1					3
Customer Service				1				1					2
Customer Service - TSO				1				1					2
Mishandling of Passenger Property						1							
Mishandling of Passenger Property - Da	amaged/Missi	ng ItemsC	Checked Bao	ggage		1							
2018						2				1			3
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Property - Special Handling						1				1			2
Property - Special Handling - Damaged	Items - Check	ked				1				1			2
2019		1						2					3
Customer Service		1											1
Customer Service - TSO		1											1
Screening								2					2
Screening - Lengthy Lines								1					1
Screening - Security Breach								1					1

15A Contact Center (100) Data 1001-1 GIA													
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SCC	1				2		1		1		2	4	1
2016					2		1					1	
Mishandling of Passenger Property					2		1					1	
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Ba	ggage	1		1						
Mishandling of Passenger Property - Disa	rrayed Item	sCarry-or	or Checke	d	1							1	
2017									1		1		
Mishandling of Passenger Property									1		1		
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	Checked Ba	ggage					1		1		
2018	1											2	
Mishandling of Passenger Property	1											1	
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	Checked Ba	ggage								1	
Mishandling of Passenger Property - Disa	1												
Screening												1	
Screening - Procedures/Process												1	
2019											1	1	
Customer Service											1	1	
Customer Service - Others												1	
Customer Service - TSO											1		

							ool - FOIA							
Categories		11-Nov	12-D			02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SCK	2	3		2	2	4	5	4	3	5	2	3	4	39
2016						3	2	1	2		1	1	1	11
Civil Rights						1								1
Civil Rights - General Complaint and Discr	rimination					1								1
Mishandling of Passenger Property						2	2	1	2		1	1	1	10
Mishandling of Passenger Property - Dam					е	2	2	1	1		1	1		8
Mishandling of Passenger Property - Disar	rrayed Items-	-Carry-on	or Che	cked					1				1	2
2017	2	2		1	1		3	2	1	4				16
Civil Rights							1							1
Civil Rights - Perceived Religion							1							1
Customer Service								1						1
Customer Service - Others								1						1
Mishandling of Passenger Property	2	2		1	1		2			2				10
Mishandling of Passenger Property - Dam	1						1							2
Mishandling of Passenger Property - Dam	1	2		1	1		1			2				8
Patdown										1				1
Patdown - Flyer										1				1
Property - Special Handling								1		1				2
Property - Special Handling - Damaged Ite	ms - Checke	d								1				1
Property - Special Handling - Missing Item	s - Checked							1						1
Screening									1					1
Screening - Inconsistency									1					1
2018		1		1		1		1			1		3	8
Civil Rights											1			1
Civil Rights - Racial Profiling or Discrimina	ation										1			1
Customer Service													3	3
Customer Service - TSO													3	3
Locks						1								1
Locks - Missing or Damaged Lock						1								1
Screening		1		1				1						3
Screening - Procedures/Process		1		1				1						3
2019					1					1		2		4
Customer Service												1		1
Customer Service - TSO												1		1
Mishandling of Passenger Property					1							1		2
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked	l Βας	1							1		2
Screening				-						1				1
Screening - Procedures/Process										1				1

orios	40.0-4 1			Center (TCC	•		4 4	0E M)6 I	07 1	00 4	00.0	T-4-1
ories -	10-Oct 1 31	1-Nov 1 26	2-Dec 0 36	11-Jan 02 39	2-Feb 0 28	3-Mar 0 58	4-Apr 40	05-May 0 50)6-Jun 54	07-Jul 47	08-Aug 46	09-Sep 34	Total 489
2016	31	20	30	39 10	28 6	17	16	9	14	7	15	16	11
Civil Rights					-	1	1	•		1	2		
Civil Rights - Perceived Religion										1			
Civil Rights - Racial Profiling or Discrimina	ation					1					2		
Civil Rights - Transgender Screening							1						
Customer Service				1		2	1		1			1	(
Customer Service - Others Customer Service - TSO				1		2	1		1			1	
Locks				1	2		1		2			4	
Locks - Missing or Damaged Lock				1	2				2			4	
Lost and Found				'							1		
Lost and Found - Airport/TSA											1		
Mishandling of Passenger Property				6	3	12	12	7	7	6	12	8	7
Mishandling of Passenger Property - Dam	naged/Missing I	temsCarr	y-on Lug	1		1						1	
Mishandling of Passenger Property - Dam				4	3	10	10	7	7	4	11	7	6
Mishandling of Passenger Property - Disa	irrayed Items0	Carry-on or	Checked	1		1	2			2	1		
Patdown					1	1	1	1	1			1	
Patdown - Flyer Patdown - General					1	1	1	1	1			ļ	
Persons w/ Disabilities (PWD)				1				ı					
Persons w/ Disabilities (PWD) - Mobility D	I Disability (Not V	/heelchair	or Scoot	1									
Request for Assistance		VIICCICITATI	01 00001	'					1				
Request for Assistance - Other									1				
Screening				1		1	1		2			2	
Screening - Lengthy Lines				1					1				
Screening - Procedures/Process						1	1		1			2	
TSA Contact Information								1					
TSA Contact Information - General		_			_			1					
2017	11	5	13	16	9	15	6	9	13	9	11	5	12:
Civil Rights Civil Rights - National Origin		1	1 1	3		2							
Civil Rights - Racial Profiling or Discrimina	ation	1	- 1	3									
Civil Rights - Transgender Screening		'				2							
Customer Service	1	1	2		2		1		1	2		1	1
Customer Service - Others			1										
Customer Service - TSO	1	1	1		2		1		1	2		1	10
Locks	1	1		1	1						2		(
Locks - General		1											
Locks - Missing or Damaged Lock	1			1	1						2		
Lost and Found	1		1	2	1	1							6
Lost and Found - Airport/TSA	1	0	1	2	1	1	0	2	0	2	7	2	(
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	5	2	5	9	5	11	2	3 1	8	3	7	3	6
Mishandling of Passenger Property - Dam		1	5	7	5	7	2	1	7	3	6	3	5
Mishandling of Passenger Property - Disa				1		4		1	1		1	0	8
Patdown		July 511 51	1			1	1	2	1				
Patdown - Flyer			1			1	1	2	1				(
Persons w/ Disabilities (PWD)	1												
Persons w/ Disabilities (PWD) - Diabetes	1												
Prohibited & Permitted Items			1										
Prohibited & Permitted Items - Food/Beve	erages		1										
Property - Special Handling							1	3	1	3	1	1	1
Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite							1		1	2		1	
Property - Special Handling - Damaged Re	ns - Carry-On							1	- 1			ı	4
Property - Special Handling - Missing Item	ns - Checked							2		1	1		4
Screening	2		2	1			1	1	2	1	1		1
Screening - Inconsistency	_			1				1					
Screening - Lengthy Lines	1								1				
Screening - Procedures/Process	1		2				1		1	1	1		
2018	15	11	14	4	7	13	11	13	16	14	10	6	134
Civil Rights		1				1				2	1		
Civil Rights - Hair Patdowns	- Ai	4				1				1	4		
Civil Rights - Racial Profiling or Discrimina Customer Service		1			1	4		- 1	1	1	1	1	11
Customer Service - Others	2	1			1	<u>4</u> 1		1	1			I	
Customer Service - Others Customer Service - TSO	2	1			1	3		1	1			1	10
Locks		'	2	1	- '			'		2	1	'	(
Locks - General			1										
Locks - Missing or Damaged Lock			1	1						2	1		
Lost and Found					1							1	
Lost and Found - Airport/TSA					1							1	
Mishandling of Passenger Property	10	4	4	2	2	3	3	8	4	4	4	3	5
		3	3	2	2	3	2	6	4	4	2	3	4
Mishandling of Passenger Property - Dam							1	2			2		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa		1	1		4	4				4			
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown		1 1	1		1	1	1	1	1	1		1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer		1 1 1			1	1	1	1	1	1	1	1	ę
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	1	1 1	1								1		(
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	1 pectrum	1 1 1	1			1					1		3
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sy Persons w/ Disabilities (PWD) - Cognitive	1 pectrum	1 1 1 1	1			1							
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	1 pectrum	1 1 1 1	1	1		1							3
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism Sy Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diapers/C	pectrum by /Developm Garments/Dress	1 1 1 1 1 sings/Masks	1 1	1		1 1	1	1	1	1	1		3 3 1 1 31

		1	SA Contac	t Center (1		Tool - FOIA	١						
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Missing Iter	ns - Checke	1	2	1			3	1	5	3	2		18
Screening	1		3		2	1	3	1	2	2	1		16
Screening - Lengthy Lines					1	1	1						3
Screening - Procedures/Process	1		3				2	1	1	2	1		11
Screening - Retrieving Abandoned/Confis	cated Items								1				1
Screening - Security Breach					1								1
2019	5	10	9	9	6	13	7	19	11	17	10	7	123
Civil Rights		1				1		1		1	1		5
Civil Rights - Constitutional Rights						1							1
Civil Rights - National Origin		1											1
Civil Rights - Perceived Religion								1					1
Civil Rights - Racial Profiling or Discrimin	ation										1		1
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	jender								1			1
Customer Service	1	1	1	2	1	1	1	1		2	1		12
Customer Service - TSO	1	1	1	2	1	1	1	1		2	1		12
Locks	1		1	1		2		4	1	2		1	13
Locks - Missing or Damaged Lock	1		1	1		2		4	1	2		1	13
Lost and Found									1				1
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property		4	2	2	2	2	3	5	3	4	1	4	32
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	arry-on Lug	gage					1				1
Mishandling of Passenger Property - Dan	naged/Missir	4	2	2	2	2	2	3	2	2	1	4	26
Mishandling of Passenger Property - Disa		sCarry-on	or Checked				1	2		2			5
Patdown	,	1			1				1			1	4
Patdown - Flyer		1			1				1			1	4
Persons w/ Disabilities (PWD)	1	1	1					1	2	2			8
Persons w/ Disabilities (PWD) - Diabetes								1					1
Persons w/ Disabilities (PWD) - Medical I		ached to th	e Body						1				1
Persons w/ Disabilities (PWD) - Medically	1	1	•										2
Persons w/ Disabilities (PWD) - Metal Im									1				1
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	ot Wheelch	1										1
Persons w/ Disabilities (PWD) - Service A										2			2
Property - Special Handling	2	1	3	3	2	3	2	3	3	5	4	1	32
Property - Special Handling - Damaged It	ems - Carrv-	-On				1							1
Property - Special Handling - Damaged It			1	1				1	1	2	3		10
Property - Special Handling - Missing Iter		n	1			1						1	3
Property - Special Handling - Missing Iter		1	1	2	2	1	2	2	2	3	1		18
Screening	·	1	1	1		4	1	4		1	3		16
Screening - Lengthy Lines											1		1
Screening - Procedures/Process		1	1	1		4	1	4		1	1		14
Screening - Security Breach						-					1		1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SDY				1									1
2018				1									1
Customer Service				1									1
Customer Service - TSO				1									1

Cotomonico	10.0.1			t Center (TC			21.1		•••				
Categories		11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SEA	278	317	328	347	325	510	331	452	433	415	457	385	4,578
2016				93	101	242	113	146	102	112	146		1,171
Civil Rights				1	2	6	1	6	5	7	1	2	31
Civil Rights - Constitutional Rights				4						2			2
Civil Rights - General Complaint and Disc	rimination			1	4							4	1
Civil Rights - Headwear					1			4	4			1	2
Civil Rights - National Origin	41							1	1				2
Civil Rights - Racial Profiling or Discrimina					1	4	1	3	2	2	1	1	15
Civil Rights - Screening of Religious Cultu			ms			1							1
Civil Rights - Sex/Gender/Gender Identity		ender							2	1			3
Civil Rights - Sexual Orientation - Not Tra	nsgender									2			2
Civil Rights - Transgender Screening						1		2					3
Customer Service				11	17	36	26	26	18	13	24	17	188
Customer Service - CSM								1		1			2
Customer Service - Others					1	5	3	5	2	3	1	1	21
Customer Service - TSO				11	16	31	23	20	16	9	23	16	165
Identification (ID) Requirements				1		1							2
Identification (ID) Requirements - Domest	ic			1		1							2
Locks				6	2	5	4	4	7	7	9	6	50
Locks - General				1				2					3
Locks - Missing or Damaged Lock				5	2	5	4	2	7	7	9	6	47
Lost and Found						3	1		1	1	1	1	8
Lost and Found - Airport/TSA						3	1		1	1	1	1	8
Mishandling of Passenger Property				52	36	59	49	62	46	56	81	64	505
Mishandling of Passenger Property - Dam	aged/Missing	Items Pr	ivate Screen	ing Contract	or					1			1
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	arry-on Lug	9	5	13	8	7	9	8	8	9	76
Mishandling of Passenger Property - Dam	aged/Missing	ItemsC	hecked Bag	43	30	43	35	45	34	40	69	51	390
Mishandling of Passenger Property - Dam				uggage		1		2				1	4
Mishandling of Passenger Property - Disa					1	2	6	8	3	7	4	3	34
Patdown				3	7	4	4	4	3	5	6	4	40
Patdown - Flyer				3	6	3	4	4	3	5	3	3	34
Patdown - Flyer as Observer											2		2
Patdown - General						1							1
Patdown - Non-Flyer					1						1	1	3
Persons w/ Disabilities (PWD)				4	3	8	2	3	5	11	6	4	46
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ntal /Ment	al Disability			1				1		1	3
Persons w/ Disabilities (PWD) - Diabetes				2									2
Persons w/ Disabilities (PWD) - Diapers/0		ssings/Ma	asks							1			1
Persons w/ Disabilities (PWD) - General				1		2					2		5
Persons w/ Disabilities (PWD) - Medically	Necessary N	/ledication	and Medica	al Supplies		1			1	1			3
Persons w/ Disabilities (PWD) - Metal Imp									1	1			2
Persons w/ Disabilities (PWD) - Mobility D		Wheelch	air or Scoot	1	2	2	2	3		3	3	2	18
Persons w/ Disabilities (PWD) - Ostomy/0									1				1
Persons w/ Disabilities (PWD) - Prosthesi		and Casts				1					1		2
Persons w/ Disabilities (PWD) - Respirato			ent		1								1
Persons w/ Disabilities (PWD) - Touch Av										1		1	2
Persons w/ Disabilities (PWD) - Wheelcha						1			2	3			6
Screening		3)		15	34	120	26	41	17	12	18	17	300
Screening - Crew Member or Airline Empl	ovee					2							2
Screening - Inconsistency	-,			2	2	3		2		1	2	2	14
Screening - Lengthy Lines				4	23	99	15	24	7	5	3		185
Screening - Procedures/Process				7	9	13	10	14	9	6	12		86
Screening - Retrieving Abandoned/Confis	l cated Items			1		3	1		1		12	2	8
Screening - Security Breach	l louis			1				1			1	2	5
TSA Contact Information												1	1
TSA Contact Information - General												1	1
2017	97	104	129	115	68	88	55	87	88	90	105		1,119
Advanced Imaging Technology (AIT)	31	104	123	113	00	00	33	01	00	30	103	33	1,119
Advanced Imaging Technology (AIT) - Fly	er			1									1
Civil Rights	2	6	6	3	4	5		1	2	2	1	2	34
Civil Rights - Hair Patdowns		0	U	3	4	1		1			I		1
Civil Rights - Headwear			1			1							1
Civil Rights - National Origin		1			1							1	3
Civil Rights - Perceived Religion	4	- 1	1		- 1					1		ı	3
	1	2				2		1	4	ı	1		
Civil Rights - Racial Profiling or Discrimina		3		2		3		1	1		1		16
Civil Rights - Screening of Religious Cultu			ms			1							1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge			1	3				1	1		1	7
Civil Rights - Transgender Screening	10	2		10	- 10			10		00			2
Customer Service	16	19		19	12	20	10	18	16	26	20	13	211
Customer Service - CSM	_		2	2		1							5
Customer Service - Others	2		3	1		1		1		1			9
Customer Service - TSO	14	19	17	16	12	18	10	17	16	25	20	13	197
Identification (ID) Requirements	1										1		2
Identification (ID) Requirements - Domest													1
Identification (ID) Requirements - ID Matc			-								1		1
Locks	5	4	3	4	3	2	2	9	5	5	8	3	53
Locks - General		1		1	1				2	2			7
Locks - Missing or Damaged Lock	5	3		3	2	2	2	9	3	3	8		46
Lost and Found		3		2		1			1	1	1	2	15
Lost and Found - Airport/TSA		3		2		1			1	1	1	2	15
Mishandling of Passenger Property	54	44	61	63	38	37	19	25	31	29	36		466
Mishandling of Passenger Property - Dam	12	13	12	9	5	5	2	1	2	1	5		74
Mishandling of Passenger Property - Dam	39	29	44	45	31	30	17	22	26	24	25	19	351
Mishandling of Passenger Property - Dam	1	1									1		3
Mishandling of Passenger Property - Disa	2	1	5	9	2	2		2	3	4	5	3	38

Pasticon Figure) Data Too									
Patition Page 4	Categories	10-Oct 1	1-Nov 1:	2-Dec 0	1-Jan 0	2-Feb 0	3-Mar 0	4-Apr 0	5-May 0	6-Jun C	7-Jul 0	8-Aug 09	9-Sep	Total	
Protection Private of Challemans Private of Chal	Patdown	4	8	10	3	4	11	4	8	3	5	10	3	73	
Person No. No. No. No. 1	•	4		9	3	4	9	3	4	3	5	8	3	61	
Persons of Charlelline (PVID) Agins of Section Sec	Patdown - Flyer as Observer		2	1			2		1					6	
Persons of Destilling (PPV) - Action 6 1								1						6	
Personne or Disabilities PVID Canter general New Hearth Description	. ,			3		2	1	4	2	2	2	6	9	37	
Persons of Disabilities (PVID) - Captrine Development Monthal Databalls 1 1 1 1 1 1 1 1 1	, ,	1												2	
Persons of Disabilities PVIO Circle	Persons w/ Disabilities (PWD) - Cancer (g	general) Not Bre	east Cai	1		1								2	
Personal or Disabilities (PMD) - General 1	Persons w/ Disabilities (PWD) - Cognitive	/Development	al /Mental D	isability				1	1				1	3	
Particular of Profiles Profil	Persons w/ Disabilities (PWD) - Diabetes												1	1	
Person will braisbilles (PWD) Merical Devoces - Interested to the Body 1	Persons w/ Disabilities (PWD) - General		1					1				2		4	
Persons of Disabilities (PWD) Memorary Medication and Medical Supplies	Persons w/ Disabilities (PWD) - Hearing I	Impairment	1	1										2	
Persona of Classibliate (PVC) - Model Injuries (PVC) - Model (Injuries) (PVC) - Model (Injuries) (PVC) - Model (Injuries) (PVC) - Model (Injuries) (PVC) - Model (Injuries) (PVC) - Model (Injuries) (PVC) - Model (Injuries) (PVC) - Model (Injuries) (PVC) - Model (Injuries) (PVC) - Model (Injuries) (PVC) - Model (Injuries) (Injurie	Persons w/ Disabilities (PWD) - Medical [Devices - Attach	ed to the B	ody		1								1	
Persons will braishister, (PWD) - Moraling (blassis) plant Wheelshor or Secondry 1	Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication an	d Medical S	Supplies								4	4	
Persons w Disabilities (PWD) - Persons All Presidence of Casts	Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)		1							1		1	3	
Persons of Disabilities (PVD) - Poularisal/Republes and Coales 1	Persons w/ Disabilities (PWD) - Mobility [Disability (Not V	/heelchair o	or Scooter)			1			1		1	1	4	
Persons of Dealblilles (PWD) - Tooch vid 1	Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates						1					1	2	
Persons w Dashbilling (PWD) - Wholehard Seconds 1	Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees an	d Casts						1					1	
Prichibeta & Fermitted Illerins - Fleeten/Portrunillion	Persons w/ Disabilities (PWD) - Touch Av	1									1	1		3	
Promited & Permitted formers - Processing Ammunitation 1	Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	1					1		1		2		5	
Published & Permitted Illems - FoodBearages	Prohibited & Permitted Items									4				4	
Probletod & Permitted Interns - Colored	Prohibited & Permitted Items - Firearm/Ar	mmunition								1				1	
Property - Special Handling - Demanged Items - Carry-On 1 10 3 15 15 20	Prohibited & Permitted Items - Food/Beve	erages								1				1	
Property - Special Handling - Demanged Items - Carry-On 1 10 3 15 15 20	Prohibited & Permitted Items - General									1				1	
Property - Special Handling - Carry-On		ı ols/Razors/Shar	p Objects							1				1	
Property-Special Handling - Damaged Interns - Carry-On								11	15	13	15	15	20	89	
Property - Special Handling - Damaged Mems - Checked 4 3 1 6 5 6		ems - Carry-On												9	
Property - Special Handling - Missing Items - Cenary-On								4						25	
Property - Special Handling - Missing Interse - Checked														12	
Request for Assistance - Other								7						43	
Request for Assistance - Other						1								6	
Request for Assistance - Wounded Warrior (MSUSCOC) 1														5	
Screening - Crew Member of Afrina Employee						'		'				1		1	
Screening - Crew Member or Affiring Employee 1		1	16	20	20	Λ	11	Λ	8	11	5		11	128	
Screening - International Screening 2 2 1 2 1 2 3	•		10	20	20		- 11		-	- 11				2	
Screening - Lengthy Lines			2	2	2	1	2		1	2	3			15	
Screening - Procedure (SProcess						'			'					1	
Screening - Procedures Proc		2	5	5	6				2	2	2	1	1	27	
Screening - Security Parach						2		Λ						70	
Screening - Security Freach 2							- 1	4		U				6	
2018						1				1		1		7	
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Ge					87		100	90	124		118		86	1,245	
Advanced imaging Technology (AIT) - Ge 1			104	30	0,	00	100	30	127	101	110	- 11-4	- 00	1,243	
Civil Rights - Age		1												1	
Civil Rights - National Origin			4		5	4	2	4	5	7	6	5		43	
Civil Rights - National Origin 1 3 1 1	<u> </u>													2	
Civil Rights - Perceived Religion								1		3	1			6	
Civil Rights - Racial Profiling or Discrimination 1									1		•			1	
Civil Rights - Sereening of Religious Cultural and Ceremonial Items		ation	1		1	2		3		2	4	3		19	
Civil Rights - Sex/Gender/Gender Identify-Not Transgeder Civil Rights - Sex/Gender/Gender Identify-Not Transgeder Civil Rights - Transgender Screening 1							1							1	
Civil Rights - Sexual Orientation - Not Transgender 1										1				8	
Customer Service 19 19 18 11 13 14 24 24 22 20 25 11 2 Customer Service - CSM			2		3	2									
Customer Service - CSM			2		3	2				'	1			1	
Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO 19 19 19 18 11 13 11 23 23 19 16 23 10 2 Locks 8 7 2 3 10 5 4 4 5 4 7 5 Locks-General Locks-General Locks-Missing or Damaged Lock 8 7 2 2 10 5 4 4 4 5 4 7 5 Lost and Found 1 1 2 1 1 2 1 1 3 3 3 3 Mishandling of Passenger Property 15 22 19 29 18 20 21 16 25 26 31 24 2 1 Mishandling of Passenger Property - Dam 3 6 2 2 4 3 11 2 4 2 1 Mishandling of Passenger Property - Dam 10 14 15 22 12 13 15 15 17 18 23 20 1 Mishandling of Passenger Property - Dam 3 6 2 2 4 5 4 3 3 6 3 6 3 4 3 Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General Patdown - Fiyer Persons w/ Disabilities (PWD) - Autism Spectrum Persons w/ Disabilities (PWD) - Pares and Medical Devices Persons w/ Disabilities (PWD) - Cognitive / Developmental / Mental Disability Persons w/ Disabilities (PWD) - Cognitive / Developmental Mental Disability Persons w/ Disabilities (PWD) - Medical Devices 1 Persons w/ Disabilities (PWD) - Medical Devices 1 Persons w/ Disabilities (PWD) - Medical Devices 1 Persons w/ Disabilities (PWD) - Medical Devices 1 Persons w/ Disabilities (PWD) - Medical Implants (pint) Persons w/ Disabilities (PWD) - Medical Implants (pint) Persons w/ Disabilities (PWD) - Medical Implants (pint) Persons w/ Disabilities (PWD) - Medical Implants (pint) Persons w/ Disabilities (PWD) - Medical Implants (pint) Persons w/ Disabilities (PWD) - Medical Implants (pint) Persons w/ Disabilities (PWD) - Medical Implants (pint) Persons w/ Disabilities (PWD) - Medical Implants (pint) Persons w/ Disabilities (PWD) - Medical Implants (pint) Persons w/ Disabilities (PWD) - Medical Implants (pint) Persons w/ Disabilities (PWD) - Medical Implants (pint) Persons w/ Disabilities (PWD) - Medical Implants (pint) Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body Persons w/ Disabilities (PWD) - Medical Devices - Att	Civil Rights - Sexual Orientation - Not Tra		1			2	1		1	1	1			1	
Customer Service - Others Customer Service - TSOO 19 19 18 11 13 11 23 23 19 16 23 10 2 Locks	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening	insgender		18	1			24				25	11	1 5	
Customer Service - TSO	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service	insgender		18	1			24				25		1 5 220	
Locks S	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM	insgender		18	1		14		24	22	20			1 5 220 1	
Locks - General	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others	insgender 19	19		1 11	13	14	1	24	22	20	2	1	1 5 220 1 14	
Locks - Missing or Damaged Lock	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO	nsgender 19	19	18	1 11	13	14 3 11	1 23	24 1 23	3 19	20 4 16	2 23	10	1 5 220 1 14 205	
Lost and Found	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks	nsgender 19	19	18	1 11 11 3	13	14 3 11	1 23	24 1 23	3 19	20 4 16	2 23	10	1 5 220 1 14 205 64	
Lost and Found - Airport/TSA	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General	19 19 8	19 19 7	18 2	1 11 11 3 1	13 13 10	14 3 11 5	1 23 4	24 1 23 4	22 3 19 5	20 4 16 4	2 23 7	1 10 5	1 5 220 1 14 205 64 1	
Mishandling of Passenger Property	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock	19 19 8 8	19 19 7	18 2	1 11 11 3 1 2	13 13 10	14 3 11 5	1 23 4	24 1 23 4	22 3 19 5	20 4 16 4	2 23 7	1 10 5	1 5 220 1 14 205 64 1 63	
Mishandling of Passenger Property - Dam	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	19 19 8 8 1	19 19 7	18 2	1 11 11 3 1 2	13 13 10 10 2	14 3 11 5	1 23 4	24 1 23 4 4	22 3 19 5 5	20 4 16 4 4 3	2 23 7 7	1 10 5	1 5 220 1 14 205 64 1 63 14	
Mishandling of Passenger Property - Dam 10 14 15 15 17 18 23 20 1 Mishandling of Passenger Property - Disal 2 2 4 5 4 3 3 6 3 4 3 Notice of Violation/Civil Penalties 8 2 2 4 5 4 3 3 6 3 4 3 Notice of Violation/Civil Penalties - General 8 2 3 4 10 4 2 3 1 5 7 1 Patdown 1 5 3 4 10 4 2 3 1 4 4 1 Patdown - Flyer 5 3 3 10 4 2 3 1 4 4 1 Persons w Disabilities (PWD) 4 2 5 2 6 7 3 4 3 6 3 8 Persons w/ Disabilities (PWD) - Autism Spectrum 9 1 1 1 1 </td <td>Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA</td> <td>19 19 8 8 1 1</td> <td>19 19 7</td> <td>18 2 2</td> <td>1 11 3 1 2 1</td> <td>13 13 10 10 2 2</td> <td>14 3 11 5</td> <td>1 23 4</td> <td>24 1 23 4 4 1</td> <td>22 3 19 5 5 3 3</td> <td>20 4 16 4 4 3 3</td> <td>2 23 7 7 3 3</td> <td>1 10 5</td> <td>1 5 220 1 14 205 64 1 63 14</td>	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	19 19 8 8 1 1	19 19 7	18 2 2	1 11 3 1 2 1	13 13 10 10 2 2	14 3 11 5	1 23 4	24 1 23 4 4 1	22 3 19 5 5 3 3	20 4 16 4 4 3 3	2 23 7 7 3 3	1 10 5	1 5 220 1 14 205 64 1 63 14	
Mishandling of Passenger Property - Damaged/Missing Items—Unspecified Luggage 1 2 Mishandling of Passenger Property - Disal 2 2 4 5 4 3 3 6 3 4 3 Notice of Violation/Civil Penalties 1	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	19 19 19 8 8 1 1 1 15	19 19 7 7	18 2 2	1 11 3 1 2 1 1 29	13 13 10 10 2 2 18	14 3 11 5 5	1 23 4 4	24 1 23 4 4 1 1 16	22 3 19 5 5 3 3 25	20 4 16 4 4 3 3 26	2 23 7 7 7 3 3 3	1 10 5 5	1 5 220 1 14 205 64 1 63 14 14 266	
Mishandling of Passenger Property - Disa 2 2 4 5 4 3 3 6 3 4 3 Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - General 1 <td rowsp<="" td=""><td>Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam</td><td>19 19 8 8 1 1 15 3</td><td>19 19 7 7 22 6</td><td>18 2 2</td><td>1 11 3 1 2 1 1 29 2</td><td>13 13 10 10 2 2 18 2</td><td>14 3 11 5 5</td><td>1 23 4 4 21 3</td><td>24 1 23 4 1 1 1 16</td><td>22 3 19 5 5 3 3 25 2</td><td>20 4 16 4 4 3 3 3 26 4</td><td>2 23 7 7 3 3 31 2</td><td>1 10 5 5</td><td>1 5 220 1 14 205 64 1 63 14 14 266 30</td></td>	<td>Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam</td> <td>19 19 8 8 1 1 15 3</td> <td>19 19 7 7 22 6</td> <td>18 2 2</td> <td>1 11 3 1 2 1 1 29 2</td> <td>13 13 10 10 2 2 18 2</td> <td>14 3 11 5 5</td> <td>1 23 4 4 21 3</td> <td>24 1 23 4 1 1 1 16</td> <td>22 3 19 5 5 3 3 25 2</td> <td>20 4 16 4 4 3 3 3 26 4</td> <td>2 23 7 7 3 3 31 2</td> <td>1 10 5 5</td> <td>1 5 220 1 14 205 64 1 63 14 14 266 30</td>	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	19 19 8 8 1 1 15 3	19 19 7 7 22 6	18 2 2	1 11 3 1 2 1 1 29 2	13 13 10 10 2 2 18 2	14 3 11 5 5	1 23 4 4 21 3	24 1 23 4 1 1 1 16	22 3 19 5 5 3 3 25 2	20 4 16 4 4 3 3 3 26 4	2 23 7 7 3 3 31 2	1 10 5 5	1 5 220 1 14 205 64 1 63 14 14 266 30
Notice of Violation/Civil Penalties 1	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	19 19 8 8 1 1 15 3	19 19 7 7 22 6 14	18 2 2 19	1 11 3 1 2 1 2 1 2 2 2 2 2 2 2 2 2	13 13 10 10 2 2 18 2	14 3 11 5 5	1 23 4 4 21 3	24 1 23 4 1 1 1 16	22 3 19 5 5 3 3 25 2	20 4 16 4 4 3 3 26 4 18	2 23 7 7 3 3 3 31 2 23	1 10 5 5	1 5 220 1 14 205 64 1 63 14 14 266 30	
Notice of Violation/Civil Penalties - General	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	19 19 8 8 1 1 15 3 10 naged/Missing I	19 7 7 22 6 14 temsUnsp	18 2 2 19 15 ecified Luga	1 11 3 1 2 1 1 2 1 2 2 2 2 2 22 22 23gage	13 10 10 2 2 18 2 12	14 3 11 5 5 20 4 13	1 23 4 4 4 21 3 15	24 1 23 4 1 1 1 16	22 3 19 5 5 3 3 25 2	20 4 16 4 3 3 26 4 18	2 23 7 7 7 3 3 3 31 2 23 2	1 10 5 5 5	1 5 220 1 14 205 64 1 63 14 266 30 194	
Patdown	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	19 19 8 8 1 1 15 3 10 naged/Missing I	19 7 7 22 6 14 temsUnsp	18 2 2 19 15 ecified Luga	1 11 3 1 2 1 1 2 1 2 2 2 2 2 22 22 23gage	13 10 10 2 2 18 2 12	14 3 11 5 5 20 4 13	1 23 4 4 4 21 3 15	24 1 23 4 1 1 1 16	22 3 19 5 5 3 3 25 2	20 4 16 4 3 3 26 4 18	2 23 7 7 7 3 3 3 31 2 23 2	1 10 5 5 5 24 1 20	1 5 220 1 14 205 64 1 63 14 14 266 30 30 194 3	
Patdown - Flyer as Observer	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Notice of Violation/Civil Penalties	19 19 8 8 1 1 15 3 10 10 agged/Missing I	19 7 7 22 6 14 temsUnsp	18 2 2 19 15 ecified Luga	1 11 3 1 2 1 1 2 1 2 2 2 2 2 22 22 23gage	13 10 10 2 2 18 2 12	14 3 11 5 5 20 4 13	1 23 4 4 4 21 3 15	24 1 23 4 1 1 1 16	22 3 19 5 5 3 3 25 2	20 4 16 4 3 3 26 4 18	2 23 7 7 7 3 3 3 31 2 23 2	1 10 5 5 5 24 1 20	1 5 220 1 14 205 64 1 63 14 14 266 30 194 3 3 39	
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Persons w/ Disabilities (PWD)	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer	19 19 8 8 1 11 15 3 10 agged/Missing I:	19 7 7 7 22 6 14 temsUnsp 2	18 2 2 19 15 ecified Lugg 4	1 11 3 1 2 1 1 2 2 2 2 2 2 2 2 2 5	13 10 10 2 2 18 2 12 4	14 3 11 5 5 20 4 13 3	1 23 4 4 4 21 3 15	24 1 23 4 4 1 1 16 1 15	22 3 19 5 5 3 3 25 2 17 6	20 4 16 4 4 3 3 26 4 18 1 3	2 23 7 7 3 3 3 31 2 23 2 4	1 10 5 5 24 1 20 3 1 1	1 5 220 1 14 205 64 1 1 63 14 14 266 30 194 3 3 9 1 1 1	
Persons w/ Disabilities (PWD) - Autism Spectrum	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer	19 19 8 8 1 11 15 3 10 agged/Missing I:	19 7 7 7 22 6 14 temsUnsp 2	18 2 2 19 15 ecified Lugg 4	1 11 3 1 2 1 1 2 2 2 2 2 2 2 2 2 5	13 10 10 2 2 18 2 12 4	14 3 11 5 5 20 4 13 3	1 23 4 4 4 21 3 15	24 1 23 4 4 1 1 16 1 15	22 3 19 5 5 3 3 25 2 17 6	20 4 16 4 4 3 3 26 4 18 1 3	2 23 7 7 3 3 3 31 2 23 2 4	1 10 5 5 24 1 20 3 1 1	1 5 220 1 1 44 205 64 1 1 63 14 266 30 194 3 3 3 9 11 1 4 4 5	
Persons w/ Disabilities (PWD) - Breast Cancer	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer	19 19 8 8 1 11 15 3 10 naged/Missing I: 2 ral 5 5	19 19 7 7 7 22 6 14 temsUnsp 2	18 2 2 19 15 ecified Lugg 4 4 3 1	1 11 3 1 2 1 1 2 2 1 2 2 2 2 2 2 2 2 2 2	13 10 10 2 2 18 2 12 4	14 3 11 5 5 20 4 13 3	1 23 4 4 21 3 15	24 1 23 4 4 1 1 16 1 15	22 3 19 5 5 3 3 25 2 17 6	20 4 16 4 3 3 26 4 18 1 3	2 23 7 7 7 3 3 3 31 2 23 2 4	1 10 5 5 5 24 1 20 3 1 1 1	1 5 220 1 14 205 64 1 63 14 14 266 30 194 3 3 39 1 1 1 4 5 8 1 1 4 1 5 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Persons w/ Disabilities (PWD) - Cognitive / Developmental / Mental Disability	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger	19 19 8 8 1 1 15 13 10 10 1aged/Missing I	19 19 7 7 7 22 6 14 temsUnsp 2	18 2 2 19 15 ecified Lugg 4 4 3 1	1 11 3 1 2 1 1 2 2 1 2 2 2 2 2 2 2 2 2 2	13 10 10 2 2 18 2 12 4	14 3 11 5 5 20 4 13 3	1 23 4 4 21 3 15	24 1 23 4 4 1 1 16 1 15	22 3 19 5 5 3 3 25 2 17 6	20 4 16 4 3 3 26 4 18 1 3	2 23 7 7 7 3 3 3 31 2 23 2 4	1 10 5 5 5 24 1 20 3 1 1 1 1	1 5 220 1 14 205 64 1 63 14 14 266 30 194 3 3 9 1 1 1 4 5 8	
Persons w/ Disabilities (PWD) - Diabetes	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Pon-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	19 19 8 8 1 1 15 13 10 10 12 13 15 15 1 3 10 14 15 15 14 15 15 15 16 17 18 18 18 18 18 19 19 10 10 10 10 10 10 10 10 10 10 10 10 10	19 19 7 7 7 22 6 14 temsUnsp 2	18 2 2 19 15 ecified Lugg 4 4 3 1	1 11 3 1 2 1 1 2 2 1 2 2 2 2 2 2 2 2 2 2	13 10 10 2 2 18 2 12 4	14 3 11 5 5 20 4 13 3	1 23 4 4 21 3 15	24 1 23 4 4 1 1 16 15	22 3 19 5 5 3 3 25 2 17 6	20 4 16 4 3 3 26 4 18 1 3	2 23 7 7 3 3 3 31 2 23 2 4	1 10 5 5 5 24 1 20 3 1 1 1 1	1 5 220 1 1 1 4 205 64 1 1 63 30 194 3 3 39 1 1 4 5 38 6 6 1 5 5 3 1	
Persons w/ Disabilities (PWD) - General 1	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca	19 19 8 8 1 11 15 3 10 agged/Missing I: 2 13 4 pectrum	19 19 7 7 22 6 14 temsUnsp 2 3 3	18 2 2 19 15 ecified Lugg 4 4 3 1 1 5	1 11 3 1 2 1 1 29 2 22 22 gage 5	13 10 10 2 2 18 2 12 4	14 3 11 5 5 20 4 13 3	1 23 4 4 21 3 15	24 1 23 4 4 1 1 16 15	22 3 19 5 5 3 3 25 2 17 6	20 4 16 4 3 3 26 4 18 1 3 5 4 1	2 23 7 7 3 3 3 31 2 23 2 4	1 10 5 5 5 24 1 20 3 1 1 1 1	1 5 220 1 1 144 205 64 1 1 63 30 194 3 39 1 1 1 45 38 6 1 5 3 1 1 1	
Persons w/ Disabilities (PWD) - Internal Medical Devices	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Capersons w/ Disabilities (PWD) - Cognitive	19 19 8 8 1 11 15 3 10 agged/Missing I	19 19 7 7 22 6 14 temsUnsp 2 3 3	18 2 2 19 15 ecified Lugg 4 4 3 1 1 5	1 11 3 1 2 1 1 29 2 22 22 gage 5	13 10 10 2 2 18 2 12 4 4	14 3 11 5 5 20 4 13 3	1 23 4 4 21 3 15	24 1 23 4 4 1 1 16 15	22 3 19 5 5 3 3 25 2 17 6	20 4 16 4 3 3 26 4 18 1 3 5 4 1	2 23 7 7 3 3 3 31 2 23 2 4	1 10 5 5 5 24 1 20 3 1 1 1 1	1 5 220 1 1 14 205 64 1 1 63 30 1 1 4 1 4 5 38 6 6 1 5 3 1 1 4 4 5	
Persons w/ Disabilities (PWD) - Medical Devices - Attached to the Body 1 Persons w/ Disabilities (PWD) - Medically 1 2 1 4 1 1 1 1 Persons w/ Disabilities (PWD) - Metal Implants (joint) 1 1 1 1 1 1 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 1 1 1 1 1 1	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Breast Ci Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	19 19 8 8 1 11 15 3 10 agged/Missing I	19 19 7 7 22 6 14 temsUnsp 2 3 3	18 2 2 19 15 ecified Lugg 4 4 3 1 1 5	1 11 3 1 2 1 1 29 2 22 22 gage 5	13 10 10 2 2 18 2 12 4 4	14 3 11 5 5 20 4 13 3	1 23 4 4 21 3 15	24 1 23 4 4 1 1 16 15	22 3 19 5 5 3 3 25 2 17 6	20 4 16 4 3 3 26 4 18 1 3 5 4 1	2 23 7 7 3 3 3 31 2 23 2 4	1 10 5 5 5 24 1 20 3 1 1 1 1	1 5 220 1 1 14 205 64 1 1 63 30 194 3 3 39 1 1 1 1 1 5 3 38 6 6 1 1 5 3 1 1 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
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Persons w/ Disabilities (PWD) - Metal Implants (joint) 1 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 1 1 1 1 1 1	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast C Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes	19 19 8 8 1 11 15 13 10 10 10 13 10 15 15 15 16 17 18 18 19 10 10 10 10 10 10 10 10 10 10 10 10 10	19 19 7 7 7 22 6 14 temsUnsp 2 3 3 3	18 2 2 19 15 ecified Lugg 4 3 1 5	1 11 3 1 2 1 1 29 2 22 22 gage 5	13 10 10 2 2 18 2 12 4 4 4	14 3 11 5 5 20 4 13 3	1 23 4 4 21 3 15	24 1 23 4 4 1 1 16 15	22 3 19 5 5 3 3 25 2 17 6	20 4 16 4 3 3 26 4 18 1 3 5 4 1	2 23 7 7 3 3 3 31 2 23 2 4	1 10 5 5 5 24 1 20 3 1 1 1 1	1 5 220 1 1 14 205 64 1 63 14 14 266 30 194 3 39 1 1 1 53 1 1 1 53 1 1 1 1 2 2 1 1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelch 1 1 1 1 1 1	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medical I	19 19 8 8 1 1 15 13 10 agged/Missing I: 2 ral 5 5 4 pectrum ancer a/Developmenta	19 19 7 7 7 22 6 14 temsUnsp 2 3 3 3	18 2 2 19 15 ecified Lugg 4 4 3 1 5	1 11 3 1 2 1 1 29 2 22 22 22 gage 5	13 10 10 2 2 18 2 12 4 4 4	14 3 11 5 5 20 4 13 3 11 1 7	1 23 4 4 21 3 15 3	24 1 23 4 4 1 1 16 1 15	22 3 19 5 5 3 3 25 2 17 6	20 4 16 4 3 3 26 4 18 1 3 5 4 1	2 23 7 7 3 3 3 31 2 23 2 4	1 10 5 5 24 1 20 3 1 1 1 1	1 5 220 1 1 1 4 205 64 1 1 63 30 194 3 3 39 1 1 1 1 4 5 38 6 6 1 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1	
	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Da	19 19 8 8 1 11 15 3 10 agged/Missing I: 2 ral 5 5 4 pectrum ancer a /Developmenta Medical Devices Devices - Attach	19 19 7 7 7 22 6 14 temsUnsp 2 3 3 3	18 2 2 19 15 ecified Lugg 4 4 3 1 5	1 11 3 1 2 1 1 29 2 22 22 22 gage 5	13 10 10 2 2 18 2 12 4 4 4	14 3 11 5 5 20 4 13 3 11 7	1 23 4 4 21 3 15 3	24 1 23 4 4 1 1 16 1 15	22 3 19 5 5 3 3 25 2 17 6	20 4 16 4 3 3 26 4 18 1 3 5 4 1	2 23 7 7 3 3 3 31 2 23 2 4	1 10 5 5 24 1 20 3 1 1 1 1	1 5 220 1 1 1 1 1 1 1 1 5 1 2 2 1 1 1 1 1 5 1 2 2 1 1 1 1	
reisons w/ Disabilities (PWD) - Ostomy/Ostomates 1 1	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	19 19 8 8 1 11 15 3 10 agged/Missing I 2 ral 5 5 Very comparison of the comparison	19 7 7 7 22 6 14 temsUnsp 2 3 3 4 2 al /Mental D	18 2 2 19 15 ecified Lugg 4 4 3 1 5 disability	1 11 3 1 2 1 1 29 2 22 22 22 gage 5	13 10 10 2 2 18 2 12 4 4 4 1	14 3 11 5 5 20 4 13 3 11 7	1 23 4 4 21 3 15 3	24 1 23 4 4 1 1 16 1 15 3 3 4	22 3 19 5 5 3 3 25 2 17 6	20 4 16 4 3 3 26 4 18 1 3 5 4 1	2 23 7 7 3 3 3 31 2 23 2 4	1 10 5 5 24 1 20 3 1 1 1 1	1 5 220 1 1 14 205 64 1 1 63 30 194 3 39 1 1 1 1 1 1 1 1 1 1 5 1 1 1 1 1 1 1 1	
Personal of Disabilities (DMD) Personal of American and Contr	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Propert	19 19 8 8 1 11 15 3 10 naged/Missing I 2 ral 5 5 4 pectrum ancer b //Developmenta b //Developmenta c //Developmenta b //Developmenta c //Developmenta c //Developmenta d //Developmenta	19 7 7 7 22 6 14 temsUnsp 2 3 3 4 2 al /Mental D	18 2 2 19 15 ecified Lugg 4 4 3 1 5 disability	1 11 3 1 2 1 1 29 2 22 22 22 gage 5	13 10 10 2 2 18 2 12 4 4 4 1	14 3 11 5 5 20 4 13 3 11 7	1 23 4 4 21 3 15 3	24 1 23 4 4 1 1 16 1 15 3 3 4	22 3 19 5 5 3 3 25 2 17 6	20 4 16 4 3 3 26 4 18 1 3 5 4 1	2 23 7 7 7 3 3 3 31 2 23 2 4	1 10 5 5 24 1 20 3 1 1 1 1	1 5 220 1 1 14 205 64 1 1 63 30 194 3 3 39 1 1 1 45 38 6 1 1 2 1 1 1 1 1 5 5	
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts	Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Notice of Violation/Civil Penalties Notice of Violation/Civil Penalties - Gener Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Breast Ca Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Internal M Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/O	19 19 8 8 1 11 15 13 10 naged/Missing II 15 5 4 pectrum ancer a/Developmenta Devices - Attach 1 plants (joint) Disability (Not V	19 19 7 7 22 6 14 temsUnsp 2 3 3 3 4 4 temsUnsp 2	18 2 2 19 15 ecified Lugg 4 4 3 1 5 disability	1 11 3 1 2 1 1 29 2 22 22 22 gage 5	13 10 10 2 2 18 2 12 4 4 4 1	14 3 11 5 5 20 4 13 3 11 7	1 23 4 4 21 3 15 3	24 1 23 4 4 1 1 16 1 15 3 3 4	22 3 19 5 5 3 3 25 2 17 6	20 4 16 4 3 3 26 4 18 1 3 5 4 1	2 23 7 7 7 3 3 3 31 2 2 3 2 4	1 10 5 5 24 1 20 3 1 1 1 1	1 5 220 1 1 14 205 64 1 1 63 30 194 3 39 1 1 1 1 1 1 1 1 1 1 5 1 1 1 1 1 1 1 1	

			Contact C										
ries			2-Dec 0	1-Jan 0:		3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Tota
Persons w/ Disabilities (PWD) - Respirato	•	Equipment			2							2	
Persons w/ Disabilities (PWD) - Service A	2									2			
Persons w/ Disabilities (PWD) - Touch Ave		1					1						
Persons w/ Disabilities (PWD) - Visual Im										1		1	
Persons w/ Disabilities (PWD) - Wheelcha	1		2			1		1	2	1		2	
Property - Special Handling	21	22	19	20	22	24	11	18	20	19	14	22	2
Property - Special Handling - Damaged Ite	1	2	3	5	2	4	3	2	2	3	1	2	
Property - Special Handling - Damaged Ite	10	4	8	5	8	3	2	3	5	6	5	5	
Property - Special Handling - Missing Item	7	4	4	3	4	3	2	1	7	3	5	7	
Property - Special Handling - Missing Item	3	12	4	7	8	14	4	12	6	7	3	8	
Request for Assistance		1	2		1	2				1			
Request for Assistance - Other			1		1	1							
Request for Assistance - Wounded Warrio	r (MSIJSO	1	1			1				1			
Screening	13	24	26	6	8	24	23	49	65	28	19	14	
Screening - Children											1		
Screening - Crew Member or Airline Emple	ovee	1						1					
Screening - Gate Pass	oyoo	'						'	1				
Screening - Inconsistency	1	2	1	1		2			1	1	2		
Screening - Lengthy Lines	2	8	7	1	4	12	12	27	50	6	10	5	
Screening - Procedures/Process	9	12	16	3	4		10				5		
-					4	9		19	12	21			
Screening - Retrieving Abandoned/Confisc		1	2	1			1	1	1		1	1	
Screening - Security Breach	1					1		1				2	
019	93	109	104	52	68	80	73	95	92	95	92	90	1,
Advanced Imaging Technology (AIT)			1						1				
Advanced Imaging Technology (AIT) - Flye			1						1				
Civil Rights	4	3	5	2		5	2	5	4	3	1	5	
Civil Rights - Age	1			1						1		1	
Civil Rights - Constitutional Rights				1			1						
Civil Rights - Hair Patdowns			1			1							
Civil Rights - Headwear	1												
Civil Rights - National Origin	- '					1		1					
	tion	2	2						0	4			
Civil Rights - Racial Profiling or Discrimina		2	3			1		2	2	1		2	
Civil Rights - Sex/Gender/Gender Identity	2	1	1			1	1	1		1	1		
Civil Rights - Transgender Screening						1		1	2			1	
Customer Service	15	21	28	8	13	8	20	15	23	13	21	25	
Customer Service - Others		1	1		1	1	1		1		2	1	
Customer Service - TSO	15	20	27	8	12	7	19	15	22	13	19	24	
Locks	5	8	4	3	6	7	2	1	4	3	4	5	
Locks - General			1										
Locks - Missing or Damaged Lock	5	8	3	3	6	7	2	1	4	3	4	5	
Lost and Found	1	1	1	2	0	- 1	1	2	2	1	2		
Lost and Found - Airport/TSA													
·	1	1	1	2	- 10	40	1	2	2	1	2		
Mishandling of Passenger Property	17	23	27	11	10	12	11	17	18	20	23	21	
Mishandling of Passenger Property - Dam		1	1			1			2	2	2	3	
Mishandling of Passenger Property - Dam	12	18	21	8	9	9	8	12	15	16	17	16	
Mishandling of Passenger Property - Dam	aged/Missing I	temsU	1								1		
Mishandling of Passenger Property - Disa	5	4	4	3	1	2	3	5	1	2	3	2	
Patdown	2	5	2	2	5	4	4	9	3	9	4	2	
Patdown - Children		1								1			
Patdown - Flyer	2	3	1	1	5	2	3	9	3	6	4	2	
Patdown - Flyer as Observer		1	- '			2				2			
			4	4			- 4						
Patdown - Non-Flyer		•	1	1			1		_	•			
Persons w/ Disabilities (PWD)	5	8	8	1	2	9	9	4	7	6	3	5	
Persons w/ Disabilities (PWD) - Autism Sp							1			1			
Persons w/ Disabilities (PWD) - Breast Ca	incer											1	
Persons w/ Disabilities (PWD) - Cancer (g	eneral) Not Br	east Car	2						1				
Persons w/ Disabilities (PWD) - Cognitive	/Development	al /Mental D	isability		1	1	1						
Persons w/ Disabilities (PWD) - Diabetes		1					1	1			1		
Persons w/ Disabilities (PWD) - General	1					1	1			1			
Persons w/ Disabilities (PWD) - Internal M					1		1		1			1	
Persons w/ Disabilities (PWD) - Medical D		had to th	1		- '		- '		- '			1	
. ,							4						
Persons w/ Disabilities (PWD) - Medically	Necessary	3	1				1			2			
Persons w/ Disabilities (PWD) - Metal Imp	1								1				
Persons w/ Disabilities (PWD) - Mobility [1	2	1			3		2		2	2		
)stomates								1				
Persons w/ Disabilities (PWD) - Ostomy/C	otomatoo	Equipment				1						1	
Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Respirato		Lquipinent											
	ry and Inhaler	1		1									
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A	ry and Inhaler nimals		1	1			1						
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av	ry and Inhaler nimals ersion (pair	1		1		2		1	3			1	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelch	ry and Inhaler nimals ersion (pair 1	1	1 2	1		2	1 2	1	3			1	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wounded	ry and Inhaler nimals ersion (pair 1 Warrior	1	2		12	1	2			20	10		
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wounded Property - Special Handling	ry and Inhaler nimals ersion (pair 1 Warrior	1 1	12	11	13	1 14	18	14	13	28	16	22	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite	ry and Inhaler nimals ersion (pair 1 Warrior 19 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 12 1	11	3	1 14 1	2 18 1	14 1	13 1	1	2	22 1	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	ry and Inhaler nimals ersion (pair 1 Warrior 19 1	1 1 19 1 5	12 1 3	11 1 3	3	1 14 1 3	18 1 5	14 1 3	13 1 3	1 5	2	22 1 6	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	ry and Inhaler nimals ersion (pair 1 Warrior 19 1 1 6	1 1 19 1 5 3	12 1 3 1	11 1 3 2	3 2 4	1 14 1 3 2	18 1 5 2	14 1 3 5	13 1 3 1	1 5 7	2 3 5	22 1 6 7	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	ry and Inhaler nimals ersion (pair 1 Warrior 19 1 1 6	1 1 19 1 5	12 1 3	11 1 3	3	1 14 1 3	18 1 5	14 1 3	13 1 3	1 5	2	22 1 6 7	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	ry and Inhaler nimals ersion (pair 1 Warrior 19 1 1 6	1 1 19 1 5 3	12 1 3 1	11 1 3 2	3 2 4	1 14 1 3 2	18 1 5 2	14 1 3 5	13 1 3 1	1 5 7	2 3 5	22 1 6 7	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance	ry and Inhaler nimals ersion (pair 1 Warrior 19 1 1 6 11	1 1 19 1 5 3 10	12 1 3 1	11 1 3 2	3 2 4	1 14 1 3 2 8	18 1 5 2	14 1 3 5	13 1 3 1	1 5 7 15 2	2 3 5 6	22 1 6 7	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other	ry and Inhaler nimals ersion (pair 1 Warrior 19 1 1 6 11 1 1	1 1 1 19 1 5 3 10 1	12 1 3 1 7	11 1 3 2 5	3 2 4 4	1 14 1 3 2 8 1	18 1 5 2	14 1 3 5 5	13 1 3 1 8	1 5 7 15 2 2	2 3 5 6 1	22 1 6 7 8	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening	ry and Inhaler nimals ersion (pair 1 Warrior 19 1 1 6 11	1 1 19 1 5 3 10	12 1 3 1	11 1 3 2	3 2 4 4	1 14 1 3 2 8	18 1 5 2	14 1 3 5	13 1 3 1	1 5 7 15 2	2 3 5 6 1	22 1 6 7 8	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Wheelchat Persons w/ Disabilities (PWD) - Wounded Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Children	ry and Inhaler nimals ersion (pair 1 Warrior 19 1 1 6 11 1 1 24	1 1 1 19 1 5 3 10 1	12 1 3 1 7	11 1 3 2 5	3 2 4 4	1 14 1 3 2 8 1	18 1 5 2	14 1 3 5 5	13 1 3 1 8	1 5 7 15 2 2	2 3 5 6 1 1 17	22 1 6 7 8	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Children Screening - Crew Member or Airline Empl	ry and Inhaler nimals ersion (pair 1 Warrior 19 1 1 6 11 1 1 24	1 1 19 1 5 3 10 1 1 20	2 12 1 3 1 7	11 1 3 2 5	3 2 4 4 4	1 14 1 3 2 8 1 1 20	18 1 5 2 10	14 1 3 5 5	13 1 3 1 8	1 5 7 15 2 2 10	2 3 5 6 1 1 17	22 1 6 7 8	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Children Screening - Crew Member or Airline Empl Screening - Inconsistency	ry and Inhaler nimals ersion (pair 1 Warrior 19 1 1 6 11 1 24	1 1 19 1 5 3 10 1 1 20	2 12 1 3 1 7	11 1 3 2 5	3 2 4 4 4 19 1	1 14 1 3 2 8 1 1 20	18 1 5 2	14 1 3 5 5	13 1 3 1 8	1 5 7 15 2 2	2 3 5 6 1 1 17	22 1 6 7 8	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Wheelche Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Children Screening - Crew Member or Airline Empl	ry and Inhaler nimals ersion (pair 1 Warrior 19 1 1 6 11 1 1 24	1 1 19 1 5 3 10 1 1 20	2 12 1 3 1 7	11 1 3 2 5	3 2 4 4 4	1 14 1 3 2 8 1 1 20	18 1 5 2 10	14 1 3 5 5	13 1 3 1 8	1 5 7 15 2 2 10	2 3 5 6 1 1 17	22 1 6 7 8	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Children Screening - Crew Member or Airline Empl Screening - Inconsistency	ry and Inhaler nimals ersion (pair 1 Warrior 19 1 1 6 11 1 24	1 1 19 1 5 3 10 1 1 20	2 12 1 3 1 7	11 1 3 2 5	3 2 4 4 4 19 1	1 14 1 3 2 8 1 1 20	18 1 5 2 10	14 1 3 5 5	13 1 3 1 8	1 5 7 15 2 2 10	2 3 5 6 1 1 17 17	22 1 6 7 8	
Persons w/ Disabilities (PWD) - Respirato Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av. Persons w/ Disabilities (PWD) - Wheelcha Persons w/ Disabilities (PWD) - Wounded Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Crew Member or Airline Empl Screening - Inconsistency Screening - Lengthy Lines	ry and Inhaler nimals ersion (pair 1 Warrior 19 1 1 1 1 1 1 1 1 2 4 1 1 2 2 7 1 1 1	1 1 1 19 1 5 3 10 1 1 1 20	12 1 3 1 7	11 1 3 2 5	3 2 4 4 4 19 1	1 14 1 3 2 8 1 1 1 20	18 1 5 2 10 6	14 1 3 5 5 5	13 1 3 1 8	1 5 7 15 2 2 10	2 3 5 6 1 1 17 17	22 1 6 7 8	

pries	10.004 1		Contact Ce	_ ,			4 4	OE Mari	06 1	07 1	00 4	00 84	Total
bries	10-Oct 1	1-Nov 12 37	2-Dec 01 26	-Jan 02 21	-Feb 03 35	3-Mar 0 36	4-Apr 48	05-May 39	06-Jun 46	07-Jul 31	08-Aug 39	09-Sep 29	Total 42
2016	31	31	20	7	9	36 7	8	12	3	4	6	29 5	6
Advanced Imaging Technology (AIT)				1	-	-			-				
Advanced Imaging Technology (AIT) - Flye	er			1									
Civil Rights								1			1		
Civil Rights - Racial Profiling or Discrimina	ation							1			1		
Customer Service				1	1	1	4	4	1	3	2	2	
Customer Service - Others						1		1		1		1	
Customer Service - TSO				1	1		4	3	1	2	2	1	
Identification (ID) Requirements							1						
Identification (ID) Requirements - Domesti	ic						1						
Locks					2					1			
Locks - Missing or Damaged Lock					2					1			
Mishandling of Passenger Property		D.1	0	3	1	3	2	3			1	1	
Mishandling of Passenger Property - Dam				Contractor		2	0	1			1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam				3		1	2	1 1				1	
Mishandling of Passenger Property - Dani				aye	1			ı					
Patdown	liayed itellisc	Jany-on or C	JIIECKEU		2								
Patdown - Children					1								
Patdown - Flyer					1								
Persons w/ Disabilities (PWD)				1	1	1			2			1	
Persons w/ Disabilities (PWD) - Autism Sp	l nectrum				•	•			1				
Persons w/ Disabilities (PWD) - Hearing Ir					1								
Persons w/ Disabilities (PWD) - Mobility D		Vheelchair o	r Scooter)			1			1				
Persons w/ Disabilities (PWD) - Ostomy/C												1	
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway		1									
Screening				1	2	2	1	4			2	1	
Screening - Inconsistency					2	1							
Screening - Lengthy Lines								1					
Screening - Procedures/Process				1		1		3			2	1	
Screening - Security Breach							1						
017	6	10	8	4	6	5	7	8	7	7	9	13	
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimina	ation											1	
Customer Service		1	1		3	1	2	1	1	1	5	4	
Customer Service - Others		1										1	
Customer Service - TSO			1		3	1	2	1	1	1	5	3	
Locks		1						2					
Locks - Missing or Damaged Lock		1						2					
Lost and Found	2												
Lost and Found - Airport/TSA	2		2			2		4	1	4			
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1	5 4	2		1	2		1 1	I	4	1	1 1	
Mishandling of Passenger Property - Dam			1					ı				- 1	
Mishandling of Passenger Property - Dam			1		1				1	3	1		
Mishandling of Passenger Property - Disar		1	'		'	2				1	- '		
Patdown	2	'	1		1		3		4	'			
Patdown - Flyer	2		1		1		3		3				
Patdown - Flyer as Observer	_		•		•				1				
Persons w/ Disabilities (PWD)	1	1		1	1			2		1	1	2	
Persons w/ Disabilities (PWD) - Cognitive													
Persons w/ Disabilities (PWD) - Diabetes												1	
Persons w/ Disabilities (PWD) - General												1	
Persons w/ Disabilities (PWD) - Internal M	l ledical Devices	3						1					
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)	1								1			
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not V	Vheelchair o	r Scoot	1				1					
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Se	gway			1						1		
Property - Special Handling							2			1	1		
Property - Special Handling - Missing Item							1						
Property - Special Handling - Missing Item	ns - Checked						1			1	1		
Screening		2	4	3		2		2	1		1	5	
Screening - Inconsistency		1	1	1									
Screening - Lengthy Lines												1	
Screening - Procedures/Process		1	3	1		2		1	1		1	4	
Screening - Rail								1					
Screening - Retrieving Abandoned/Confisc			_	11									
018	18	13	6	5	8	9	14	11	20	10	10	5	1
Civil Rights - Racial Profiling or Discriming	l ation				1				1	1			
Civil Rights - Racial Profiling or Discrimina		dor			1				1	1			
Civil Rights - Sex/Gender/Gender Identity- Customer Service	- Not Transgen	der 5	1	2	2	2	5	5	3	5	4	2	
Customer Service Customer Service - Others	/	1	1			1	5	5	2	1	2		
Customer Service - Otners Customer Service - TSO	7	4	1	2	2	1	5	5	1	4	2	2	
Locks	,	4	1			1	ð	ð	1	4	1		
Locks Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property	2	1	1	1	1	2	4		1		2	1	
Mishandling of Passenger Property - Dam		'	'	1	1		7				1		
Mishandling of Passenger Property - Dam		temsCarry	on Luggage	9			1				1		
Mishandling of Passenger Property - Dam		1	1	-		1	3		1		- '		
			Checked	1		1	J		1			1	
Mishandling of Passenger Property - Disar		,							2		1		
Mishandling of Passenger Property - Disal Patdown	-	2		1	1								
Patdown	-	2		1	1 1				2		1		
	-						3	5		1		2	

			TSA Contac	t Center (1	TCC) Data	Tool - FOIA	١						
gories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Breast C	ancer											1	
Persons w/ Disabilities (PWD) - Diabetes	:						2	1					
Persons w/ Disabilities (PWD) - Internal N	Medical Devi	ces					1	2					
Persons w/ Disabilities (PWD) - Metal Im	plants (joint)	1							1				
Persons w/ Disabilities (PWD) - Mobility I	Disability (No	t Wheelch	air or Scoote	er)	1				1			1	
Persons w/ Disabilities (PWD) - Prosthes		1						2					
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway							1	1			
Persons w/ Disabilities (PWD) - Wounded											1		
Property - Special Handling	2	1	1	1	1				6	2	1		
Property - Special Handling - Damaged It													
Property - Special Handling - Damaged It		ed							2				
Property - Special Handling - Missing Iter				1	1				2	1	1		
Property - Special Handling - Missing Iter		1	1						2	1			
Screening	7	2			1	5	2	1	3	1			2
Screening - Children			1										
Screening - Lengthy Lines	3	1				1		1					
Screening - Procedures/Process	4	1	2		1	4	2		3	1			1
2019	13	14	12	5						10	14	6	14
Civil Rights	1	1-7	14	J	12	13	13		10	10	1-4		
Civil Rights - Age	'					1			- 1				
Civil Rights - Racial Profiling or Discrimin	lation					- 1			1				
Civil Rights - Radial Profiting of Discrimin									- 1				
,	5	5	6	2	6	4	9	4	7	5	3	4	
Customer Service	5	1	1		2	4	2		4	1	3	1	5
Customer Service - Others	_	4		0						4	0		
Customer Service - TSO	5	4	5	2	4	3	- /	1	3	4	3	1	4
Lost and Found						1							
Lost and Found - Airport/TSA						1			1				
Mishandling of Passenger Property	3	1	1	1	1	2			2		2		1
Mishandling of Passenger Property - Dan			1	1	1	1						1	
Mishandling of Passenger Property - Dan		1				1			1		1		
Mishandling of Passenger Property - Disa	arrayed Items		or Checked						1		1		
Patdown	1	1		1	1	1				1	3		1
Patdown - Flyer	1	1		1	1	1				1	3		1
Persons w/ Disabilities (PWD)	1	1	3	1	1	1			1	1	1	1	1
Persons w/ Disabilities (PWD) - Autism S							1		1				
Persons w/ Disabilities (PWD) - Cognitive		ental /Ment	al Disability							1	1		
Persons w/ Disabilities (PWD) - Diabetes		1			1								
Persons w/ Disabilities (PWD) - General			1										
Persons w/ Disabilities (PWD) - Hearing			1				1						
Persons w/ Disabilities (PWD) - Mobility I	1		1			1		1					
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway		1								1	
Property - Special Handling		2				3	5	2	1	1	2		1
Property - Special Handling - Damaged It	ems - Carry-	On					2						
Property - Special Handling - Missing Iter	ns - Carry-C	1				2	1		1		2		
Property - Special Handling - Missing Iter	ns - Checke	1				1	2	2		1			
Request for Assistance					1								
Request for Assistance - Other					1								
Screening	2	4	2		2	2	3	4	3	2	3	2	2
Screening - Lengthy Lines	1							1		2	1		
Screening - Procedures/Process	1	3	1		2	2	3	2	3		2	2	2
Screening - Retrieving Abandoned/Confis	scated Items	1						1					
Screening - Security Breach			1										
	1												

				ct Center (T	•								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SFO	177	186	209	205	204	208	219	268	264	273	293	199	2,705
2016				69	45	49	51	52	56	71	78	57	528
Advanced Imaging Technology (AIT)								1				1	2
Advanced Imaging Technology (AIT) - Fly	er							1				1	2
Civil Rights				1	2	2	5	3	2	2	9	4	30
Civil Rights - Constitutional Rights										1		1	2
Civil Rights - General Complaint and Disc	rimination			1	1					- '			2
	i i i i i i i i i i i i i i i i i i i			1	1								
Civil Rights - National Origin							1						1
Civil Rights - Perceived Religion												2	2
Civil Rights - Racial Profiling or Discrimina	ation						2	2	1	1	7		13
Civil Rights - Screening of Religious Cultu	iral and Cere	emonial Ite	ems								1		1
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender				1	1	1					3
Civil Rights - Transgender Screening					1	1	1		1		1	1	6
Customer Service				18	13	14	16	13	15	22	19	16	146
Customer Service - CSM				1									1
Customer Service - Others				2	1			3	1	1			8
Customer Service - TSO						4.4	40				40	10	
				15	12	14	16	10	14	21	19	16	137
Identification (ID) Requirements				1					1		1		3
Identification (ID) Requirements - Domest	ic			1					1		1		3
Locks				3	1	1	2	1	6	2	4	2	22
Locks - Missing or Damaged Lock				3	1	1	2	1	6	2	4	2	22
Lost and Found				1					1	1			3
Lost and Found - Airport/TSA				1					1	1			3
Mishandling of Passenger Property				26	20	16	14	15	16	21	29	18	175
Mishandling of Passenger Property - Dam	l laned/Missis	a Items D	rivate Saraa		16	10	11	11	11	18	17		125
	-	-						- 11	1.1	10			
Mishandling of Passenger Property - Dam					1	2	1				3		9
Mishandling of Passenger Property - Dam					2	2	1	1	4	3	8		30
Mishandling of Passenger Property - Disa	rrayed Items	Carry-o	n or Checked		1	2	1	3	1		1	1	11
Patdown				4	2	2	4	5	1	7	4	5	34
Patdown - Flyer				4	1	2	4	2	1	7	3	4	28
Patdown - Flyer as Observer					1			2			1		4
Patdown - General								1					1
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)				5	1	3	3	1	2	3		1	19
				5	ı	3		1					
Persons w/ Disabilities (PWD) - Autism S							2			1			3
Persons w/ Disabilities (PWD) - Cognitive		ental /Men	ital Disability	1									1
Persons w/ Disabilities (PWD) - Diabetes						2		1					3
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dro	essings/M	lasks	1									1
Persons w/ Disabilities (PWD) - Hearing I	mpairment						1						1
Persons w/ Disabilities (PWD) - Internal M	Medical Device	ces								1			1
Persons w/ Disabilities (PWD) - Medical D			he Body	1									1
Persons w/ Disabilities (PWD) - Medically									1				2
Persons w/ Disabilities (PWD) - Metal Imp		ouiouiio	and moule		1								1
	,	+ \A/baalal	noir or Cooot		1				4				
Persons w/ Disabilities (PWD) - Mobility E			iali di Scoti	1					1				2
Persons w/ Disabilities (PWD) - Touch Av										1			1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway				1						1	2
Prohibited & Permitted Items											1		1
Prohibited & Permitted Items - Liquids/Ge	ls/Aerosols										1		1
Request for Assistance							1			1	1		3
Request for Assistance - Other							1			1	1		3
Screening				8	6	11	6	13	12	12	10	10	88
Screening - Children					1					1			2
					'			- 1					1
Screening - Crew Member or Airline Empl	oyee							1					
Screening - Inconsistency				1	2			1	2	1	2		11
Screening - Lengthy Lines				1	1	5	2	3	3	2	3	2	22
Screening - Procedures/Process				6	2	6	4	8	6	7	5	6	50
Screening - Retrieving Abandoned/Confis	cated Items									1			1
Screening - Security Breach									1				1
TSA Contact Information				2									2
TSA Contact Information - General				2									2
2017	46	52	2 66		54	38	47	59	59	63	69	51	642
		52	2 66	30	34	30	41	39	59	63			
Advanced Imaging Technology (AIT)	1										2		3
Advanced Imaging Technology (AIT) - Fly											1		2
Advanced Imaging Technology (AIT) - No.											1		1
Civil Rights	1	1	5		4	2	4	3	4	2	2	6	34
Civil Rights - Constitutional Rights			1										1
Civil Rights - National Origin					2			1	1			2	6
Civil Rights - Racial Profiling or Discrimina	1	1	3		1	2	3	1	2	1	2		20
Civil Rights - Screening of Religious Cultu										1		<u> </u>	1
Civil Rights - Sex/Gender/Gender Identity			1		1		1			1			3
	- NOL HAIISY	criuel	I		1		I	4				,	
Civil Rights - Transgender Screening								1	1			1	3
Customer Service	17	10			21	7	15	26	22	25	21	16	206
Customer Service - Others	1	1			1		1	1	1	3			13
Customer Service - TSO	16	9) 11	11	20	7	14	25	21	22	21	16	193
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	ic				1								1
Locks	3	3	3 2	1	5		4	2	1	2	2	5	30
Locks - General	3		, 2	1	0		1		- 1			3	1
	_		, -		_			_	,	_	_	_	
Locks - Missing or Damaged Lock	3	3			5		3	2	1	2			29
Lost and Found	1	1				1					2		8
Lost and Found - Airport/TSA	1	1				1					2		8
Mishandling of Passenger Property	12	20) 25	17	13	17	9	11	12	10	16	10	172
Mishandling of Passenger Property - Dam	6	10			9	13	8	6	4	3	7		87
Mishandling of Passenger Property - Dam	1	2			1	1		1	3	4	1		18
Mishandling of Passenger Property - Dam		7			1	3	1	1	4	3	8		57
		,	.0						-		0		

orioe	40 Oct 4) Data Too		04 Apr 0	E Mov. C	C lum	07 1	00 100	00 Con	Total
ories Mishandling of Passenger Property - Dan					2-Feb 03	3-Mar	04-Apr 0	5-May 0	6-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Disa		emsuns 1	pecified Lugg	gage	1			3	1				
Patdown	5	6	5	3	3	4	4	2	3	3	4	4	4
Patdown - Flyer	5	6	5	3	3	2	4	2	3	2	3	3	4
Patdown - Flyer as Observer						2	•			1	1	1	
Persons w/ Disabilities (PWD)		4	2	1	3	1	1	1	4	1	5	3	2
Persons w/ Disabilities (PWD) - Cognitive	ı e /Developmenta		1	1									
Persons w/ Disabilities (PWD) - Diabetes												1	
Persons w/ Disabilities (PWD) - Internal M									1				
Persons w/ Disabilities (PWD) - Medical I		ed to the I	Body		1								
Persons w/ Disabilities (PWD) - Medically		1	,		1				2		1	1	
Persons w/ Disabilities (PWD) - Metal Im		1										1	
Persons w/ Disabilities (PWD) - Mobility I		1	1			1		1	1		1		
Persons w/ Disabilities (PWD) - Prosthes											1		
Persons w/ Disabilities (PWD) - Respirato										1			
Persons w/ Disabilities (PWD) - Service A		4-1									1		
Persons w/ Disabilities (PWD) - Touch Av		ıma)			1						1		
Persons w/ Disabilities (PWD) - Wheelch		1					1						
Prohibited & Permitted Items	1						1						
Prohibited & Permitted Items - Knitting/Cr	i ochet Hooks/Ne	edles					1						
Property - Special Handling		odioo					3	6	6	7	5		2
	ome Carny On						3	1	0	- 1	- 3		
Property - Special Handling - Damaged It								- 1					
Property - Special Handling - Damaged It									4		2		
Property - Special Handling - Missing Iter							0	2	4	2			
Property - Special Handling - Missing Iter	ns - Checked						3	3	2	5	3		1
Request for Assistance			1										
Request for Assistance - Other	_		1										
Screening	6	7	9	4	4	6	6	8	7	13	10	7	
Screening - Children						1							
Screening - Crew Member or Airline Emp		1											
Screening - Inconsistency	1	1	1		1	1	1			4			
Screening - International Screening			1								1		
Screening - Lengthy Lines		1	1			1		1	1				
Screening - Procedures/Process	4	4	6	4	3	3	5	7	6	9	7	6	6
Screening - Retrieving Abandoned/Confis	1										2		
Screening - Security Breach												1	
2018	68	69	75	47	53	63	60	98	84	79	70	40	80
Civil Rights	1	10	6	1	2	3	5	12	3	2	4	1	5
Civil Rights - Age		1											
Civil Rights - Constitutional Rights		1											
Civil Rights - Hair Patdowns		1											
Civil Rights - Headwear		1								1	1		
Civil Rights - National Origin		3				1	1	3			1		
Civil Rights - Perceived Religion											1		
Civil Rights - Racial Profiling or Discrimin	1	3	4	1	1	2	4	5	2	1	1	1	2
Civil Rights - Sex/Gender/Gender Identity			1					1	1				
Civil Rights - Sexual Orientation - Not Tra		-	1					1					
Civil Rights - Transgender Screening			· ·		1			2					
Customer Service	20	17	28	11	16	24	22	28	28	19	22	6	24
Customer Service - Others	1	- 17	1		1	24	22	20	1	10	1		24
Customer Service - TSO	19	17	27	11	15	24	22	28	27	19	21	6	23
Locks	2	5	1	- 11	6	1	1	5	2	5	5	2	3
		1	<u> </u>		0	- 1	ı			5			
Locks - General	_												
Locks - Missing or Damaged Lock	2	4			0	-	-						
Lost and Found			1		6	1	1	5	2	5	5	2	3
	1		1	2	6	1	1	5	2	1	1	2	3
Lost and Found - Airport/TSA	1			2			1			1	1	2	(
Mishandling of Passenger Property	1 15	14	11	2 15	11	9	1 1 10	10	13	1 1 17	1 1 12	2 2 12	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 15 5	14 5	11 2	2	11 4	9	1 1 10 4	10		1 1 17 8	1 1 12 6	2	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	1 15 5	14 5 2	11 2 2	2 15 8	11 4 1	9 3 2	1 1 10 4 2	10 3 2	13 6	1 1 17 8 1	1 1 12 6 1	2 2 12 5	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan Mishandling of Passenger Property - Dan	1 15 5 1 8	14 5	11 2	2 15	11 4	9	1 1 10 4	10	13	1 1 17 8 1 5	1 1 12 6	2 2 12	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 15 5 1 8	14 5 2 4	11 2 2 6	2 15 8	11 4 1 5	9 3 2	1 1 10 4 2 3	10 3 2 4	13 6	1 1 17 8 1 5	1 1 12 6 1	2 2 12 5	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	1 15 5 1 8 1 1 1	14 5 2 4	11 2 2 6	2 15 8 7	11 4 1 5	9 3 2 4	1 1 10 4 2 3	10 3 2	13 6	1 1 17 8 1 5 1	1 1 12 6 1 4	2 2 12 5	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 15 5 1 8	14 5 2 4	11 2 2 6	2 15 8	11 4 1 5	9 3 2	1 1 10 4 2 3	10 3 2 4	13 6	1 1 17 8 1 5	1 1 12 6 1	2 2 12 5	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	1 15 5 1 8 1 1 1	14 5 2 4	11 2 2 6	2 15 8 7	11 4 1 5	9 3 2 4	1 1 10 4 2 3	10 3 2 4	13 6	1 1 17 8 1 5 1	1 1 12 6 1 4	2 2 12 5	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 15 5 1 8 1 1 1	14 5 2 4	11 2 2 6	2 15 8 7	11 4 1 5	9 3 2 4	1 1 10 4 2 3	10 3 2 4	13 6	1 17 8 1 5 1 2	1 1 12 6 1 4	2 2 12 5	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children	1 15 5 1 1 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5	11 2 2 6	2 15 8 7	11 4 1 5	9 3 2 4	1 1 10 4 2 3	10 3 2 4	13 6 7	1 17 8 1 5 1 2 4	1 1 12 6 1 4	2 2 12 5 6	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer	1 15 5 1 1 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5	11 2 2 6	2 15 8 7	11 4 1 5	9 3 2 4	1 1 10 4 2 3	10 3 2 4	13 6 7	1 17 8 1 5 1 2 4	1 1 12 6 1 4 1 6	2 2 12 5 6	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer	1 15 5 1 1 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5	11 2 2 6	2 15 8 7	11 4 1 5	9 3 2 4	1 1 10 4 2 3	10 3 2 4	13 6 7	1 17 8 1 5 1 2 4	1 1 12 6 1 4 1 6	2 2 12 5 6	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer	1 15 5 1 1 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5	11 2 2 6 1 2	2 15 8 7 2	11 4 1 5	9 3 2 4 4	1 1 10 4 2 3	10 3 2 4	13 6 7 6	1 17 8 1 5 1 2 4 1 3	1 1 12 6 1 4 1 6 5 1	2 2 12 5 6 1 3	148 5 5 1 1 6 6
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	1 15 5 1 1 8 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5	11 2 2 6 1 2	2 15 8 7 2	11 4 1 5 1 2	9 3 2 4 4	1 1 10 4 2 3	10 3 2 4	13 6 7 6	1 1 17 8 1 5 1 2 4 1 3	1 1 12 6 1 4 1 6 5 1	2 2 12 5 6 1 3	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes	1 15 5 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5 4	11 2 2 6 1 2 2	2 15 8 7 2	11 4 1 5 1 2	9 3 2 4 3 3 3 4	1 1 10 4 2 3	10 3 2 4	13 6 7 6 6	1 1 17 8 1 5 1 2 4 1 3	1 1 12 6 1 4 1 6 5 1	2 2 12 5 6 1 3	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	1 15 5 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5 4	11 2 2 6 1 2 2	2 15 8 7 2 2	11 4 1 5 1 2	9 3 2 4 3 3 3 4	1 1 10 4 2 3	10 3 2 4	13 6 7 6 6	1 1 17 8 1 5 1 2 4 1 3	1 1 12 6 1 4 1 6 5 1	2 2 12 5 6 1 3	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I	1 15 5 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5 4 1 5	11 2 2 6 1 2 2	2 15 8 7 2 2	11 4 1 5 1 2	9 3 2 4 3 3 3 4	1 1 10 4 2 3	10 3 2 4	13 6 7 6 6 6	1 1 17 8 1 5 5 1 2 4 1 3	1 1 12 6 1 4 1 6 5 1	2 2 12 5 6 1 3	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	1 15 5 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5 4 1 5	11 2 2 6 1 2 2	2 15 8 7 2 2	11 4 1 5 1 2	9 3 2 4 3 3 3 4	1 1 10 4 2 3	10 3 2 4	13 6 7 6 6 6	1 1 17 8 1 5 5 1 2 4 1 3	1 1 12 6 1 4 1 6 5 1	2 2 12 5 6 1 3	144
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical Im Persons w/ Disabilities (PWD) - Medical Im Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically	1 15 15 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5 4 1 5	11 2 2 6 1 2 2 6	2 15 8 7 2 2	11 4 1 5 1 2	9 3 2 4 4 3 3 4 1	1 1 10 4 2 3	10 3 2 4	13 6 7 6 6 6	1 1 17 8 1 1 5 5 1 2 4 1 3 3	1 1 12 6 1 4 1 6 5 1 1	2 2 12 5 6 1 3 3	1.
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I	1 15 5 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5 4 1 5	11 2 2 6 1 2 2 6	2 15 8 7 2 2	11 4 1 5 1 2	9 3 2 4 4 3 3 4 1	1 1 10 4 2 3	10 3 2 4	13 6 7 6 6 6	1 1 17 8 1 5 1 5 1 2 4 1 3	1 1 12 6 1 4 1 6 5 1 1	2 2 12 5 6 1 3 3	14
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medicall I Persons w/ Disabilities (PWD) - Medicall I Persons w/ Disabilities (PWD) - Medicall I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthes	1 15 5 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5 4 1 5	11 2 2 6 1 2 2 6	2 15 8 7 2 2 2	11 4 1 5 1 2 2	9 3 2 4 3 3 3 4 1	1 1 10 4 2 3	10 3 2 4 1	13 6 7 6 6 6	1 1 17 8 1 5 1 5 1 2 4 1 3	1 1 12 6 1 4 1 6 5 1 1	2 2 12 5 6 1 3 3	1.
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Touch Av	1 15 5 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5 4 1 5	11 2 2 6 1 2 2 6	2 15 8 7 2 2	11 4 1 5 1 2 2	9 3 2 4 4 3 3 4 1	1 1 10 4 2 3	10 3 2 4 1	13 6 7 6 6 6	1 1 17 8 1 5 1 5 1 2 4 1 3	1 1 12 6 1 4 1 6 5 1 1	2 2 12 5 6 1 3 3	1.
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Ostomy/C Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im	1 15 5 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5 4 1 5 ed to the 8	11 2 2 6 1 2 2 Body	2 15 8 7 2 2 2 3	11 4 1 5 1 2 2	9 3 2 4 3 3 3 4 1	1 1 10 4 2 3	10 3 2 4 1	13 6 7 6 6 6	1 1 17 8 1 5 1 5 1 2 4 1 3	1 1 12 6 1 4 1 6 5 1 1	2 2 12 5 6 1 3 3	1.
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medical In Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/c Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Touch At Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Vostey Persons w/ Disabilities (PWD) - Vostey Persons w/ Disabilities (PWD) - Vostey Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Vostey Persons w/ Disabilities (PWD) - Visual Im	1 15 5 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5 4 1 5 ed to the B 1	11 2 2 6 1 2 2 Body	2 15 8 7 2 2 2 3	11 4 1 5 1 2 2	9 3 2 4 4 3 3 3 4 1 1	1 1 10 4 2 3 1 2	10 3 2 4 1	13 6 7 6 6 6 1 2	1 1 17 8 1 1 5 1 2 4 1 3 3	1 1 12 6 1 4 1 6 5 1 2	2 2 12 5 6 1 3 3	144
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Prosthes Persons w/ Disabilities (PWD) - Visual Im	1 15 15 1 1 1 15 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5 4 1 5 ed to the I 1	11 2 2 6 1 2 2 Body	2 15 8 7 2 2 2 3	11 4 1 5 1 2 2	9 3 2 4 3 3 4 1	1 1 1 10 4 2 3 1 2 2	10 3 2 4 1	13 6 7 6 6 6 1 2 3	1 1 17 8 1 5 1 5 1 2 4 1 1 3	1 1 12 6 1 4 1 6 5 1 1	2 2 12 5 6 1 3 3 3	144 5 11 11 3 3 4
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Touch AN Persons w/ Disabilities (PWD) - Touch AN Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It	1 15 5 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5 4 1 5 ed to the I 1	11 2 2 6 1 2 2 Body	2 15 8 7 2 2 2 3	11 4 1 5 1 2 2 2 1	9 3 2 4 3 3 3 1	1 1 10 4 2 3 1 2 2	10 3 2 4 1	13 6 7 6 6 6 1 2	1 1 17 8 1 5 1 2 4 1 3 3	1 1 12 6 1 4 1 6 5 1 2	2 2 12 5 6 1 3 3 3	144 5 1 6 1 3 3 4 4
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Medical I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Touch Av Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It	1 15 5 1 1 8 8 1 1 1 1 1 1 1 1 1 1 1 1 1	14 5 2 4 3 5 4 1 5 ed to the B	11 2 2 6 1 2 2 Body	2 15 8 7 2 2 2 3	11 4 1 5 1 2 2 2 1	9 3 2 4 3 3 4 1	1 1 10 4 2 3 1 2 2	10 3 2 4 1	13 6 7 6 6 6 1 2 3	1 1 17 8 1 5 5 1 2 4 1 3 3	1 1 12 6 1 4 1 6 5 1 2	2 2 12 5 6 1 3 3 3	144 55 11 33 34 44
Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Children Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Medicall Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Ostomy/ Persons w/ Disabilities (PWD) - Touch AN Persons w/ Disabilities (PWD) - Touch AN Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Visual Im Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It	1 15 5 1 1 8 1 1 11 17 18 1 1 11 17 18 1 1 11 17 18 1 1 11 17 18 1 1 11 17 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19	14 5 2 4 3 5 4 1 5 ed to the I 1	11 2 2 6 1 2 2 Body	2 15 8 7 2 2 2 3	11 4 1 5 1 2 2 2 1	9 3 2 4 3 3 3 1	1 1 10 4 2 3 1 2 2	10 3 2 4 1	13 6 7 6 6 6 1 2 3	1 1 17 8 1 5 1 2 4 1 3 3	1 1 12 6 1 4 1 6 5 1 2	2 2 12 5 6 1 3 3 3	144 55 166 133 33 44 11

ories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar		05-May	06-Jun	07-Jul	US-Viia	00-500	Tota
	10-UCT	11-NOV	ı∠-Dec	บา-Jan	u∠-reb	บง-Mar	04-Apr	05-May	υυ-Jun		08-Aug	09-Sep	rota
Request for Assistance - Other	45	4.4	40	0		45	1	00	00	1	45		
Screening	15	11	16	6	8	15	11	33	22	15	15	5	
Screening - Children				1									
Screening - Crew Member or Airline Empl										1			
Screening - Inconsistency	1	2		1				1			2		
Screening - Lengthy Lines	1	3	7		2	2		14	13	1	6		
Screening - Procedures/Process	12	6	9	3	6	12	11	18	8	13	6	5	
Screening - Security Breach	1			1		1			1		1		
2019	63	65	68	51	52	58	61	59	65	60	76	51	
Advanced Imaging Technology (AIT)								1					
Advanced Imaging Technology (AIT) - Fly	er							1					
Civil Rights	2	3	6	9	4	1	2	1	2	7	7	2	
Civil Rights - Age		1	1	1									
Civil Rights - Constitutional Rights		1											
Civil Rights - Hair Patdowns				1						1			
Civil Rights - Headwear											1		
				1					4		1		
Civil Rights - National Origin	42								1				
Civil Rights - Racial Profiling or Discrimina		1	2	1	2	1		1	1	3	2	2	
Civil Rights - Screening of Religious Cultu		monial Item					1						
Civil Rights - Sex/Gender/Gender Identity	2		3	3	2		1			2	3		
Civil Rights - Transgender Screening				2						1			
Customer Service	22	16	19	13	13	17	27	14	25	14	25	11	
Customer Service - Others			2			1	1		2		1	1	
Customer Service - TSO	22	16	17	13	13	16	26	14	23	14	24	10	
Locks	2	5	3	1	1	5		4	4	5	6	3	
Locks - General	_		1			1							
Locks - Missing or Damaged Lock	2	5	2	1	1	4		4	4	5	6	3	
Lost and Found					1	1					3		
Lost and Found - Airport/TSA	_				1	1					3		
Mishandling of Passenger Property	5	9	12	7	6	7	6	5	6	12			
Mishandling of Passenger Property - Dam		5	10	5	2	6	3	1	2	5	2	5	
Mishandling of Passenger Property - Dam		1		1			1	1					
Mishandling of Passenger Property - Dam	3	2	1		1	1	2	2	2	5	2	7	
Mishandling of Passenger Property - Disa	rrayed Item	1	1	1	3			1	2	2	1		
Patdown	3	1		3	5	2	4	4	3	3	5	5	
Patdown - Flyer	3	1		3	5	2	4	4	3	3	5	5	
Persons w/ Disabilities (PWD)	5	8	8	3	3	4	1	3	4	6	2	2	
Persons w/ Disabilities (PWD) - Autism S	pectrum			1									
Persons w/ Disabilities (PWD) - Cancer (c													
Persons w/ Disabilities (PWD) - Cognitive			1			1							
Persons w/ Disabilities (PWD) - Diabetes	<u>'</u>		- '			- '		2					
· · · · · · · · · · · · · · · · · · ·)	i/N A	les.									4	
Persons w/ Disabilities (PWD) - Diapers/0	Jannents/Dre	essings/ivias	SKS									1	
Persons w/ Disabilities (PWD) - General		1			1		1	1					
Persons w/ Disabilities (PWD) - Hearing I	1									2			
Persons w/ Disabilities (PWD) - Medical [iched to th	1										
Persons w/ Disabilities (PWD) - Medically	Necessary	1	2								1		
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)	1	1			1							
Persons w/ Disabilities (PWD) - Mobility [1	2			2				1	2			
Persons w/ Disabilities (PWD) - Ostomy/0										1			
Persons w/ Disabilities (PWD) - Prosthesi													
Persons w/ Disabilities (PWD) - Service A			2							1			
Persons w/ Disabilities (PWD) - Touch Av		1	1						1			1	
. ,		- 1				4			ı			ļ.	
Persons w/ Disabilities (PWD) - Visual Im		0		0		1			0				
Persons w/ Disabilities (PWD) - Wheelcha		2		2		1			2		1		
Property - Special Handling	5	3	6	8	3	7	8	10	5	3			
Property - Special Handling - Damaged It		1		1		1	1	1			2		
Property - Special Handling - Damaged It		ed	2		1	2	3	3	1	1	2		
Property - Special Handling - Missing Iten	3		4	2	1	1	1	2	2		2	3	
Property - Special Handling - Missing Iten	2	2		5	1	3	3	4	2	2	2		
Request for Assistance	2	2	2		1						1		
Request for Assistance - Other	2	1			1								
Request for Assistance - Wounded Warrio		1	2								1		
Screening	17	18	12	7	15	14	13	17	16	10		12	
Screening - Inconsistency				- /	10			17	10		14	12	
, , , , , , , , , , , , , , , , , , , ,	1	1	1		_	1	2			1			
Screening - Lengthy Lines	8	5	2		2	3		2	2	3			
Screening - Procedures/Process	6	11	9	7	11	9	11	14	13	5			
Screening - Retrieving Abandoned/Confis	1	1				1					1	1	
Screening - Security Breach	1				2			1	1	1		3	

Categories	10-Oct		A Contact C 2-Dec 0	1-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGF	10-Oct 8	11-NOV 1	2-Dec 0	1-Jan 5	02-Feb 2	U3-IVIAF 8	04-Apr 7	บ 5-เพลy	06-Jun 15	07-Jul 11	08-Aug		10tai 117
2016	ð	13	11	1	1	1	1	11	15	11	13	13 3	117
Customer Service				1			'			'	*	1	2
Customer Service - TSO				1								1	2
Mishandling of Passenger Property					1	1	1			1	3	2	9
Mishandling of Passenger Property - Dan	T naged/Missing	ı ItemsCarr	v-on Luggao	ne			1						1
Mishandling of Passenger Property - Dan			, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		1	1				1	3	2	
Screening		9	onou Duggu	90							1		1
Screening - Inconsistency											1		1
2017	1	2	4			3	2	1	6	3		6	30
Civil Rights			•			•			•	1	1	•	2
Civil Rights - Racial Profiling or Discrimin	l nation										1		
Civil Rights - Sex/Gender/Gender Identity		ender								1			1
Customer Service	- Not Transge	Sildel							1	'		1	2
Customer Service - TSO									1			1	
Locks			1			1							2
Locks - Missing or Damaged Lock			1			1							2
Mishandling of Passenger Property	1	1	3			1	2	1	1		1	2	13
Mishandling of Passenger Property - Dan		1	3			1	1	<u>1</u>	1		1	1	
Mishandling of Passenger Property - Disa		Corry on or				· ·	1	ļ.	ļ		'	1	11
	inayeu items-		CHECKEU				Į.			4		- 1	2
Patdown		1								1			2
Patdown - Flyer		1								1			
Property - Special Handling	0' '	d							2			1	3
Property - Special Handling - Damaged II												1	1
Property - Special Handling - Missing Iter									1				1
Property - Special Handling - Missing Iter	ns - Checked								1				1
Screening						1			2	1		2	6
Screening - Crew Member or Airline Emp	loyee											1	1
Screening - Lengthy Lines									2	1			3
Screening - Procedures/Process						1						1	2
2018	4	4	4	3	1	3	3	8	2	4	3	3	42
Civil Rights										1		1	2
Civil Rights - Hair Patdowns												1	1
Civil Rights - Racial Profiling or Discrimin	ation									1			1
Customer Service			1	1		1				1			4
Customer Service - TSO			1	1		1				1			4
Locks		2					1					1	4
Locks - Missing or Damaged Lock		2					1					1	4
Mishandling of Passenger Property			2	1	1	1		5	1	1	1		13
Mishandling of Passenger Property - Dan	naged/Missing	g ItemsCarr	y-on Luggag	ge	1								1
Mishandling of Passenger Property - Dan	naged/Missing	g ItemsC	1	1		1		4	1		1		Ş
Mishandling of Passenger Property - Disa	arrayed Items-	Carry-on	1					1		1			3
Patdown								2			1		3
Patdown - Flyer								2			1		3
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S	Segway						1					1
Property - Special Handling	4	1					1						6
Property - Special Handling - Damaged It													2
Property - Special Handling - Missing Iter		1					1						4
Screening		1	1	1		1	1		1	1	1	1	Ç
Screening - Lengthy Lines							1						1
Screening - Procedures/Process		1	1	1		1			1		1	1	7
Screening - Security Breach										1			1
2019	3	7	3	1		1	1	2	7	3	4	1	33
Civil Rights		1	-	•		•		_	•	1		1	4
Civil Rights - National Origin											1		1
Civil Rights - Racial Profiling or Discrimin	nation	1								1	'	1	3
Customer Service			1						1	'		1	2
Customer Service - TSO			1						1				2
Locks	1		- '			1					1		3
Locks - Missing or Damaged Lock	1					1					1		3
Mishandling of Passenger Property	2	2	1			- 1			1	1	1		8
Mishandling of Passenger Property - Dan		2	1						1	1	1		8
Patdown			1						3	1	1		5
			1 1						2	1 1			
Patdown - Flyer			1							1			4
Patdown - Flyer as Observer		_							1				
Property - Special Handling		2		1			1	2					6
Describe Constitution Box 11		1											1
Property - Special Handling - Damaged It													
Property - Special Handling - Damaged II	tems - Checke	ed		1			1	2					
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter	tems - Checke	ed 1		1			1	2					1
Property - Special Handling - Damaged II Property - Special Handling - Missing Iter Screening	tems - Checke	ed 1 2		1			1	2	2		1		1 5
Property - Special Handling - Damaged It Property - Special Handling - Missing Iter	tems - Checke	ed 1		1			1	2	2		1		4 1 5 1 4

			15A Conta	ct Center (TCC) Data	1001 - FUIF	١.						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGJ	4		1				1	5	4		1	2	1
2016							1	3	3		1	2	1
Customer Service												1	
Customer Service - CSM												1	
Mishandling of Passenger Property							1	3	3		1	1	
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	Checked Bag	ggage			1	3	3		1	1	
2017	2		1					2	1				1
Civil Rights			1										
Civil Rights - Racial Profiling or Discrimina	ation		1										
Mishandling of Passenger Property	1							2	1				
Mishandling of Passenger Property - Dam	1							2	1				
Patdown	1												
Patdown - Flyer	1												
2018	1												,
Civil Rights	1												
Civil Rights - Racial Profiling or Discrimina	1												
2019	1												,
Locks	1												
Locks - Missing or Damaged Lock	1												1

tegories	10-Oct	11-Nov	12-D	ec 01-J	an	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SGU	4		,	5	2	5	4		7		2		оо оор	39
2016	_	-	•	J	_	3	7	1	1	•	_	2		J
Mishandling of Passenger Property						2		•	1			2		
Mishandling of Passenger Property - Dan	l naged/Missin	a Items(Checked	l Bannane		2			1			2		
Patdown	lagoanviiooiii	g itomo (SHOOKOO	Daggago		1								
Patdown - Flyer						1								
Persons w/ Disabilities (PWD)						'		1						
Persons w/ Disabilities (PWD) - Metal Im	nlants (ioint)							1						
2017				1		2	1		2					
Civil Rights				1			•							
Civil Rights - Racial Profiling or Discrimin	ation			1										
Customer Service				'				1						
Customer Service - TSO								1						
Mishandling of Passenger Property						1		1	1					
Mishandling of Passenger Property - Dan	l naged/Missin	a Items(Checked	l Bannane		1		1	1					
Property - Special Handling	lagea/iviissiii	g itellist	JIICORCO	Daggage					1					
Property - Special Handling - Missing Iter	ns Chackad								1					
Screening	lis - Checked					1	1		- 1					
Screening - Procedures/Process						1	1							
2018	3			1		ļ	'		2	1	2	1		1
Customer Service	3			1					1	1		1		
Customer Service - TSO				1					1					
Mishandling of Passenger Property	1			1					1	1				
										1				
Mishandling of Passenger Property - Dan	1									I	4			
Patdown											- 1			
Patdown - Flyer											1			
Persons w/ Disabilities (PWD)											1			
Persons w/ Disabilities (PWD) - Diabetes											1			
Property - Special Handling	1	_							1					
Property - Special Handling - Damaged It		On							1					
Property - Special Handling - Missing Iter														
Screening	1											1		
Screening - Procedures/Process	1											1		
2019	1	2	2	3	2		3	1	2					1
Customer Service				1	1		1							
Customer Service - Others							1							
Customer Service - TSO				1	1									
Mishandling of Passenger Property	1						1		1					
Mishandling of Passenger Property - Dan														
Mishandling of Passenger Property - Disa	arrayed Items						1		1					
Property - Special Handling			l	2			1		1					
Property - Special Handling - Damaged It				1			1		1					
Property - Special Handling - Missing Iter	ns - Checke	1		1										
Screening		1			1			1						
Screening - Procedures/Process		1			1			1						

			I SA CUIILA	or center (i cc) Data	1001-101							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHD		1	1				1		1	1	1		6
2018							1				1		2
Locks							1						1
Locks - Missing or Damaged Lock							1						1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-on	or Checke	d							1		1
2019		1	1						1	1			4
Mishandling of Passenger Property		1							1	1			3
Mishandling of Passenger Property - Dar	naged/Missi	1 1							1	1			3
Property - Special Handling			1										1
Property - Special Handling - Missing Iter	ms - Checke	ed .	1										1

			ISA Conta	act Center (icc) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SHR	1	2		1		1	2	1	1		3	1	1:
2017	1	1					1		1				
Civil Rights									1				
Civil Rights - National Origin									1				
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	aggage			1						
Screening	1	1											
Screening - Procedures/Process	1	1											
2018		1					1	1					:
Customer Service		1											
Customer Service - TSO		1											
Mishandling of Passenger Property							1						
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	aggage			1						
Screening								1					
Screening - Procedures/Process								1					
2019				1		1					3	1	(
Civil Rights											1		
Civil Rights - Racial Profiling or Discrimin	ation										1		
Mishandling of Passenger Property				1		1					2		4
Mishandling of Passenger Property - Dan	naged/Missir	ng ItemsC	hecked Ba	aggage							2		- :
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-on	or Checke	e 1		1							
Patdown												1	
Patdown - Flyer												1	

				tact Center									
egories	10-Oct	11-Nov	12-Dec		02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
HV	11	9		7	3 7		12	9		14		10	11
2016					3	1	3	1	2	1	2	6	1
Customer Service					1	1							
Customer Service - TSO					1	1							
Mishandling of Passenger Property					1		3	1	1		1	3	1
Mishandling of Passenger Property - Dam	laged/Missin	g ItemsC	arry-on L	uggage								2	
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecked B	Baggage	1		3	1	1		1	1	
Patdown										1	1		
Patdown - Flyer										1			
Screening					1				1			3	
Screening - Inconsistency					1							2	
									4				
Screening - Procedures/Process	_								1			1	
2017	3	3			2 2	3	3		1	1		1	2
Customer Service	1			1							1		
Customer Service - TSO	1			1							1		
Mishandling of Passenger Property	1	1		1 2	2 1	3	1		1				1
Mishandling of Passenger Property - Dam	laged/Missin	g ItemsC	arry-on L	uggage		1							
Mishandling of Passenger Property - Dam	1	1		1 '	1 1	2	1		1				
Mishandling of Passenger Property - Disa		sCarry-on	or Check		1								
Patdown	l	oung on	0. 000.	1									
Patdown - Flyer				1									
•				1									
Property - Special Handling										1		1	
Property - Special Handling - Missing Item	ns - Checked									1		1	
Screening	1	2			1		2						
Screening - Inconsistency		1											
Screening - Procedures/Process	1	1			1		2						
2018	4	1		4	1 1	2	5	4	5	8	3	2	3
Advanced Imaging Technology (AIT)	-								1				
Advanced Imaging Technology (AIT) - Fly	er .								1				
	CI I						4		· ·	4			
Civil Rights							1			1			
Civil Rights - Racial Profiling or Discrimina	ation						1						
Civil Rights - Transgender Screening										1			
Customer Service					1	1			1	1			
Customer Service - TSO					1	1			1	1			
Locks								1	1	1	1		
Locks - Missing or Damaged Lock								1	1	1	1		
Mishandling of Passenger Property	2	1			1		1	3		1			1
Mishandling of Passenger Property - Dam			orry on I				- '		- '	1			
		ig itemsC	arry-orr L	uggage						ı			
Mishandling of Passenger Property - Dam							1	2	1				
Mishandling of Passenger Property - Disa	rrayed Item	1			1			1					
Patdown					1		1			2		1	
Patdown - Flyer					1		1			1		1	
Patdown - Flyer as Observer										1			
Property - Special Handling	1						1			1			
Property - Special Handling - Damaged Ite		ed								1			
Property - Special Handling - Missing Item							1						
						4	1		- 1	4		4	
Screening	1				1 1		1		1	1		1	1
Screening - Inconsistency						1					1		
Screening - Lengthy Lines							1						
Screening - Procedures/Process	1				1 1				1	1	1	1	
2019	4	5		4	1		1	4	3	4	3	1	3
Civil Rights		2											
Civil Rights - Racial Profiling or Discrimina	ation	1											
Civil Rights - Sex/Gender/Gender Identity		1											
Customer Service	. tot rians(2			A	1	^		1		1
		1			1		1		2	1			1
Customer Service - Others				1				1	2		1		
Customer Service - TSO		1		1	1		1			1			
Locks									1				
Locks - Missing or Damaged Lock									1				
Mishandling of Passenger Property		1		1				1		2			
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC		1				1		2			
Mishandling of Passenger Property - Disa		1											
Patdown	1							1					
Patdown - Flyer	1							1					
	1							1					
Persons w/ Disabilities (PWD)	ļ.,										1		
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Med	dical Supplie	S						1		
Property - Special Handling	1			1				1			1	1	
Property - Special Handling - Damaged Ite	ems - Carry-	On									1		
Property - Special Handling - Damaged Ite												1	
Property - Special Handling - Missing Item		1		1				1					
Screening	2	1						'		1			
Screening - Lengthy Lines	1	- 1											
Screening - Procedures/Process	1	1								1			

							Tool - FOIA							
Categories	10-Oct	11-Nov	12-0		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SIT		1		2	1	1	=			5	7	3	4	29
2016							1			1			2	4
Customer Service										1				1
Customer Service - TSO										1				1
Mishandling of Passenger Property													1	1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-o	n or Ch	ecked									1	1
Patdown							1							1
Patdown - Flyer							1							1
Screening													1	1
Screening - Procedures/Process													1	1
2017					1			3		1			2	7
Customer Service								1		1				2
Customer Service - TSO								1		1				2
Mishandling of Passenger Property					1			1					1	3
Mishandling of Passenger Property - Dam	naged/Missir	ng Items(Checke	d Baç	1								1	2
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-oi	n or Ch	ecked				1						1
Patdown													1	1
Patdown - Flyer as Observer													1	1
Screening								1						1
Screening - Inconsistency								1						1
2018				1			1			2	4	2		10
Mishandling of Passenger Property											1			1
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-oi	n or Ch	ecked							1			1
Patdown												1		1
Patdown - Flyer												1		1
Persons w/ Disabilities (PWD)										1				1
Persons w/ Disabilities (PWD) - General										1				1
Property - Special Handling										1				1
Property - Special Handling - Missing Iten	ns - Checked	d								1				1
Screening				1			1				3	1		6
Screening - Inconsistency											1	1		2
Screening - Procedures/Process				1			1				2			4
2019		1		1		1				1	3	1		8
Civil Rights		1		•								1		2
Civil Rights - National Origin		1												1
Civil Rights - Racial Profiling or Discrimina	ı ation											1		1
Mishandling of Passenger Property				1						1	2			4
Mishandling of Passenger Property - Dam	ı naged/Missir	na Items(Checke	d Bago	nage						2			2
Mishandling of Passenger Property - Disa				1	,3~					1				2
Property - Special Handling				-						'	1			1
Property - Special Handling - Missing Iten	ı ns - Checker	d									1			1
Screening	- Onconce	-				1								1
Screening - Procedures/Process						1								1
Ocidenting - Frocedures/Frocess						ı								

Categories	10-Oct	11-Nov	12-Dec	ct Center (1 01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJC	91	11-NOV 81			100	114	237	206	130	129			1,553
2016	31	0	1 07	27	21	38	156	107	36	26			485
Civil Rights				3		1	100	1			2		7
Civil Rights - General Complaint and Dis	rimination			2									2
Civil Rights - Racial Profiling or Discrimin				1		1		1			1		4
Civil Rights - Screening of Religious or C	ultural Garme	ents									1		1
Customer Service					3	6	16	18	5	10	6		69
Customer Service - Others					2	1	7	8	2	2	! 1	2	25
Customer Service - TSO					1	5	9	10	3	8		3	44
Locks				2			2		4	1			9
Locks - General							1						1
Locks - Missing or Damaged Lock				2			1		4	1			8
Lost and Found				1		1							2
Lost and Found - Airport/TSA				1	4.4	1	40	4.4	4.4			40	2
Mishandling of Passenger Property	nagad/Missin	a Itama (Corn, on Luc	13	14	11	12	14	11	9	13	13	110
Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Dar						11	8	12	9	8	13	11	9 95
Mishandling of Passenger Property - Dar					12	- 11	0	12	9	0	13	1	1
Mishandling of Passenger Property - Dis					1		1			1		1	5
Patdown		o dany o	II OI OIIOOKO	1	1		2	1		1			8
Patdown - Flyer				1	1		2	1		1		1	8
Persons w/ Disabilities (PWD)				3		1				1		'	5
Persons w/ Disabilities (PWD) - Internal	T Medical Devid	ces								1			1
Persons w/ Disabilities (PWD) - Metal Im		-		1						•			1
Persons w/ Disabilities (PWD) - Mobility		t Wheelcl	hair or Scoo			1							2
Persons w/ Disabilities (PWD) - Respirat				1									1
Screening Screening	,	Looker		3	3	18	124	73	16	4	. 16	17	274
Screening - Inconsistency								1			1		3
Screening - International Screening							1						1
Screening - Lengthy Lines				3		14	118	69	12	1	9	14	240
Screening - Procedures/Process					2	4	5	3	4	3			28
Screening - Retrieving Abandoned/Confi	scated Items				1						1		2
TSA Contact Information				1									1
TSA Contact Information - General				1									1
2017	26	29	34	31	22	23	16	25	28	29	36	26	325
Civil Rights			1 2		1			1	2				7
Civil Rights - Constitutional Rights					1								1
Civil Rights - Hair Patdowns								1					1
Civil Rights - Racial Profiling or Discrimin	1		1 2						2				5
Customer Service	7		7 4			8	3	6	7	6			63
Customer Service - Others	1		2 1		1	2	1		3	1		1	14
Customer Service - TSO	6		5 3		2	6	2	6	4	5		2	49
Identification (ID) Requirements	1			1						1			2
Identification (ID) Requirements - Domes	tic		4 0	1						1			2
Locks			1 3	2	3	3	2	3	3	1	1		24
Locks - General			4 2	0	2	1	0	2	2	4	4	1	2
Locks - Missing or Damaged Lock			1 3		3	2	2	3	3	1		1	22
Lost and Found				1		1					2		5 5
Lost and Found - Airport/TSA Michaelling of Passanger Property	12	15			10	8	4	4	8	9		10	121
Mishandling of Passenger Property Mishandling of Passenger Property - Dar		16	1 3		3	0	4	4	2	1		10	15
Mishandling of Passenger Property - Dar		14				7	3	4	5	8		7	94
Mishandling of Passenger Property - Dar					J	- 1	3		J	0	0	,	1
Mishandling of Passenger Property - Dis		-			2		1		1		2	3	
Notice of Violation/Civil Penalties		sGarry-G		1			'		'			0	1
Notice of Violation/Civil Penalties - Gene	ral			1									1
Patdown	1		1 1			1	1	2		2	! 1		12
Patdown - Children							'			1			1
Patdown - Flyer	1		1 1	1		1	1	2		1			10
Patdown - Non-Flyer	· '			1		1	1			- '	'		1
Persons w/ Disabilities (PWD)				1		1	1	2			2		8
Persons w/ Disabilities (PWD) - Diabetes	s										1		1
Persons w/ Disabilities (PWD) - Internal		ces			1								1
Persons w/ Disabilities (PWD) - Medicall	y Necessary	Medicatio	n and Medic	al Supplies				1			1		2
Persons w/ Disabilities (PWD) - Mobility	Disability (No	t Wheelcl	hair or Scoo	ter)			1						1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway		1		1		1					3
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Knives/To	ols/Razors/S	harp Obje	ects							1			1
Property - Special Handling							3	6	5	5	8	8	35
Property - Special Handling - Damaged I								1					1
Property - Special Handling - Damaged I							1	1	3	1		5	12
Property - Special Handling - Missing Ite								2		1			6
Property - Special Handling - Missing Ite	ms - Checked	t					2	2	2	3	5	2	
Request for Assistance							1						1
Request for Assistance - Other							1						1
Screening	6	3	3 7			1	1	1	3	4			45
Screening - Inconsistency			4	1						2		1	4
Screening - Lengthy Lines	1 5		1	_						_	1		3
Screening - Procedures/Process	5	2	2 6		3	1	1	1	3	2	4	2	
Screening - Retrieving Abandoned/Confi	scated Items		1										1
Screening - Security Breach		_	,		1	^^	•		•		^-	40	1
2018 Civil Rights	31	33	3 27 1	33 1		30	34 1	41	34	31 1			381
Civil Rights - Age			ı	1			- 1	1		1	2		10
Civil Rights - Age Civil Rights - Perceived Religion								1			1		1
Orvir Nights - Perceived Religion	1				1								1

ries						ata Tool - FOI							
01 11 D1 14 D 14 D 501 D1 14	10-Oct	11-Nov	12-Dec	c 01-Ja			04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Racial Profiling or Discrimina					1	1		1		4	4		
Civil Rights - Sex/Gender/Gender Identity	- Not Transg		4							1	1		- 2
Civil Rights - Transgender Screening			1	0	4	7	1				0		2
Customer Service	6		4	8	4		5 7		1	6	2	3	60
Customer Service - Others				2	1		2	1		2	0		11
Customer Service - TSO	6		4	6	3		3 7	6		4	2	3	49
Locks Locks - General	1		4		2	2	2		2	3 1	1		17
	4		4		1	0	<u> </u>		2		4		- 2
Locks - Missing or Damaged Lock Lost and Found	1		4		1	2	2	1	2	2	1		15
	1 1							1					
Lost and Found - Airport/TSA	8		0	0	10	0	1 10				10	4	2
Mishandling of Passenger Property Mishandling of Passenger Property - Dam	_		9 1	9	10	9	1 10		12	5		4	98
				7	7		1		. 40	4	2	4	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam			4 Unanasifia	7	1	6	3 5	5	10	4	6	4	60
						2	1 4			4	0		0
Mishandling of Passenger Property - Disa	1		4	2	1		1 4			1	2	4	2
Patdown	1 1		2	1	3		2 3			3		1	2
Patdown - Flyer Patdown - Flyer as Observer	1		1	1	1	1 :	2 3	1	3	3	1	1	1
•			1		0								
Patdown - Non-Flyer	_		4	4	2						0		
Persons w/ Disabilities (PWD)	1		1	1			3 1	2			2	2	1
Persons w/ Disabilities (PWD) - Cognitive		ental /Mei	ntal Disabi	lity					1				
Persons w/ Disabilities (PWD) - Diabetes							1						
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dr	essings/N	/lasks					1					
Persons w/ Disabilities (PWD) - General	L								1				
Persons w/ Disabilities (PWD) - Internal N				1									
Persons w/ Disabilities (PWD) - Mobility [1								1	1	
Persons w/ Disabilities (PWD) - Touch Av		/trauma)											
Persons w/ Disabilities (PWD) - Wheelcha											1	1	
Property - Special Handling	8		5	3	8	2	5 6	5	9	6	9	6	7
Property - Special Handling - Damaged Ite	ems - Carry-	On		1			2	2					
Property - Special Handling - Damaged Ite	ems - Checl		2		4	1	1 1		2	1	3	2	1
Property - Special Handling - Missing Iten	1		2					2	3	1	1		1
Property - Special Handling - Missing Iten	7		1	2	4	1 4	1 3	1	4	4	5	4	4
Request for Assistance											1	1	
Request for Assistance - Other											1	1	
Screening	5		7	5	5	10	9 6	15	5 4	7	8	1	8
Screening - Inconsistency									1	1			
Screening - Lengthy Lines			1	2			2 2	8		2			1
Screening - Military				_		1			,				
· · · · · · · · · · · · · · · · · · ·													
Screening - Procedures/Process	5		6	3	5		3 4	7	' 3	3	6	1	5
Screening - Procedures/Process	5		6	3	5		6 4	7	3	3		1	
Screening - Retrieving Abandoned/Confis			6	3	5		6 4	7	3		1	1	
Screening - Retrieving Abandoned/Confis Screening - Security Breach	cated Items					7 (1	1		
Screening - Retrieving Abandoned/Confis Screening - Security Breach 019	cated Items	1:	9 2	3 26	27		3 31	33	32	1 43	1 1 31	39	36
Screening - Retrieving Abandoned/Confis Screening - Security Breach 019 Civil Rights	cated Items	1:				7 (33	32	1	1 1 31 2		36
Screening - Retrieving Abandoned/Confis Screening - Security Breach 019 Civil Rights Civil Rights - Age	34	1:	9 2			7 (3 31	33	32	1 43	1 1 31	39	36
Screening - Retrieving Abandoned/Confis Screening - Security Breach 019 Civil Rights Civil Rights - Age Civil Rights - Headwear	34 1	1:	9 2			7 (3 31	33	3 2 1	1 43	1 1 31 2	39	36
Screening - Retrieving Abandoned/Confis Screening - Security Breach 19 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin.	34 1 1 ation	1:	9 2			7 (3 31 3	33	32 3 1	1 43 1	1 1 31 2 1	39	36
Screening - Retrieving Abandoned/Confis Screening - Security Breach 019 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin- Civil Rights - Sex/Gender/Gender Identity	34 1 1 ation - Not Transg	1:	9 2			7 (3 31	33 3 1	3 32 3 1	1 43	1 1 31 2 1	39	36
Screening - Retrieving Abandoned/Confis Screening - Security Breach 019 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra	34 1 1 ation - Not Transg	1: ender	9 2			7 (3 31 3	33 3 1 1	3 32 3 1	1 43 1	1 1 31 2 1	39	36
Screening - Retrieving Abandoned/Confis Screening - Security Breach 019 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening	34 1 1 ation - Not Transg	1: ender	9 2	26	27	7 (24 27)	3 31 3 1 1	33 3 1 1	3 32 1	1 43 1	1 1 31 2 1	39 1	36
Screening - Retrieving Abandoned/Confis Screening - Security Breach 019 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service	34 1 1 ation - Not Transg	1: ender	9 2	26		7 (24 27 6 5 6 5 5 6 5 6 5 6 5 6 5 6 6 5 6	3 31 3 1 1 1 3 7	33 3 1 1 1 1	3 32 1	1 43 1	1 1 31 2 1	39	36
Screening - Retrieving Abandoned/Confis Screening - Security Breach 019 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others	34 1 1 ation - Not Transg	1 ! ender	9 :	26 3 1	27	7	3 31 3 1 1 1 3 7 1 2	33 3 1 1 1 7	3 32 1 1 1 5	1 43 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 2 1	39 1	36
Screening - Retrieving Abandoned/Confis Screening - Security Breach 19 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	34 1 1 ation - Not Transgender 4	1 : ender	9 : 1	3 1 2	27	7	3 31 3 1 1 1 1 3 7 1 2 2 5	33 3 1 1 1 7	3 32 1 1 1 5 5	1 43 1 1	1 1 31 2 1	39 1 1	366 1
Screening - Retrieving Abandoned/Confis Screening - Security Breach 19 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	34 1 1 ation - Not Transgender 4 4 3	1 : ender	9 2	3 1 2	27	7	3 31 3 1 1 1 3 7 1 2 2 5 3 1	33 3 1 1 1 7 7	3 32 1 1 1 5 5	1 43 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1 1	1 1 31 2 1 1 8 8	39 1 1 8 8	366 66
Screening - Retrieving Abandoned/Confis Screening - Security Breach O19 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	34 1 ation Not Transgender 4 4 3 3 3	1 : ender	9 : 1	3 1 2	27	7	3 31 3 31 1 1 1 2 2 5 3 1 3 1	33 3 1 1 1 1 7 7	3 32 1 1 1 5 5	1 43 1 1	1 1 31 2 1 1 8 8	39 1 1	36
Screening - Retrieving Abandoned/Confis Screening - Security Breach 019 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	34 1 1 ation - Not Transgender 4 4 3	1 : ender	9 2	3 1 2	27	7	3 31 3 1 1 1 3 7 1 2 2 5 3 1	33 3 1 1 1 1 7 7	3 32 1 1 1 5 5	1 43 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1 1	1 1 31 2 1 1 8 8	39 1 1 8 8	36
Screening - Retrieving Abandoned/Confis Screening - Security Breach 019 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	ation - Not Transgender 4 3 4 3 1 1 1 1 1 1 1 1 1 1 1 1	1: ender	9 :	3 1 2 1	4 4	7	3 31 3 3 1 1 1 2 2 5 3 1 3 1 1 1	33 3 1 1 1 1 7 7	3 32 1 1 5 5 5 1 1 1	1 43 1 1 1 1 1 1 1 1 1 1 1 2 2 2	1 1 31 2 1 1 8 8 1	39 1 1 8 8	36
Screening - Retrieving Abandoned/Confis Screening - Security Breach O19 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	ation - Not Transgunsgender 4 4 3 1 1 1 1 1 1 1 1 1 1 1 1	1! ender	9 1	3 1 2 1 1	27	7	3 31 3 1 1 1 3 7 1 2 2 5 3 1 3 1	33 3 1 1 1 1 7 7 7 1 1	3 32 1 1 5 5 5 1 1 1 6 6	1 43 1 1 1 1 1 1 1 1 1 1 1 1 2 2 1 1 1 1 1	1 1 31 2 1 1 8 8 1 1	39 1 1 8 8 1 1	3(
Screening - Retrieving Abandoned/Confis Screening - Security Breach O19 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ation Not Transgender 4 3 4 3 1 1 1 1 1 1 1 1 1 1 1 1	ender	9 3 1	3 1 2 1 1 1 6 c.uggage	4 4	7 (c) 24 23 6 6 6 6 3 3 3 3 3 3 3 4 5 6 6 7 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	3 31 3 3 1 1 1 2 2 5 3 1 3 1 1 1 3 8	33 3 1 1 1 7 7 7 1 1	3 32 1 1 1 5 5 1 1 1	1 43 1 1 1 1 1 1 1 1 1 1 2 2 2 9 9	1 1 31 2 1 1 8 8 8 1 1 1	39 1 1 8 8 1 1 1	3(
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Screening - Retrieving Abandoned/Confis Screening - Security Breach O19 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ation Not Transgender 4 4 3 3 1 1 1 ation A A A B A B B B B B B B B	ender g Items g Items	9 : 1 1 1 1 1 1 2 2 2 6 Carry-on L 5 U	3 1 2 1 1 1	4 4	6 : 6 : 3 : 3 : 2 :	3 31 3 1 1 1 3 7 1 2 2 5 3 1 3 1 1 1 3 8	33 3 1 1 1 7 7 7 1 1 1	3 32 1 1 1 5 5 1 1 1 6	1 43 1 1 1 1 1 1 1 1 1 1 2 2 2 9 9	1 1 31 2 1 1 8 8 8 1 1 1	39 1 1 8 8 1 1 1	(
Screening - Retrieving Abandoned/Confis Screening - Security Breach O19 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ation Not Transgender 4 4 3 3 1 1 1 ation A A A A A B A A A B A B A B B	ender g Items g Items	9 : 1 1 1 1 1 1 1 2 2 2 6 Carry-on L 5	3 1 2 1 1 1 6uggage 4	4 4	6 : 6 : 3 : 3 : 2 :	3 31 3 3 1 1 1 2 2 5 3 1 3 1 1 1 3 8	33 3 1 1 1 7 7 7 1 1 1	3 32 1 1 1 5 5 1 1 1 6	1 43 1 1 1 1 1 1 1 1 1 1 2 2 2 9 9	1 1 31 2 1 1 8 8 8 1 1 1	39 1 1 8 8 1 1 1	8
Screening - Retrieving Abandoned/Confis Screening - Security Breach O19 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	ation Not Transgender 4 4 3 3 1 1 1 ation A A A B A B B B B B B B B	ender g Items	9 : 1 1 1 1 1 1 2 2 2 6 Carry-on L 5 U	3 1 2 1 1 1	4 4	6 : 6 : 3 : 3 : 2 :	3 31 3 1 1 1 3 7 1 2 2 5 3 1 3 1 1 1 3 8	33 3 1 1 1 7 7 7 1 1 1	3 32 1 1 1 5 5 1 1 1 6	1 43 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 2 1 1 8 8 8 1 1 1	39 1 1 8 8 1 1 1	36 6
Screening - Retrieving Abandoned/Confis Screening - Security Breach O19 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ation Not Transgender 4 4 3 3 1 1 1 ation A A A B A B B B B B B B B	ender g Items	9 : 1 1 1 1 1 2 2 2 6 Carry-on L 5 U U 1	3 1 2 1 1 1	4 4 12	6 3 3 3 3 4 2 1	3 31 3 1 1 1 3 7 1 2 2 5 3 1 3 1 1 1 3 8	33 3 1 1 1 7 7 7 1 1 1	3 32 1 1 5 5 1 1 1 6 6 6 8 2 2	1 43 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 2 1 1 8 8 1 1 1	39 1 1 8 8 8 1 1 1	36 6 6
Screening - Retrieving Abandoned/Confis Screening - Security Breach O19 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	ation Not Transgender 4 4 3 3 1 1 1 ation A A A B A B B B B B B B B	ender g Items	9 : 1 1 1 1 1 2 2 2 6 Carry-on L 5 U 1 1 1 1	3 1 2 1 1 1 6 uuggage 4 1 1	27 4 4 12 12	6 3 3 3 3 4 2 1 1 1	3 31 3 1 1 1 3 7 1 2 2 5 3 1 3 1 1 1 3 8	33 3 1 1 1 1 7 7 7 1 1 1 1 1 1 2 2 2 2 2	5 32 1 1 5 5 5 1 1 1 6 6 6 8 8 8 8 2 2 2	1 43 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 2 1 1 8 8 1 1 1	39 1 1 8 8 8 1 1 1	36 6 6
Screening - Retrieving Abandoned/Confis Screening - Security Breach O19 Civil Rights Civil Rights - Age Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	ation Not Transgender 4 4 3 3 1 1 1 ation A A A B A B B B B B B B B	ender g Items	9 : 1 1 1 1 1 2 2 2 6 Carry-on L 5 U 1 1 1 1	3 1 2 1 1 1 6 uuggage 4 1 1	27 4 4 12 12	6 : 6 : 3 : 3 : 3 : 1 : 1 : 1 : 1	3 31 3 31 1 1 1 2 2 5 3 1 3 1 1 3 8	33 3 3 1 1 1 7 7 7 1 1 1 1 2 2 1 1	5 1 1 1 5 6 6 6 2 2 2	1 43 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 2 1 1 8 8 8 1 1 1	39 1 1 8 8 8 1 1 1 7 1 6	8
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Screening - Retrieving Abandoned/Confis Screening - Security Breach O19 Civil Rights - Age Civil Rights - Age Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimin. Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tra Civil Rights - Sexual Orientation - Not Tra Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Wheelchis Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance	ation - Not Transgunsgender 4 4 3 3 1 10 anged/Missin 2 pectrum - 1 Disability (Niair/ Scooter/ - I/Prescriptior 9 4 3 3 3 1 1 1 0 1 0 1 0 1 0 1 0 1 0 1 0	ender g Items g Items	9 3 1 1 1 1 1 1 1 2 2 2 6 Carry-on L 5 U 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	26 3 1 2 1 1 1 6 .uggage 4 1 1 1 1 1 1 2 .uggage 7 1 1 1	27 4 4 4 12 12 1 1 1 2	7	3 31 31 1 1 1 1 3 3 1 1 1 3 3 8 3 1 1 1 1	33 3 3 1 1 1 1 7 7 7 1 1 1 1 2 2 2 1 1 1 1 1 1	3 32 1 1 1 5 5 1 1 1 1 1 1 1 1 1 8 8 3 5 5	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 31 2 1 1 1 8 8 8 1 1 1 5 5	39 1 1 1 8 8 8 1 1 1 1 6 2 1 1 1 2 2 2 2 2	5 366 6 6 1 1 1 2 8 8 1 1 1 4

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Screening - Lengthy Lines			1			1							2
Screening - Procedures/Process	3	1	5		1	1	4	3	7	6	3	6	40
Screening - Retrieving Abandoned/Confi	scated Items		1	1			1				2		5

Categories	40 Oct		12-Dec	ct Center (1	02-Feb			OF Mor:	OC lust	07 1	00 4115	00 Con	Tota!
	10-Oct	11-Nov		01-Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SJT	4	2	3	4	_	1	1	4			3	3	27
2016					1			2			1	1	
Locks								1					
Locks - Missing or Damaged Lock								1					
Mishandling of Passenger Property					1								
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	or Checke	d	1								
Patdown												1	
Patdown - Flyer												1	
Screening								1			1		
Screening - Procedures/Process								1			1		
2017	1		2		1			1				1	(
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Property - Special Handling												1	
Property - Special Handling - Missing Item	rs - Checke	1										1	
Screening			2		1			1					
Screening - Crew Member or Airline Empl	oyee							1					
Screening - Procedures/Process			1		1								
Screening - Retrieving Abandoned/Confise	cated Items		1										
2018	2	1		1				1			2		
Customer Service		1											
Customer Service - TSO		1											
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dam	1												
Patdown											1		
Patdown - Non-Flyer											1		
Property - Special Handling	1												
Property - Special Handling - Damaged Ite	1												
Screening				1				1			1		
Screening - Procedures/Process				1				1			1		
2019	1	1	1	3		1	1					1	9
Customer Service				1								1	
Customer Service - TSO				1								1	
Locks				1									
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property			1	1			1						
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	1	1			1						
Patdown	_	-				1							
Patdown - Flyer						1							
Screening	1	1											
Screening - Procedures/Process	1	1											

Changemine 10-001 13-300 12-300 13-300	Cotomonico	10.0 1 11				CC) Data To								
Solid Soli	Categories				01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Advanced imaging Technology (AVI - 1) by 1		50	75	76										
Advanced heapy of traches (AFT) - Private 1						42	55	34	36	25	27	32	32	350
Description Color Region Color	Advanced Imaging Technology (AIT)													1
California National Company Information 1	Advanced Imaging Technology (AIT) - Fly	er			1									1
Coli Rights - National Cyan Col Rights - Road Profiling or Discrimations 2 7 9 9 7 4 2 8 1 6 8 6 6 6 6 6 6 6 6 6 6 6 6 6 6 6 7 8 7 8	Civil Rights				3		1	1	2				1	8
Carlo Regime - Recease Previous processes 1	Civil Rights - General Complaint and Disc	rimination			1									1
Culture Service	Civil Rights - National Origin						1							1
Cautener Services - CISAS Cautener Services - CISAS Cautener Services - CISAS Cautener Services - TROD 10 7 5 5 5 5 3 1 2 0 2 2 4 1 1 1 2 2 2 4 1 1 1 2 1 2 1 1 2 1 2	Civil Rights - Racial Profiling or Discrimina	ation			2			1	2				1	6
Customer Senties - 100cs	Customer Service				17	7	10	9	7	4	3	5	6	68
Castomer Sevolus - TSC) Castomer Sevolus - TSC) Locie - Greenal Locie -	Customer Service - CSM											1	1	2
Customer Services 13	Customer Service - Others				4		5	4	2	1		1	3	20
Looks General Demanded Look 1 2 1 2 2 4 15 Looks General Demanded Look 1 5 1 2 1 2 2 3 15 Looks of Children of Demanded Look 1 5 1 2 2 3 15 Looks of Children	Customer Service - TCC										1			1
Locks - Cleaner Demanded Lock	Customer Service - TSO				13	7	5	5	5	3	2	3	2	45
Locks - Ceronal Locks Membring or Demograpic Lock 1	Locks				1	5	1	2	1			2	4	
Locial column Locial Content Locial Content Locial Column Locial Col	Locks - General													
Load and Found					1	5	1	2	1	1	2	2	3	
Last and Fazerd - Append TSAN														
Mishanding of Plassanger Property Mishanding of Plassanger Property - Daragechilasing Intere-Carry-or Ltg 3 2 5 5 2 2 2 4 2 2 2 4 2 2 Mishanding of Plassanger Property - Daragechilasing Intere-Checked Bay 20 16 16 16 16 13 13 13 13 13 13 11 13 8 13 11 13 8 13 11 13 13 13 13 13 13 13 13 13 13 13								1					1	
Mahawaiting of Passenger Proceety - Damaged Missing Items-Checked Eds. 20 10 10 10 10 13	•				23	19	23		16	15	20	15		
Marbarding of Passenger Paperly - Charaged Missing Items-Cheeked Bay 20 16 16 16 16 15 13 13 11 13 11 13 18 13 11 13 18 13 11 13 18 13 11 13 18 13 11 13 18 13 11 13 18 13 11 13 18 13 11 13 18 13 14 13 18 13 14 13 18 13 14 13 18 13 14 13 18 13 14 13 18 13 14 13 18 13 14 13 18 13 14 13 18 18 18 18 18 18 18 18 18 18 18 18 18		l Jaged/Missing It	emsCarry	v-on Lua				10			20			
Michaedurig of Passenger Property - Disarraged Bernst-Carry-on or Checked Pattoon Passenger Property - Disarraged Bernst-Carry-on or Checked 2 2 4 8 8 8								16			19			
Mishanding of Passanger Procenty - Diseases 2 1 2 2 7 Passanger Procenty - Diseases 2 2 4 8 8 Passanger Procenty - Diseases 2 1 2 3 4 1 7 7 7 7 7 7 7 7 7							10	10	13	13	10	13	- 11	
Paticiown - Children					uggage	· ·			- 1				2	
Pattorn Children		rrayed itemsC	arry-on or	Спескеа						0		4		
Persons of Disabilities (PWD) - Cognitive Developmental Mental Disability 2 2 1 2 3 3 10 Persons of Disabilities (PWD) - Cognitive Developmental Mental Disability 1 1 1 1 Persons of Disabilities (PWD) - Mental Implants (post) 1 1 1 1 Persons of Disabilities (PWD) - Mental Implants (post) 1 1 1 1 Persons of Disabilities (PWD) - Mental Implants (post) 1 1 1 1 1 Persons of Disabilities (PWD) - Mental Implants (post) 1 1 1 1 1 Persons of Disabilities (PWD) - Mental Implants (post) 1 1 2 2 3 3 2 3 3 3 Persons of Disabilities (PWD) - Mental Implants (post) 1 1 2 2 3 3 2 3 3 3 Persons of Disabilities (PWD) - Mental Implants (post) 1 1 2 2 3 3 2 3 3 3 Persons of Disabilities (PWD) - Mental Implants (post) 1 1 2 2 3 3 3 3 3 3 3 3												4		
Persons of Disabilities (PVID) - Cognitive Revelopmental Menial Disability 1														
Persons w Disabilities (PWD) - Optimized Developmental Manefal Disability 1 2 2 2 3 3 3 3 3 3 3	•									1				
Persons w Disabilities (PWD) - Internal Mode Devices 1							2	1	2			3		
Persons will Desibilities (PWID) - Metal Implants (grin) 1				Disability										
Persons will Deablitiss (PWD) - Mobility Deabling (Not Virheelchair or Scooler)												1		2
Persons will basilities (PWD) - Motory Controlled 1 1 1 1 1 1 1 1 1	Persons w/ Disabilities (PWD) - Medically	Necessary Me	dication an	d Medical	I Supplies		1							1
Persons will basilities (PWD) - Obstanctives Scorein 1 1 3 3 3 3 3 3 3 3	Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)					1							1
Persons wiDiabalities (PWD) - Wheelchair Scooler/ Segreys	Persons w/ Disabilities (PWD) - Mobility D	Disability (Not W	/heelchair	or Scoote	r)			1						1
Screening	Persons w/ Disabilities (PWD) - Ostomy/C	Ostomates										1		1
Screening - Crew Member or Arime Employee	Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Seg	gway						2			1		3
Screening - Loconsistery 1	Screening				20	11	18	2	6	3	2	3	3	68
Screening - Lengthy Lines	Screening - Crew Member or Airline Empl	oyee							1					1
Screening - Lengthy Lines 18	-	,				1							1	
Screening-Procedures Process 2 3 1 2 2 2 2 2 2 1 1 20 20					18		17	1	3	1		1		
Secretaring - Retrieving Abandomed/Confiseabel Lems											2		2	
Advanced Imaging Technology (AIT) - It yet as Observer		cated Items					1	1						
Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights - Hair Patchoms Civil Rights - National Origin Civil Rights - National Origin 1 Civil Rights - National Origin 1 Civil Rights - National Origin 1 Civil Rights - National Origin 1 Civil Rights - National Origin 1 Civil Rights - Screening of Religious Cultural and Ceremonial Items 1 Civil Rights - Screening of Religious Cultural and Ceremonial Items 1 Customer Service 1 8 8 4 1 7 4 4 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			22	20	25	10		10	25	24	26	20	1.1	
Advanced Imaging Technology (AIT) - Flyer as Observer		10	23	30	33	10	32	13	25	34		30	14	
Civil Rights + Hair Patdowns		or as Observer												
Civil Rights - Hair Patdowns			4			4	4		4		1	4		
Civil Rights - National Origin 1		ı	ı			1			1			- 1		
Civil Rights - Racial Profiling or Discrimin Civil Rights - Screening of Religious Cutural and Ceremonial Items							1							
Customer Service Religious Cultural and Ceremonial Items			1											
Customer Service									1			1		
Customer Service - Others Customer Service - Others Customer Service - TSO 1		ral and Ceremo												
Customer Service - TSO		1			4	1					3		2	
Locks			4	4										
Locks - Missing or Damaged Lock 3 2 2 3 3 2 1 3 1 20	Customer Service - TSO	1	4		4	1	6	3	3	10	3	3	2	44
Lost and Found	Locks	3	2	2	3		3	2	1	3		1		20
Lost and Found - Airport/TSA	Locks - Missing or Damaged Lock	3	2	2	3		3	2	1	3		1		20
Mishandling of Passenger Property	Lost and Found									1	1		1	3
Mishandling of Passenger Property - Dam	Lost and Found - Airport/TSA									1	1		1	3
Mishandling of Passenger Property - Dam	Mishandling of Passenger Property	10	8	21	21	11	16	6	9	8	18	16	6	150
Mishandling of Passenger Property - Dam 8 5 18 16 7 16 5 8 7 16 13 6 126 Mishandling of Passenger Property - Disa 1 1 1 1 1 1 5 8 7 16 13 6 126 8 8 7 16 13 6 126 8 8 7 16 13 6 126 8 7 16 13 6 126 1 1 1 5 1 1 1 1 4 1 1 4 1 1 4 1 1 2 2 1 2 1 1 2 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 2 1 1 1 1 2 1 1 1 1 <td>Mishandling of Passenger Property - Dam</td> <td>1</td> <td>2</td> <td>2</td> <td>4</td> <td>4</td> <td></td> <td></td> <td></td> <td>1</td> <td>2</td> <td>1</td> <td></td> <td></td>	Mishandling of Passenger Property - Dam	1	2	2	4	4				1	2	1		
Mishandling of Passenger Property - Disa		8					16	5	8	7			6	
Patdown Flyer														
Patdown - Flyer as Observer							1						1	
Patdown - Flyer as Observer 1														
Persons w/ Disabilities (PWD) - Autism Spectrum							1							
Persons w/ Disabilities (PWD) - Autism Spectrum			1		1	2			1	2	1	2		
Persons w/ Disabilities (PWD) - General 1 1 1 1 1 1 1 1 1		o o o trum	1		- 1				- 1					
Persons w/ Disabilities (PWD) - General 1 1 1 1 1 1 1 1 1	. ,	l					4				1	ı		
Persons w/ Disabilities (PWD) - Medical Devices - At	. ,						1							
Persons w/ Disabilities (PWD) - Medically Necessary Medication and Medical Supplies 1	. ,											1		
Persons w/ Disabilities (PWD) - Metal Implants (joint)														
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scoot 1 1 2 Persons w/ Disabilities (PWD) - Service Animals 1 1 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 1 Prohibited & Permitted Items 1 1 1 1 Prohibited & Permitted Items - Alcohol and Tobacco 1 1 1 1 1 Propeity - Special Handling 3 5 5 11 4 2 30 Property - Special Handling - Damaged Items - Carry-On 1 1 1 1 3 3 5 5 11 4 2 30 Property - Special Handling - Damaged Items - Checked 2 2 2 3 7 Property - Special Handling - Missing Items - Checked 3 2 2 7 4 1 1 Property - Special Handling - Missing Items - Checked 3 2 2 7 4 1 1 Screening - Crew Member or Airline Employee 2 3 <td></td> <td></td> <td>dication an</td> <td>d Medical</td> <td>Supplies</td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td>2</td>			dication an	d Medical	Supplies					1				2
Persons w/ Disabilities (PWD) - Service Animals 1 1 Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 Prohibited & Permitted Items 1 1 1 Prohibited & Permitted Items - Alcohol and Tobacco 1 1 1 Prohibited & Permitted Items - Food/Beverages 1 1 1 Property - Special Handling 3 5 5 11 4 2 30 Property - Special Handling - Damaged Items - Carry-On 1 1 1 1 1 3 3 5 5 11 4 2 30 Property - Special Handling - Damaged Items - Checked 2 2 2 3 7 7 Property - Special Handling - Missing Items - Checked 3 2 2 7 4 1 1 9 Screening - Special Handling - Missing Items - Checked 3 2 3 4 4 1 2 3 Screening - Crew Member or Airline Employee 2 3 4 4 1 2 3 Screening - Lengthy Lines 1 <td>. , ,</td> <td>. ,</td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	. , ,	. ,				1								
Persons w/ Disabilities (PWD) - Wheelchair/ Scooter/ Segway 1 1 Prohibited & Permitted Items 1 1 2 Prohibited & Permitted Items - Alcohol and Tobacco 1 1 1 Prohibited & Permitted Items - Food/Beverages 1 1 1 1 Property - Special Handling 3 5 5 11 4 2 30 Property - Special Handling - Damaged Items - Carry-On 1 1 1 1 3 3 3 5 5 11 4 2 30 Property - Special Handling - Damaged Items - Checked 2 2 2 3 7 7 Property - Special Handling - Missing Items - Checked 3 2 2 7 4 1 19 Screening - Special Handling - Missing Items - Checked 3 2 3 4 4 1 2 3 Screening - Crew Member or Airline Employe 2 3 4 4 1 2 3 Screening - Lengthy Lines 1 1 1 1 1 1 1 3<			/heelchair	or Scoot	1		1							2
Prohibited & Permitted Items 1 1 2 Prohibited & Permitted Items - Alcohol and Tobacco 1 1 1 Prohibited & Permitted Items - Food/Beverages 1 1 1 Property - Special Handling 3 5 5 11 4 2 30 Property - Special Handling - Damaged Items - Carry-On 1 1 1 1 1 3 3 2 2 3 7 7 Property - Special Handling - Damaged Items - Checked 2 2 2 3 7 7 Property - Special Handling - Missing Items - Carry-On 1	Persons w/ Disabilities (PWD) - Service A	ınimals							1					1
Prohibited & Permitted Items - Alcohol and Tobacco 1 1 Property - Special Handling 1 1 Property - Special Handling - Damaged Items - Carry-On 3 5 5 11 4 2 30 Property - Special Handling - Damaged Items - Checked 2 2 3 3 7 Property - Special Handling - Missing Items - Checked 2 2 3 2 2 3 7 Property - Special Handling - Missing Items - Checked 3 2 2 7 4 1 1 Screening - Missing Items - Checked 3 2 3 2 2 7 4 1 1 1 1 9 Screening - Missing Items - Checked 3 2 3 2 2 7 4 1 1 9 Screening - Crew Member or Airline Employee 2 3 2 3 4 4 1 2 3 Screening - Inconsistency 1 1 1 1 1 1	Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ Seg	gway							1				1
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Property - Special Handling 3 5 5 11 4 2 30 Property - Special Handling - Damaged Items - Carry-On 1 1 1 1 1 3 3 7 Property - Special Handling - Missing Items - Checked 2 2 2 3 - 7 7 Property - Special Handling - Missing Items - Checked 3 2 2 7 4 1 19 1 1 1 1 2 3 2 2 7 4 1 19 1 3 6 5 3 2 3 4 4 1 2 3 3 3 4 4 1 2 3 3 3 3 4 4 1 2 3 3 3 4 4 1 2 3 3 3 4 4 1 2 3 3 3 3 3 3 3 3 3	Prohibited & Permitted Items - Alcohol and	d Tobacco									1			1
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Property - Special Handling - Damaged Items - Carry-On 1 1 1 3 3 7 Property - Special Handling - Missing Items - Checked 2 2 3 7 7 Property - Special Handling - Missing Items - Carry-On 1 2 3 2 3 4 4 1 2 3 3 3 3 4 4 1 2 3 3 3 3 3 4 4 1 2 3 3 3 3 3 3 3 3 4 4 1 2 3 3 3 3 3 3 3 3 4 4 1 2 3 3 3 3 3 3 3 3 3 3 3 3 3 <		_						3	5	5	11	4	2	30
Property - Special Handling - Damaged Items - Checked 2 2 3 7 Property - Special Handling - Missing Items - Carry-On 1 2 2 3 3 2 2 7 4 1 1 1 2 3 3 4 4 1 2 3 3 3 3 4 4 1 2 3 3 3 3 4 4 1 2 3 3 3 3 4 4 1 2 3 3 3 3 4 4 1 2 3 3 3 3 3 4 4 1 2 3 3 3 3 4 4 1 2 3 3 3 3 3 3 3 3 3		ems - Carrv-On												
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Property - Special Handling - Missing Item - Checked 3 2 2 7 4 1 19 Screening 1 3 6 5 3 2 3 4 4 1 2 34 Screening - Crew Member or Airline Employee 2 1 1 1 1 1 1 3 3 3 2 2 1 1 3 3 3 4 4 1 2 3 3 3 3 4 4 1 1 2 3 3 3 4 4 1 1 2 3 3 3 4 4 4 1 2 3 3 3 3 3 4 4 1 1 3 3 3 3 3 4 4 4 1 3											3			
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Screening - Crew Member or Airline Employee 2 1 3 Screening - Inconsistency 1 1 1 1 3 Screening - Lengthy Lines 1 1 1 1 2 2 8			2	6	_	2	2				- /			
Screening - Inconsistency 1 1 1 1 3 Screening - Lengthy Lines 1 1 1 1 2 2 8			3	Ö		3		3	4			1	2	
Screening - Lengthy Lines 1 1 1 1 2 2 8		oyee .		4		4		A		1				
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Screening - Procedures/Process 1 2 4 2 2 1 2 2 1 1 2 20								_					_	
	Screening - Procedures/Process	1	2	4	2	2	1	2	2	1		1	2	20

Cotogorios	40.0-4		A Contact C		•		04 4	05.14	00 1	07 1	00 4	00.0	T - 4 - 1
Categories							04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
2018	19	23	19	20	15	19	24	20	31	39	32		280
Civil Rights					1					2	3		7
Civil Rights - Constitutional Rights					1							1	2
Civil Rights - National Origin											1		1
Civil Rights - Perceived Religion										1			1
Civil Rights - Racial Profiling or Discrimin	ation									1	1		2
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	nder									1		1
Customer Service	3	2	2	6	2	2	4	4	6	8	4	1	44
Customer Service - Others	1	1	1	1				1	2	3	2		12
Customer Service - TSO	2	1	1	5	2	2	4	3	4	5	2		32
Identification (ID) Requirements	1								,				1
Identification (ID) Requirements - Domest													
Locks	1		2					1	2	2	2	1	
	1									3	2		12
Locks - Missing or Damaged Lock			2		4			1	2	3	2	1	12
Lost and Found	2	3	1		1								7
Lost and Found - Airport/TSA	2	3	1		1								7
Mishandling of Passenger Property	3	10	5	2	4	11	7	6	8	11	9		84
Mishandling of Passenger Property - Dam		ItemsCar	ry-on Luggag									1	1
Mishandling of Passenger Property - Dam	3	10	5	2	2	11	5	6	7	9	8	7	75
Mishandling of Passenger Property - Dam	naged/Missing	ItemsUns	pecified Lug	gage							1		1
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on or	Checked		2		2		1	2			7
Patdown		1		1				1		1			4
Patdown - Flyer				1				1					2
Patdown - Flyer as Observer										1			1
Patdown - Non-Flyer		1											<u>.</u>
Persons w/ Disabilities (PWD)		- 1	1	2			1	1	1	5	1	1	13
			· ·				ı		- 1	5		· ·	
Persons w/ Disabilities (PWD) - Diabetes											1		1
Persons w/ Disabilities (PWD) - General										2			2
Persons w/ Disabilities (PWD) - Metal Imp	. ,							1					1
Persons w/ Disabilities (PWD) - Mobility [Disability (Not	Wheelchair	or Scoot	2									2
Persons w/ Disabilities (PWD) - Prosthes	is/Amputees a	ind Casts							1				1
Persons w/ Disabilities (PWD) - Service A	Animals		1										1
Persons w/ Disabilities (PWD) - Visual Im	pairment						1						1
Persons w/ Disabilities (PWD) - Wheelch		Seaway								3		1	4
Property - Special Handling	8	3	5	6	4	1	7	4	13	7	7		71
	_		5	0	4	- 1		4		- 1	- 1	0	
Property - Special Handling - Damaged It							1		1				2
Property - Special Handling - Damaged It		d		1	2		1		2	1		2	9
Property - Special Handling - Missing Iten				1		1	1	2	4	2			14
Property - Special Handling - Missing Iten	5	3	5	4	2		4	2	6	4	7	4	46
Request for Assistance									1				1
Request for Assistance - Other									1				1
Screening	1	4	3	3	3	5	5	3		2	6	1	36
Screening - Inconsistency											1		1
Screening - Lengthy Lines		1	1		1	3		1		1			8
Screening - Procedures/Process	1	3	2	3	2	2	4	2		1	4	1	25
	1		_	3						- 1			20
Corponing Coqueity Brooch											4		2
Screening - Security Breach	45		40	20	20	0.4	1	04	22	20	1	20	2
2019	15	29	19	26	20	24	1 21	21	23	36	1 13	23	270
2019 Civil Rights	15		19	26	2	24		21	23	36		23	270 6
2019 Civil Rights Civil Rights - Age	15	29		26	2 1	24		21		36		23	270 6 1
2019 Civil Rights Civil Rights - Age Civil Rights - Perceived Religion		29 1		26	2	24		21		36		23	6 1 1
2019 Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin	ation	29		26	2 1	24		21		36		23	270 6 1
2019 Civil Rights Civil Rights - Age Civil Rights - Perceived Religion	ation	29 1	1	26	2 1	24		21		36		23	6 1 1
2019 Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin	ation	29 1	1	26	2 1	24		21	1	36			270 6 1 1 3
2019 Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra	ation	29 1	1		2 1 1		21		1 1	9	13		270 6 1 1 3 1
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others	ation	29 1 1 3 1	1 1 3	5	2 1 1 4 1	4	21	3 1	1 1 4	9 2	7 2		270 6 1 1 3 1 45
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO	ation nsgender	29 1 1 3 1 2	1 1 3 3	5	2 1 1	4	21	3	1 1	9 2 7	13		270 6 1 1 3 1 45 7
2019 Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks	ation nsgender 2	29 1 1 3 1 2	1 1 3 3 2	5 5 1	2 1 1 4 1	4 4 2	21	3 1	1 1 4	9 2 7 3	7 2	1	270 6 1 1 3 1 45 7 38 12
2019 Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	ation nsgender	29 1 1 3 1 2	1 3 3 2 2	5	2 1 1 4 1 3	4	3	3 1	1 1 4	9 2 7	7 2		270 6 1 1 3 1 45 7 38 12
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	ation nsgender 2	29 1 1 3 1 2	1 1 3 3 2 2 2	5 5 1	2 1 1 4 1 3	4 4 2	3 3	3 1	1 1 4	9 2 7 3	7 2	1	270 6 1 1 3 1 45 7 38 12 12
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	ation nsgender 2 2	29 1 1 3 1 2 1	1 3 3 2 2 1	5 5 1	2 1 1 4 1 3	4 4 2 2	3 3 2 2 2	3 1 2	1 1 4	9 2 7 3 3	77 22 5	1 1	270 6 1 1 3 1 45 7 38 12 12 4 4
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	ation nsgender 2 2	29 1 1 3 1 2 1 1	1 1 3 3 2 2 2 1 1 5	5 5 1	2 1 1 4 1 3	4 4 2	3 3	3 1 2	1 1 4	9 2 7 3 3	7 2	1 1	270 6 1 3 1 45 7 38 12 12 4 4 4 85
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ation nsgender 2 2 2 aged/Missing	29 1 1 3 1 2 1 1 1	1 1 3 3 2 2 1 1 5	5 5 1 1	2 1 1 4 1 3	4 4 2 2 2	3 3 2 2 2 3	3 1 2	1 1 4 4	9 2 7 3 3 3	77 22 55	1 1 1 8 8 1	270 6 1 1 3 1 45 7 38 12 12 12 4 4 4 85
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ation nsgender 2 2 2 naged/Missing	29 1 1 3 1 2 1 1	1 1 3 3 2 2 2 1 1 5	5 5 1	2 1 1 4 1 3	4 4 2 2	3 3 2 2 2	3 1 2	1 1 4	9 2 7 3 3	77 22 5	1 1 1 8 8 1	270 6 1 3 1 45 7 38 12 12 4 4 4 85
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ation nsgender 2 2 2 naged/Missing	29 1 1 3 1 2 1 1 1	1 1 3 3 2 2 1 1 5	5 5 1 1	2 1 1 4 1 3	4 4 2 2 2	3 3 2 2 2 3	3 1 2	1 1 4 4	9 2 7 3 3 3	77 22 55	1 1 1 8 8 1	270 6 1 1 3 1 45 7 38 12 12 12 4 4 4 85
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ation nsgender 2 2 2 9 naged/Missing 8 1	29 1 1 3 1 2 1 1 1	1 1 3 3 2 2 1 1 5	5 5 1 1	2 1 1 4 1 3	4 4 2 2 2 9 8	3 3 2 2 2 3	3 1 2 7 1 4	1 1 4 4	9 2 7 3 3 3	77 22 55	1 1 1 8 8 1	270 6 1 1 3 1 45 7 38 12 12 4 4 85 4
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ation nsgender 2 2 2 9 naged/Missing 8 1	29 1 1 3 1 2 1 1 1 9 ItemsC	1 1 3 3 2 2 1 1 5 1 3	5 5 1 1	2 1 1 4 1 3 3 1 1 1 8	4 4 2 2 2 9 8	3 3 2 2 2 3	7 7 1 4 1	1 1 4 4	9 2 7 3 3 3 8 1 6	77 22 55	1 1 1 8 8 1	270 6 1 1 3 1 45 7 38 12 12 4 4 4 85 5 4 69 3
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	ation nsgender 2 2 2 9 naged/Missing 8 1	29 1 1 3 1 2 1 1 1 9 ItemsC 7	1 1 3 3 2 2 1 1 5 1 3	5 5 1 1	2 1 1 4 1 3 3 1 1 1 8 7	4 4 2 2 2 9 8	3 3 2 2 2 3 1 1	7 7 1 4 1 1	1 1 4 4 7 5	9 2 7 3 3 3 8 1 6	77 22 55	1 1 1 8 1 7	270 6 1 1 3 1 45 7 38 12 12 14 4 85 4 69 3 9
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	ation nsgender 2 2 2 9 naged/Missing 8 1	29 1 1 3 1 2 1 1 1 1 1 1 1 1 1 1 2 7 7 7 7 7	1 1 3 3 2 2 1 1 5 1 3	5 5 1 1	2 1 1 1 3 3 1 1 1 8	4 4 2 2 2 9 8	21 3 3 2 2 2 3	7 7 1 4 1	2 1 1 4 4 7 5	9 2 7 3 3 3 8 1 6	77 22 55	1 1 8 8 1 7	270 6 1 1 3 1 45 7 38 12 12 12 4 4 85 4 69 3 9
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	ation nsgender 2 2 2 9 naged/Missing 8 1	29 1 1 3 1 2 1 1 1 9 ItemsC 7	1 1 3 3 2 2 1 1 5 1 3	5 5 1 1	2 1 1 4 1 3 3 1 1 1 8 7	4 4 2 2 2 9 8	3 3 2 2 2 3 1 1	7 1 4 1 2	1 1 4 4 7 5	9 2 7 3 3 3 8 1 6	77 22 55	1 1 1 8 1 7	270 6 1 1 3 1 45 7 38 12 12 4 4 4 85 4 69 3 9 8
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dar Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	ation nsgender 2 2 2 9 naged/Missing 8 1 rrrayed Item	29 1 1 3 1 2 1 1 1 9 ItemsC 7	1 3 3 2 2 1 1 5 1 3	5 5 1 1 10 10	2 1 1 4 1 3 3 1 1 1 8 7	4 4 2 2 2 9 8	21 3 3 2 2 3 2 1 1	7 7 1 4 1 1	2 1 1 4 4 7 5 2 1	9 2 7 3 3 3 8 1 6	77 22 55	1 1 1 8 1 7	270 6 1 1 3 1 45 7 38 12 12 4 4 4 85 4 69 3 9 8 6
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD)	ation nsgender 2 2 2 9 naged/Missing 8 1 1 rrrayed Item	29 1 1 3 1 2 1 1 1 9 ItemsC 7	1 1 3 3 2 2 1 1 5 1 3	5 5 1 1	2 1 1 4 1 3 3 1 1 1 8 7	4 4 2 2 2 9 8	21 3 3 2 2 2 1 1 1	7 1 4 1 2	2 1 1 4 4 7 5	9 2 7 3 3 3 8 1 6	77 22 55	1 1 1 8 1 7	270 6 1 1 3 1 45 7 38 12 12 4 4 85 4 69 3 9 8 6
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ation nsgender 2 2 2 9 naged/Missing 8 1 1 rrrayed Item	29 1 1 3 1 2 1 1 1 9 ItemsC 7	1 3 3 2 2 1 1 5 1 3	5 5 1 1 10 10	2 1 1 4 1 3 3 1 1 1 8 7	4 4 2 2 2 9 8	21 3 3 2 2 3 2 1 1	7 1 4 1 2	2 1 1 4 4 7 5 2 1	9 2 7 3 3 3 8 1 6	77 22 55	1 1 1 8 1 7	270 6 1 1 3 1 45 7 38 12 12 4 4 85 4 69 3 3 9 8 6 1
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	ation nsgender 2 2 2 9 aged/Missing 8 1 1 rrrayed Item	29 1 1 3 1 2 1 1 1 9 ItemsC 7	1 3 3 2 2 1 1 5 1 3	5 5 1 1 10 10	2 1 1 4 1 3 3 1 1 1 8 7	4 4 2 2 2 9 8	21 3 3 2 2 2 1 1 1	7 1 4 1 2	2 1 1 4 4 7 5 2 1 1	9 2 7 3 3 3 8 1 6	77 22 55	1 1 1 8 1 7	270 6 1 1 3 1 45 7 38 12 12 4 4 85 4 69 3 9 8 6 1 1 7 1 1
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ation nsgender 2 2 2 9 aged/Missing 8 1 1 rrrayed Item	29 1 1 3 1 2 1 1 1 9 ItemsC 7	1 3 3 2 2 1 1 5 1 3	5 5 1 1 10 10	2 1 1 4 1 3 3 1 1 1 8 7	4 4 2 2 2 9 8	21 3 3 2 2 2 1 1 1	7 1 4 1 2	2 1 1 4 4 7 5 2 1	9 2 7 3 3 3 8 1 6	77 22 55	1 1 1 8 1 7	270 6 1 1 3 1 45 7 38 12 12 4 4 85 4 69 3 3 9 8 6 1
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	ation nsgender 2 2 2 9 naged/Missing 8 1 1 mrayed Item 1	29 1 1 3 1 2 1 1 1 9 ItemsC 7	1 3 3 2 2 1 1 5 1 3	5 5 1 1 10 10	2 1 1 4 1 3 3 1 1 1 8 7	4 4 2 2 2 9 8	21 3 3 2 2 2 1 1 1	7 1 4 1 2	2 1 1 4 4 7 5 2 1 1	9 2 7 3 3 3 8 1 6	77 22 55	1 1 1 8 1 7	270 6 1 1 3 1 45 7 38 12 12 4 4 85 4 69 3 9 8 6 1 1
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	ation nsgender 2 2 2 9 naged/Missing 8 1 1 rrayed Item 1	29 1 1 3 1 2 1 1 1 9 ItemsC 7	1 3 3 2 2 1 1 5 1 3	5 5 1 1 1 10 10 10 Supplies	2 1 1 4 1 3 3 1 1 1 8 7	4 4 2 2 2 9 8	21 3 3 2 2 2 1 1 1	7 1 4 1 2	2 1 1 4 4 7 5 2 1 1	9 2 7 3 3 3 8 1 6	77 22 55	1 1 1 8 1 7	270 6 1 1 3 1 45 7 38 12 12 14 4 85 4 69 3 9 8 6 1 1 7
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A	ation nsgender 2 2 2 9 naged/Missing 8 1 1 rrayed Item 1	29 1 1 3 1 2 1 1 1 9 ItemsC 7	1 3 3 2 2 1 1 5 1 3 1	5 5 1 1 1 10 10 10 Supplies	2 1 1 4 1 3 3 1 1 1 8 7	4 4 2 2 9 8 1	21 3 3 2 2 2 1 1 1	7 1 4 1 1 2	1 1 4 4 7 5 2 1 1	9 2 7 3 3 3 8 1 6 1 1 1	77 22 55	1 1 1 7 1 1 1	270 6 1 1 1 3 1 45 7 38 12 12 4 4 4 85 69 3 9 8 6 1 1 7 1 1 2 1 2
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passe	ation nsgender 2 2 2 9 naged/Missing 8 1 1 rrrayed Item 1 / Necessary N nimals 1 3	29 1 1 3 1 2 1 1 1 9 ItemsC 7	1 3 3 2 2 1 1 5 1 3 1	5 5 1 1 10 10 10	2 1 1 4 1 3 3 1 1 1 8 7	4 4 2 2 2 9 8	3 3 2 2 3 1 1 1 1	7 1 4 1 1	1 1 4 4 4 7 5 2 1 1 1	9 2 7 3 3 3 3 8 1 1 6 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	77 22 55 2 2 2 2	1 1 1 7 1 1 1	270 6 1 1 1 3 1 45 7 38 12 12 4 4 85 4 69 3 9 8 6 1 1 7 1 1 2 1 2 79
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Perperty - Special Handling Property - Special Handling	ation nsgender 2 2 2 9 naged/Missing 8 1 1 rrrayed Item 1 / Necessary Nanimals 1 3 ems - Carry	29 1 1 3 1 2 1 1 1 9 ItemsC 7 2 1 1 1 1 1 1	1 3 3 2 2 1 1 5 1 3 1	5 5 1 1 10 10 10 1 Supplies 1	2 1 1 4 1 3 3 1 1 1 8 7	4 4 2 2 9 8 1	3 3 2 2 3 1 1 1 1	7 1 4 1 1 1	1 1 4 4 7 5 2 1 1	9 2 7 3 3 3 8 1 6 1 1 1 1	13	1 1 1 7 1 1 1	270 6 1 1 3 1 45 7 38 12 12 4 4 85 4 69 3 9 8 6 1 1 7 1 1 2 1 2 7 9 4
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It	ation nsgender 2 2 2 9 aged/Missing 8 1 1 rrrayed Item 1 / Necessary Nanimals 4 1 3 ems - Carry ems - Checl	29 1 1 3 1 2 1 1 1 9 ItemsC 7	1 3 3 2 2 1 1 5 1 1 3 1 1 1 1 1 1 1 1 1 1	5 5 1 1 10 10 10	2 1 1 4 1 3 3 1 1 1 8 7	4 4 2 2 9 8 1	21 3 3 2 2 2 3 1 1 1	3 1 2 7 1 4 1 1 2 1	2 1 1 4 4 7 5 2 1 1 1	9 2 7 3 3 3 8 1 6 1 1 1 1	77 22 55 2 2 2 2	1 1 1 8 1 7 1 1 1 10 2	270 6 1 1 3 1 45 7 38 12 12 4 4 85 4 69 3 9 8 6 1 1 1 7 1 2 1 2 79 4 18
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It	ation nsgender 2 2 2 9 naged/Missing 8 1 1 rrrayed Item 1 / Necessary Nunimals 1 3 ems - Carry ems - Checl 1	29 1 1 3 1 2 1 1 1 9 ItemsC 7 2 1 1 1 1 1 5	1 3 3 2 2 1 1 5 1 1 5 1 4	5 5 1 1 10 10 10 Supplies 1 7	2 1 1 3 4 1 1 8 7 1 1 1 1	4 4 2 2 9 8 1	21 3 3 2 2 3 1 1 1 1	3 1 2 7 1 4 1 1 2 1 1	2 1 1 4 4 7 5 2 1 1 1 1 2	9 2 7 3 3 3 8 1 1 6 1 1 1 1	133 7 2 5 5 5 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 1 8 1 7 1 1 1 10 2 3	270 6 1 1 3 1 45 7 38 12 12 4 4 85 4 69 3 9 8 6 1 1 1 7 1 1 2 7 1 1 2 7 9 4 18 16
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	ation nsgender 2 2 2 9 naged/Missing 8 1 1 rrrayed Item 1 / Necessary Nunimals 1 3 ems - Carry ems - Checl 1	29 1 1 3 1 2 1 1 1 9 ItemsC 7 2 1 1 1 1 1 1	1 3 3 2 2 1 1 5 1 1 3 1 1 1 1 1 1 1 1 1 1	5 5 1 1 10 10 10 1 Supplies 1	2 1 1 4 1 3 3 1 1 1 8 7	4 4 2 2 9 8 1	21 3 3 2 2 2 3 1 1 1	3 1 2 7 1 4 1 1 2 1 1	2 1 1 4 4 7 5 2 1 1 1	9 2 7 3 3 3 8 1 6 1 1 1 1	13	1 1 1 8 1 7 1 1 1 10 2 3	270 6 1 1 3 1 45 7 38 12 12 4 4 85 4 69 3 9 8 6 1 1 1 2 7 1 2 79 4 18 16 41
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance	ation nsgender 2 2 2 9 naged/Missing 8 1 1 rrrayed Item 1 / Necessary Nunimals 1 3 ems - Carry ems - Checl 1	29 1 1 3 1 2 1 1 1 9 ItemsC 7 2 1 1 1 1 1 5	1 3 3 2 2 1 1 5 1 1 5 1 4	5 5 1 1 10 10 10 Supplies 1 7	2 1 1 3 4 1 1 8 7 1 1 1 1	4 4 2 2 9 8 1	21 3 3 2 2 3 1 1 1 1	3 1 2 7 1 4 1 1 2 1 1	2 1 1 4 4 7 5 2 1 1 1 1 2	9 2 7 3 3 3 8 1 1 6 1 1 1 1	133 7 2 5 5 5 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 1 8 1 7 1 1 1 10 2 3	270 6 1 1 3 1 45 7 38 12 12 4 4 85 4 69 3 9 8 6 1 1 1 7 1 1 2 7 1 1 2 7 9 4 18 16
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten	ation nsgender 2 2 2 9 naged/Missing 8 1 1 rrrayed Item 1 / Necessary Nunimals 1 3 ems - Carry ems - Checl 1	29 1 1 3 1 2 1 1 1 9 ItemsC 7 2 1 1 1 1 1 5	1 3 3 2 2 1 1 5 1 1 5 1 4	5 5 1 1 10 10 10 Supplies 1 7	2 1 1 3 4 1 1 8 7 1 1 1 1	4 4 2 2 9 8 1	21 3 3 2 2 3 1 1 1 1	3 1 2 7 1 4 1 1 2 1 1	2 1 1 4 4 7 5 2 1 1 1 1 2	9 2 7 3 3 3 8 1 1 6 1 1 1 1	133 7 2 5 5 5 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 1 8 1 7 1 1 1 10 2 3	270 6 1 1 3 1 45 7 38 12 12 4 4 85 4 69 3 9 8 6 1 1 1 2 7 1 2 79 4 18 16 41
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling Property - Special Handling Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance	ation nsgender 2 2 2 9 naged/Missing 8 1 1 rrrayed Item 1 / Necessary Nunimals 1 3 ems - Carry ems - Checl 1	29 1 1 3 1 2 1 1 1 9 ItemsC 7 2 1 1 1 1 1 5	1 3 3 2 2 1 1 5 1 1 5 1 4	5 5 1 1 10 10 10 Supplies 1 7	2 1 1 3 4 1 1 8 7 1 1 1 1	4 4 2 2 9 8 1	21 3 3 2 2 3 1 1 1 1	3 1 2 7 1 4 1 1 2 1 1	2 1 1 4 4 7 5 2 1 1 1 1 2	9 2 7 3 3 3 8 1 1 6 1 1 1 1	133 7 2 5 5 5 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 1 8 1 7 1 1 1 10 2 3	270 6 1 1 1 3 1 45 7 38 12 12 4 4 4 85 4 69 3 9 8 6 1 1 1 7 1 2 79 4 18 16 41 1
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other	ation nsgender 2 2 2 9 naged/Missing 8 1 1 rrrayed Item 1 / Necessary Nunimals 1 3 ems - Carry ems - Checl 1	29 1 1 3 1 2 1 1 1 9 ItemsC 7 2 1 1 1 1 5 5	1 3 3 2 2 1 1 5 1 3 1 1 4 3 1	5 5 1 1 10 10 10 1 Supplies 1 7 1 6	2 1 1 1 3 4 1 1 1 8 7 1 1 1 1	4 4 2 2 9 8 1	21 3 3 2 2 3 2 1 1 1 7	7 1 4 1 1 1 6 1 2 1 2 1 1	1 1 4 4 4 7 5 2 1 1 1 1 2 3	9 2 7 3 3 3 8 1 6 1 1 1 1 1 1 1 3 3 6	133 7 2 5 5 5 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 1 7 1 1 1 10 2 3 5	270 6 1 1 3 1 45 7 38 12 12 4 4 85 4 69 9 8 6 1 1 7 1 1 2 7 1 1 2 7 9 4 18 16 41 1 1 2 3
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other Screening Screening - Cruise Ships	ation nsgender 2 2 2 9 naged/Missing 8 1 1 rrrayed Item 1 / Necessary Nunimals 1 3 ems - Carry ems - Checl 1	29 1 1 3 1 2 1 1 1 9 ItemsC 7 2 1 1 1 1 5 5	1 3 3 2 2 1 1 5 1 3 1 1 4 3 1	5 5 1 1 10 10 10 1 Supplies 1 7 1 6	2 1 1 1 3 4 1 1 1 8 7 1 1 1 1	4 4 2 2 9 8 1	21 3 3 2 2 2 3 1 1 1 7	3 1 2 7 1 4 1 1 2 1 1 2 1 2 1 2 1 2 1 2	1 1 4 4 4 7 5 2 1 1 1 1 2 3	9 2 7 3 3 3 8 1 6 1 1 1 1 1 1 1 3 3 6	133 7 2 5 5 5 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 1 7 1 1 1 10 2 3 5	270 6 1 1 3 1 45 7 38 12 12 4 4 85 4 69 8 6 1 1 1 7 1 1 2 7 9 4 18 16 41 1 1 1 2 3 1
Civil Rights Civil Rights - Age Civil Rights - Perceived Religion Civil Rights - Perceived Religion Civil Rights - Racial Profiling or Discrimin Civil Rights - Sexual Orientation - Not Tra Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Wheelch Property - Special Handling - Damaged It Property - Special Handling - Damaged It Property - Special Handling - Missing Iten Property - Special Handling - Missing Iten Request for Assistance Request for Assistance - Other	ation nsgender 2 2 2 9 naged/Missing 8 1 1 rrrayed Item 1 / Necessary Nunimals 1 3 ems - Carry ems - Checl 1	29 1 1 3 1 2 1 1 1 9 ItemsC 7 2 1 1 1 1 5 5	1 3 3 2 2 1 1 5 1 3 1 1 4 3 1	5 5 1 1 10 10 10 1 Supplies 1 7 1 6	2 1 1 1 3 4 1 1 1 8 7 1 1 1 1	4 4 2 2 9 8 1	21 3 3 2 2 3 2 1 1 1 7	7 1 4 1 1 1 6 1 2 1 2 1 1	1 1 4 4 4 7 5 2 1 1 1 1 2 3	9 2 7 3 3 3 8 1 6 1 1 1 1 1 1 1 3 3 6	133 7 2 5 5 5 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	1 1 1 7 1 1 1 10 2 3 5	270 6 1 1 3 1 45 7 38 12 12 4 4 85 4 69 9 8 6 1 1 7 1 1 2 7 1 1 2 7 9 4 18 16 41 1 1 2 3

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

Catagorias	40.0-4		TSA Contac		•		04.4	05.14	00 1	07 1.1	00 4	00.0	T-4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLC	116	100	132	158	164	172	146	135	144	197	151	149	1,764
2016				39	49	44	39	30	39	45	41	51	377
Civil Rights						1	1		1	1	2		7
Civil Rights - Racial Profiling or Discrimina	ation					1	1		1		2	1	6
Civil Rights - Transgender Screening										1			1
Customer Service				7	6	6	6	4	8	4	4	5	50
Customer Service - Others				1		1		2	2	1	1	1	9
Customer Service - TSO				6	6	5	6	2	6	3	3	4	41
Locks				5	2	2	2	2	2	2	3	1	21
Locks - General				1									1
Locks - Missing or Damaged Lock				4	2	2	2	2	2	2	3	1	20
Lost and Found						1					1		2
Lost and Found - Airport/TSA						1					1		2
Mishandling of Passenger Property				23	30	19	19	19	21	24	19	37	211
Mishandling of Passenger Property - Dam	ı naqed/Missino	ItemsC	Carry-on Lug	2	9	3	2	4	4	7	4	4	39
Mishandling of Passenger Property - Dam				20	19	16	16	14	15	16	15	29	160
Mishandling of Passenger Property - Disa				1	2		1	1	2	1		4	12
Patdown		,		1	4	5	2	1	3	6	5		29
Patdown - Children										1			1
Patdown - Flyer				1	4	5	2	1	3	3	5	2	26
Patdown - Flyer as Observer				- '		J		'	3	2			20
					3	1	3	1		1	3	2	14
Persons w/ Disabilities (PWD))+ O-				ı	3	ı		ı.	3		
Persons w/ Disabilities (PWD) - Cancer (g	jenerar) Not i	sreasi Ca	ncer		1						4		1
Persons w/ Disabilities (PWD) - Diabetes							4				1		1
Persons w/ Disabilities (PWD) - General							1				1		2
Persons w/ Disabilities (PWD) - Medical D												1	1
Persons w/ Disabilities (PWD) - Medically		/ledication	n and Medica	al Supplies			1						1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)				1								1
Persons w/ Disabilities (PWD) - Mobility D	Disability (No	Wheelch	air or Scoote	er)			1	1					2
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates										1		1
Persons w/ Disabilities (PWD) - Prosthesi	s/Amputees	and Casts	;							1			1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/	rauma)				1							1
Persons w/ Disabilities (PWD) - Wheelcha					1							1	2
Prohibited & Permitted Items		3 ,										1	1
Prohibited & Permitted Items - Lighters/Ma	ı atches											1	1
Screening				3	4	9	6	3	4	7	4	2	42
Screening - Inconsistency				1						1	1	1	4
Screening - Lengthy Lines				· ·	2	2	1	1	1	1			8
Screening - Procedures/Process				2	2	7	4	2	1	5	3	1	27
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis	onted Items					- 1	1		1	5	3	- 1	1
	l						ı		0				
Screening - Security Breach 2017	07			40	40	44	20	94	2		20	40	2
	37	33	64	43	42	44	28	31	39	54	36	40	491
Advanced Imaging Technology (AIT)											1		1
Advanced Imaging Technology (AIT) - Fly											1		1
Civil Rights	3			4	1	2					3	2	15
Civil Rights - Headwear				1									1
Civil Rights - National Origin						1							1
Civil Rights - Racial Profiling or Discrimina	1			1		1					3	1	7
Civil Rights - Screening of Religious Cultu	ral and Cere	monial Ite	ms		1								1
Civil Rights - Sex/Gender/Gender Identity	2			1								1	4
Civil Rights - Transgender Screening				1									1
Customer Service	6	5	14	5	6	8	3	6	6	5	5	5	74
Customer Service - Others		1	5			2				1	1		10
Customer Service - 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
Locks - General			1										1
Locks - Missing or Damaged Lock	1	1		4	2	3	1	1	2	1		2	18
Lost and Found	·	1		2		1							4
Lost and Found - Airport/TSA		1		2		1							4
Mishandling of Passenger Property	21	18		23	27	23	13	11	18	24	13	15	239
Mishandling of Passenger Property - Dam	7	6		1	6	4	3	1	1	6	10	2	40
Mishandling of Passenger Property - Dam		11		22	18	16	8	7	14	14	10		171
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam					18	10	8	1	14	14	10	10	1/1
	, ,	,		uggage									
Mishandling of Passenger Property - Disa		1			3	3	2	3	3	3	3		27
Patdown	2	4		2	2	3	2	3	2	6	3		36
Patdown - Flyer	2	4		2	2	3	2	3	2	6	3		36
Persons w/ Disabilities (PWD)	2		3		2	2	1	5	1	2	1	1	20
Persons w/ Disabilities (PWD) - Autism S							1	1					2
Persons w/ Disabilities (PWD) - Diabetes					1	1							2
Persons w/ Disabilities (PWD) - Internal M	ledical Devic	es						1					1
Persons w/ Disabilities (PWD) - Medically						1		1					3
Persons w/ Disabilities (PWD) - Mobility D	1		1		1					1	1		5
Persons w/ Disabilities (PWD) - Ostomy/0	Ostomates							1					1
Persons w/ Disabilities (PWD) - Prosthesi		and Casts	1										1
Persons w/ Disabilities (PWD) - Respirato								1					1
Persons w/ Disabilities (PWD) - Wheelcha			1						1	1		1	4
Prohibited & Permitted Items		-3,							2	'			2
Prohibited & Permitted Items - Lighters/Ma	ı atches								1				1
Prohibited & Permitted Items - Liquids/Ge									1				1
Property - Special Handling	10/70103013						4	4	6	12	6	8	
	ome Carrid)n					4	4	б				40
Property - Special Handling - Damaged Ite							_			1	1	1	3
Property - Special Handling - Damaged Ite							2	_	1	1	3		9
Property - Special Handling - Missing Item							1	2	1	2	1	1	8
Property - Special Handling - Missing Item	ns - Checked						1	2	4	8	1	4	20
Request for Assistance							1						1

ories Request for Assistance - Wounded Wa	40 Oct 44) Data Too		14 Ann C	E Mov. C	oc lum	07 1	00 4	00 Con	Total
		I-Nov 1	2-Dec 0	1-Jan 02	2-Feb 0	3-Mar C		5-May ()6-Jun	07-Jul	08-Aug	09-Sep	Total
Screening	2	4	7	3	2	2	3	1	2	4	4	5	
Screening - Inconsistency		1	'	<u> </u>			J	'	2			2	
Screening - Lengthy Lines		'		1						1	1		
Screening - Procedures/Process	1	3	7	2	2	2	3	1		3	3	3	;
Screening - Security Breach	1												
TSA Contact Information	· ·		1										
TSA Contact Information - General			1										
2018	45	35	37	37	40	44	41	38	36	50	38	25	4
Advanced Imaging Technology (AIT)			- 01	0,	70				1		- 00		
Advanced Imaging Technology (AIT) -	General								1				
Civil Rights	OCHORAI		1		2	1		2	2	3	2	2	
Civil Rights - Hair Patdowns						'			1	J			
Civil Rights - Racial Profiling or Discrin	nination		1					1	1	2	1		
Civil Rights - Sex/Gender/Gender Iden		ler .			1			1	'		1	2	
Civil Rights - Sexual Orientation - Not 1		101			1			1		1			
Civil Rights - Transgender Screening	ransgender					1							
Customer Service	7	4	6	7	2	6	8	7	5	7	4	3	
Customer Service - Others	2	1	2	2	1	U	2	1	3	1		1	
Customer Service - TSO	5	3	4	5	1	6	6	6	5	6	4		
Locks		2	1	1	3	3	1	2	4	2	1	1	
	4												
Locks - Missing or Damaged Lock	4	2	1	1	3	3	1	2	4	2	1	1	
Lost and Found		1			1	2		1					
Lost and Found - Airport/TSA	45	1	40	40	1	2	10	1	- 10				
Mishandling of Passenger Property	15	13	10	13	14	9	12	12	10	11	11	7	1
Mishandling of Passenger Property - D			1	1	2	2	1	1 -		1	1		
Mishandling of Passenger Property - D		11	8	11	11	6	9	7	6	9	8		1
Mishandling of Passenger Property - D		2	1	1	1	1	2	4	4	1	2		
Patdown	3	2	3	3	4	5	1	4	3	5	2		
Patdown - Flyer	3	2	3	3	4	4	1	2	3	4	2	3	
Patdown - Flyer as Observer						1		2					
Patdown - Non-Flyer										1			
Persons w/ Disabilities (PWD)		1	2			2	5	2	2	5	1	2	
Persons w/ Disabilities (PWD) - Cognit	ive /Developm	1						1		1			
Persons w/ Disabilities (PWD) - Hearin	g Impairment							1			1		
Persons w/ Disabilities (PWD) - Medica	ally Necessary Med	dicatior	1				2			1		1	
Persons w/ Disabilities (PWD) - Mobilit			or Scooter)				1			2		1	
Persons w/ Disabilities (PWD) - Ostom							1						
Persons w/ Disabilities (PWD) - Service						1							
Persons w/ Disabilities (PWD) - Touch		uma)					1		1	1			
Persons w/ Disabilities (PWD) - Wheel			1			1			1				
Property - Special Handling	5	10	8	8	7	13	10	4	6	10	8	3	
Property - Special Handling - Damaged		1	2	3		3	1	1		2	1	1	
Property - Special Handling - Damaged		1	1		1	2	4	2	2	4	2		
Property - Special Handling - Missing I		4	2	1	1	3	4	1	1		2		
Property - Special Handling - Missing I		4	3	4	5	5	1	'	3	4	3	2	
Screening	11	2	6	5	7	3	4	4	3	7	9		
Screening - Inconsistency	1		U		1	J	4	4	1	1			
•	4			2	1			1	- 1	1			
Screening - Lengthy Lines		0	4		5	3	4	3	2	5			
Screening - Procedures/Process	6	2	4	3	5	3	4	3		5	8	4	
Screening - Retrieving Abandoned/Cor			2								1		
2019	34	32	31	39	33	40	38	36	30	48	36	33	4
Advanced Imaging Technology (AIT)							1						
Advanced Imaging Technology (AIT) -	Flyer												
Civil Rights			1				1						
Civil Pights Hair Dat-I				4	1	5	1	4		2	1	1	
Civil Rights - Hair Patdowns				4	1	5 1	1	4		2	1	1	
Civil Rights - Hair Patdowns Civil Rights - National Origin				4	1		1	4		2	1	1	
	nination			3	1	1	1	4		2	1		
Civil Rights - National Origin		der			1	1	1						
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin		der	1	3		1	1			1			
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Iden		der 3	1 4	3		1	1		2	1		1	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ideni Civil Rights - Transgender Screening	tity- Not Transgend			3	1	1 1 3		4	2	1 1	1	1	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others	tity- Not Transgend 4	3	4	3 1 5	1	1 1 3 7 1	8	4 1	1	1 1 7 2	1	1	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Iden! Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO	tity- Not Transgend 4	3		3 1 5	1 6	1 1 3 7 1 6	8	4 1 3	1 1	1 1 7 2 5	1 8 8	1 2 2	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks	tity- Not Transgend 4 4 5	3 3 1	4	3 1 5 5	1 6 6 2	1 1 3 7 1 6 2	8 8 4	4 1 3 1	1 1 3	1 1 7 2 5 4	8 8 5	2 2 2	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	tity- Not Transgend 4	3	4	3 1 5 5 1	1 6	1 1 3 7 1 6	8 8 4 4	4 1 3	1 1 3 3	1 1 7 2 5 4	1 8 8	2 2 2	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	tity- Not Transgend 4 4 5	3 3 1	4	3 1 5 5 1 1	1 6 6 2	1 1 3 7 1 6 2	8 8 4 4	4 1 3 1	1 1 3 3 1	1 1 7 2 5 4 4	8 8 5	2 2 2	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	4 4 5 5	3 3 1	4 4 1 1 1	3 1 5 5 1 1 1 1	1 6 6 2 2	1 1 3 7 1 6 2 2	8 8 4 4 1 1	4 1 3 1	1 1 3 3 1	1 1 7 2 5 4 4 1	1 8 8 5 5	2 2 2 2 2	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	tity- Not Transgend 4 4 5 5	3 3 1 1	4	3 1 5 5 1 1 1 1 1	1 6 6 2	1 1 3 7 1 6 2	8 8 4 4	4 1 3 1	1 1 3 3 1	1 1 7 2 5 4 4 1 1	1 8 8 5 5	2 2 2 2	,
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D	4 4 5 5 14 amaged/Missii	3 3 1 1 1 15 2	4 4 1 1 12	3 1 5 5 1 1 1 1 9	1 6 6 2 2	1 1 3 7 1 6 2 2	8 8 4 4 1 1 1	4 1 3 1 1	1 1 3 3 1 1 1	1 1 7 2 5 4 4 1 1 1 9	1 8 8 5 5 5	2 2 2 2 10 10 1	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D	4 4 5 5 14 lamaged/Missil	3 1 1 1 15 2 9	1 1 1 12	3 1 5 5 1 1 1 1 1	1 6 6 2 2	1 1 3 7 1 6 2 2 2	8 8 4 4 1 1 4	4 1 3 1 1 8	1 1 3 3 1 1 10	1 1 7 2 5 4 4 4 1 1 9 1	1 8 8 5 5 5 10 2 6	1 2 2 2 2 2 2 10 1	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D Mishandling of Passenger Property - D	4 4 5 5 5 14 amaged/Missil am 12 isa 2	3 1 1 1 15 2 9 4	4 4 1 1 12	3 1 5 5 1 1 1 1 1 9 4 5	1 6 6 2 2 7 7	1 1 3 7 1 6 2 2 2	8 8 4 4 1 1 1 4	4 1 3 1 1 1 8	1 1 3 3 1 1 1 10	1 1 7 2 5 4 4 1 1 1 9 1 6	1 8 8 5 5 5 10 2 6 2	1 2 2 2 2 2 2 10 1 7 2	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D Mishandling of Passenger Property - D	4 4 5 5 5 14 amaged/Missil am 12 isa 2	3 3 1 1 1 15 2 9 4	1 1 1 12	3 1 5 5 1 1 1 1 1 9 4 5	1 6 6 2 2 7 7	1 1 3 7 1 6 2 2 2	8 8 4 4 1 1 4 3 1 3	4 1 3 1 1 1 8 5 3 1	1 1 3 3 1 1 10 8 2	1 1 7 2 5 4 4 1 1 1 9 1 6 2 3	1 8 8 5 5 5 10 2 6 2 2	1 2 2 2 2 2 2 2 10 1,7 2 3	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D Mishandling of Passenger Property - D Patdown Patdown - Flyer	4 4 5 5 5 14 amaged/Missil am 12 isa 2 1 1	3 3 1 1 15 2 9 4 1	1 1 1 12 11 1	3 1 5 5 1 1 1 1 1 9 4 5	1 6 6 2 2 7 7	1 1 3 7 1 6 2 2 2 8	8 8 4 4 1 1 4 3 1 3 3	4 1 3 1 1 1 8	1 1 3 3 1 1 10 8 2 2	1 1 7 2 5 4 4 1 1 1 9 1 6 2 3 3	1 8 8 5 5 5 10 2 6 2 2 2 2	1 2 2 2 2 2 2 2 10 17 7 2 3 3	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Iden! Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D Mishandling of Passenger Property - D Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	4 4 5 5 5 14 amaged/Missil am 12 isa 2 1 1 1	3 3 1 1 1 15 2 9 4	1 1 1 12	3 1 5 5 1 1 1 1 9 4 5	1 6 6 2 2 7 7 7	1 1 3 7 1 6 2 2 2	8 8 4 4 1 1 4 3 1 3	4 1 3 1 1 1 8 5 3 1	1 1 3 3 1 1 10 8 2	1 1 7 2 5 4 4 1 1 1 9 1 6 2 3	1 8 8 5 5 5 10 2 6 2 2	1 2 2 2 2 2 2 2 10 17 7 2 3 3	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism	tity- Not Transgend 4 4 5 5 14 amaged/Missiliam 12 isa 2 1 1 1 1 1 Spectrum	3 3 1 1 15 2 9 4 1	1 1 1 12 11 1	3 1 5 5 1 1 1 1 1 9 4 5	1 6 6 2 2 7 7 7	1 1 3 7 1 6 2 2 2 8	8 8 4 4 1 1 4 3 1 3 3	4 1 3 1 1 1 8 5 3 1	1 1 3 3 1 1 10 8 2 2	1 1 7 2 5 4 4 1 1 1 9 1 6 2 3 3	1 8 8 5 5 5 10 2 6 2 2 2 2	1 2 2 2 2 2 2 2 10 17 7 2 3 3	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D Mishandling of Passenger Property - D Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Persons w/ Disabilities (PWD) - Diabet	tity- Not Transgend 4 4 5 5 14 amaged/Missil am 12 isa 2 1 1 1 1 Spectrum tes	3 3 1 1 15 2 9 4 1 1	1 1 1 12 11 1 3	3 1 5 5 1 1 1 1 9 4 5	1 6 6 2 2 7 7 7	1 1 3 7 1 6 2 2 2 8	8 8 4 4 1 1 4 3 1 3 3	4 1 3 1 1 1 8 5 3 1	1 1 3 3 1 1 10 8 2 2	1 1 7 2 5 4 4 1 1 1 9 1 6 2 3 3	1 8 8 5 5 5 10 2 6 2 2 2 2	1 2 2 2 2 2 2 2 10 17 7 2 3 3	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D Mishandling of Passenger Property - D Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Persons w/ Disabilities (PWD) - Diabet Persons w/ Disabilities (PWD) - Diabet	tity- Not Transgend 4 4 5 5 5 14 amaged/Missil am 12 isa 2 1 1 1 n Spectrum tes rs/Garments/Dress	3 3 1 1 15 2 9 4 1 1	1 1 1 12 11 1 3	3 1 5 5 1 1 1 1 9 4 5	1 6 6 2 2 7 7 7 1 1 4 1	1 1 3 7 1 6 2 2 2 8	8 8 4 4 1 1 4 3 1 3 3	4 1 3 1 1 1 8 5 3 1	1 1 3 3 1 1 10 8 2 2	1 1 7 2 5 4 4 1 1 1 9 1 6 2 3 3	1 8 8 5 5 5 10 2 6 2 2 2 2	1 2 2 2 2 2 2 2 10 17 7 2 3 3	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D Mishandling of Passenger Property - D Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Persons w/ Disabilities (PWD) - Diaper Persons w/ Disabilities (PWD) - Diaper Persons w/ Disabilities (PWD) - Diaper	4 4 5 5 5 14 lamaged/Missil am 12 isa 2 1 1 1 1 n Spectrum tes rs/Garments/Dress al	3 3 1 1 1 5 2 9 4 1 1 1 2	1 1 1 12 11 1 3	3 1 5 5 1 1 1 1 1 9 4 5	1 6 6 2 2 7 7 7 1 1 4 1 1	1 1 3 7 1 6 2 2 2 8	8 8 4 4 1 1 4 3 1 3 3 4	4 1 3 1 1 1 8 5 3 1	1 1 3 3 1 1 10 8 2 2	1 1 7 2 5 4 4 1 1 1 9 1 6 2 3 3 3	1 8 8 5 5 5 10 2 6 2 2 2 2	1 2 2 2 2 2 2 2 10 17 7 2 3 3	
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D Mishandling of Passenger Property - D Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Persons w/ Disabilities (PWD) - Diabet Persons w/ Disabilities (PWD) - Diabet	4 4 5 5 5 14 lamaged/Missil am 12 isa 2 1 1 1 1 n Spectrum tes rs/Garments/Dress al	3 3 1 1 1 5 2 9 4 1 1 1 2	1 1 1 12 11 1 3	3 1 5 5 1 1 1 1 1 9 4 5	1 6 6 2 2 7 7 7 1 1 4 1	1 1 3 7 1 6 2 2 2 8	8 8 4 4 1 1 4 3 1 3 3	4 1 3 1 1 1 8 5 3 1	1 1 3 3 1 1 10 8 2 2	1 1 7 2 5 4 4 1 1 1 9 1 6 2 3 3	1 8 8 5 5 5 10 2 6 2 2 2 2	1 2 2 2 2 2 2 2 10 17 7 2 3 3	1
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D Mishandling of Passenger Property - D Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Persons w/ Disabilities (PWD) - Diaper Persons w/ Disabilities (PWD) - Diaper Persons w/ Disabilities (PWD) - Diaper	4 4 5 5 5 14 amaged/Missil am 12 isa 2 1 1 1 1 1 spectrum tes rs/Garments/Dress al	3 3 1 1 1 5 2 9 4 1 1 1 2	1 1 1 12 11 1 3	3 1 5 5 1 1 1 1 1 9 4 5	1 6 6 2 2 7 7 7 1 1 4 1 1	1 1 3 7 1 6 2 2 2 8	8 8 4 4 1 1 4 3 1 3 3 4	4 1 3 1 1 1 8 5 3 1	1 1 3 3 1 1 10 8 2 2	1 1 7 2 5 4 4 1 1 1 9 1 6 2 3 3 3	1 8 8 5 5 5 10 2 6 2 2 2 2	1 2 2 2 2 2 2 2 10 17 7 2 3 3	1
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D Mishandling of Passenger Property - D Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Persons w/ Disabilities (PWD) - Diabet Persons w/ Disabilities (PWD) - Diaper Persons w/ Disabilities (PWD) - Gener- Persons w/ Disabilities (PWD) - Gener-	tity- Not Transgend 4 4 5 5 14 ramaged/Missil ram 12 risa 2 1 1 1 Spectrum tes rs/Garments/Dress all ally Necessary Med ty Disability (Ne	3 3 1 1 1 15 2 9 4 1 1 2 ings/M: 1 dication and	1 1 1 12 11 1 3	3 1 5 5 1 1 1 1 1 9 4 5 2 2 4 1	1 6 6 2 2 7 7 7 1 1 4 1 1	1 1 3 7 1 6 2 2 2 8 7 1 2 2 1	8 8 4 4 1 1 4 3 1 3 3 4	4 1 3 1 1 1 8 5 3 1	1 1 3 3 1 1 10 8 2 2 2 2	1 1 7 2 5 4 4 1 1 1 9 1 6 2 3 3 3	1 8 8 5 5 5 10 2 6 2 2 2 2	1 2 2 2 2 2 2 2 10 17 7 2 3 3	1
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Iden! Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D Mishandling of Passenger Property - D Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Persons w/ Disabilities (PWD) - Diaper Persons w/ Disabilities (PWD) - Diaper Persons w/ Disabilities (PWD) - Gener Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Medica	tity- Not Transgend 4 4 5 5 14 amaged/Missil am 12 isa 2 1 1 1 n Spectrum tes rs/Garments/Dress all ally Necessary Med by Disability (No	3 3 1 1 1 15 2 9 4 1 1 2 ings/M: 1 dication and	1 1 1 12 11 1 3	3 1 5 5 1 1 1 1 1 9 4 5 2 2 4 1	1 6 6 2 2 7 7 7 1 1 4 1 1	1 1 3 7 1 6 2 2 2 8 7 1 2 2 1	8 8 4 4 1 1 4 3 1 3 3 4	4 1 3 1 1 1 8 5 3 1	1 1 3 3 3 1 1 1 10 8 2 2 2 2 2	1 1 7 2 5 4 4 1 1 1 9 1 6 2 3 3 3	1 8 8 5 5 5 10 2 6 2 2 2 2	1 2 2 2 2 2 2 2 10 17 7 2 3 3	1
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D Mishandling of Passenger Property - D Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Autism Persons w/ Disabilities (PWD) - Diaper Persons w/ Disabilities (PWD) - Gener. Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobilit Persons w/ Disabilities (PWD) - Ostom	4 4 5 5 5 14 amaged/Missil am 12 isa 2 1 1 1 spectrum tes rs/Garments/Dress al ally Necessary Medity Disability (Niny)/Ostomates lesi 1	3 3 1 1 1 15 2 9 4 1 1 2 ings/M: 1 dication and	1 1 1 12 11 1 3	3 1 5 5 1 1 1 1 1 9 4 5 2 2 4 1	1 6 6 2 2 7 7 7 1 1 4 1 1	1 1 3 7 1 6 2 2 2 8 7 1 2 2 1	8 8 4 4 1 1 4 3 1 3 3 4	4 1 3 1 1 1 8 5 3 1	1 1 3 3 3 1 1 1 10 8 2 2 2 2 2	1 1 7 2 5 4 4 1 1 1 9 1 6 2 3 3 3	1 8 8 5 5 5 10 2 6 2 2 2 2	1 2 2 2 2 2 2 2 10 17 7 2 3 3	1
Civil Rights - National Origin Civil Rights - Racial Profiling or Discrin Civil Rights - Sex/Gender/Gender Ident Civil Rights - Transgender Screening Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - D Mishandling of Passenger Property - D Mishandling of Passenger Property - D Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabet Persons w/ Disabilities (PWD) - Gener. Persons w/ Disabilities (PWD) - Gener. Persons w/ Disabilities (PWD) - Medica Persons w/ Disabilities (PWD) - Mobilit Persons w/ Disabilities (PWD) - Ostom Persons w/ Disabilities (PWD) - Ostom	tity- Not Transgend 4 4 5 5 5 14 amaged/Missil am 12 isa 2 1 1 1 n Spectrum tes rs/Garments/Dress al ally Necessary Med ty Disability (Ni ty)/Ostomates tesi 1 e Animals	3 3 1 1 1 15 2 9 4 1 1 2 ings/Mi 1 dication and	1 1 1 12 11 1 3	3 1 5 5 1 1 1 1 1 9 4 5 2 2 4 1	1 6 6 2 2 7 7 7 1 1 4 1 1	1 1 3 7 1 6 2 2 2 8 7 1 2 2 1	8 8 4 4 1 1 4 3 1 3 3 4	4 1 3 1 1 1 8 5 3 1	1 1 3 3 3 1 1 1 10 8 2 2 2 2 2	1 1 7 2 5 4 4 1 1 1 9 1 6 2 3 3 3	1 8 8 5 5 5 10 2 6 2 2 2 2	1 2 2 2 2 2 2 2 10 17 7 2 3 3	1

			I SA CUIILA	ci Center (i CC) Dala	1001 - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	1	1	3	1		2	2			3	1	1	15
Property - Special Handling - Damaged Ite	1	7	3	3	4	2	4	3	1	3	2		33
Property - Special Handling - Missing Item	ns - Carry-Or	ı		3	1	1		5	1	2		1	14
Property - Special Handling - Missing Item	3	1	2	2	4	5	4	5	4	7	2	6	45
Screening	4	1	2	4	3	5	3	5	4	6	3	7	47
Screening - Children							1						1
Screening - Crew Member or Airline Empl	oyee			1									1
Screening - Inconsistency				1					1	2			4
Screening - International Screening					1								1
Screening - Lengthy Lines	1		1		1		1						4
Screening - Procedures/Process	3	1	1	1	1	5	1	5	3	3	3	7	34
Screening - Retrieving Abandoned/Confis	cated Items			1									1
Screening - Security Breach										1			1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLK	1									1			2
2017	1												1
Civil Rights	1												1
Civil Rights - Screening of Religious or Cu	. 1												1
2018										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Iten	ns - Checke	d								1			1

			I SA CUIILA	L Center	ICC) Data	1001 - 1 012	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SLN			1		1			1	1	1	1	1	7
2017			1		1			1					3
Customer Service								1					1
Customer Service - TSO								1					1
Mishandling of Passenger Property			1										1
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	1										1
Patdown					1								1
Patdown - Flyer					1								1
2018									1	1			2
Mishandling of Passenger Property									1	1			2
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Bag	gage					1	1			2
2019											1	1	2
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dar	naged/Missi	na ItemsC	hecked Bad	idade							1		1

Octobridge				t Center (To									
Categories		1-Nov	12-Dec	01-Jan		03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMF	92	112	130	114	115	128	114	149	137	132	154	114	1,491
2016				38	27	32	33	43	30	36	48		314
Civil Rights	l			1			1	2		1		1	6
Civil Rights - Racial Profiling or Discrimin		4 -		1				2				1	4
Civil Rights - Screening of Religious or Cu							1			4			1
Civil Rights - Sex/Gender/Gender Identity	- Not Transger T	nder		0		0		0	0	1		0	1
Customer Service				3	6	3	5	9	3	9	10	3	51
Customer Service - Others					1		1	4	1				7
Customer Service - TSO				3	5	3	4	5	2	9	10	3	44
Identification (ID) Requirements					1								1
Identification (ID) Requirements - Domest	ic				1								1
Locks					3	2	2	1		1	2		13
Locks - Missing or Damaged Lock					3	2	2	1		1	2		13
Lost and Found				1			1	1	1	1	2		8
Lost and Found - Airport/TSA				1			1	1	1	1	2		8
Mishandling of Passenger Property				23	15	19	18	23	22	16	26		180
Mishandling of Passenger Property - Dam						1		2	4	1	2		12
Mishandling of Passenger Property - Dam				21	15	16	18	20	17	14	24	14	159
Mishandling of Passenger Property - Dam						1						1	2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Checked	2		1		1	1	1		1	7
Patdown				1	1	1	1	2	1	2			14
Patdown - Flyer				1	1		1	2	1	2			11
Patdown - General											2		2
Patdown - Non-Flyer						1							1
Persons w/ Disabilities (PWD)				1		2		1	1	1			6
Persons w/ Disabilities (PWD) - General				1		1			1				3
Persons w/ Disabilities (PWD) - Internal N						1							1
Persons w/ Disabilities (PWD) - Medically			and Medica	al Supplies						1			1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/tra	auma)						1					1
Request for Assistance											1		1
Request for Assistance - Other											1		1
Screening				8	1	5	5	4	2	5	3	1	34
Screening - Classified Materials								1					1
Screening - Crew Member or Airline Empl	loyee					1							1
Screening - Inconsistency				3	1			1			1		6
Screening - Lengthy Lines				1			1	2	1	1			6
Screening - Procedures/Process				4		4	2		1	4	2	1	18
Screening - Retrieving Abandoned/Confis	cated Items						1						1
Screening - Security Breach							1						1
2017	25	37	54	30	40	35	19	34	30	32	34	28	398
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Fly	er					1							1
Civil Rights	1		1				1			1			4
Civil Rights - National Origin										1			1
Civil Diabte Desiel Desflies as Discolation													
Civil Rights - Racial Profiling or Discrimina	1						1						2
Civil Rights - Racial Profiting of Discrimina		onial Ite	1				1						2
		ionial Ite 6		1	6	2	1	3	3	4	3	3	
Civil Rights - Screening of Religious Cultu	ral and Cerem			1	6	2		3	3	4	3	3	1
Civil Rights - Screening of Religious Cultu Customer Service	ral and Cerem	6		1	6	2		3	3	4	3	3	1 36
Civil Rights - Screening of Religious Cultu Customer Service Customer Service - CSM	ral and Cerem	6 1	1	1	6	2		3	3	4			1 36 1
Civil Rights - Screening of Religious Cultu Customer Service Customer Service - CSM Customer Service - Others	iral and Cerem 3	6 1 1	1				1				1		1 36 1 2
Civil Rights - Screening of Religious Cultu Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO	ral and Cerem 3	6 1 1	1		6		1				1		1 36 1 2
Civil Rights - Screening of Religious Cultu Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements	ral and Cerem 3	6 1 1	1		6 1		1				1 2		1 36 1 2 33
Civil Rights - Screening of Religious Cultu- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest	ral and Cerem 3	6 1 1 4	1	1	6 1 1	2	1	3		4	1 2		1 36 1 2 33 1
Civil Rights - Screening of Religious Cultu- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks	ral and Cerem 3	6 1 1 4	1	1	6 1 1	2	1	3		4	1 2		1 36 1 2 33 1 1 1 16
Civil Rights - Screening of Religious Cultu- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General	ral and Cerem 3	6 1 1 4	1	1	6 1 1 3	2	1	3 1		3	1 2		1 36 1 2 33 1 1 16
Civil Rights - Screening of Religious Cultu Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock	aral and Cerem	6 1 1 4 1	1	2	6 1 1 3 3	2	1	3 1		3	1 2		1 36 1 2 33 1 1 16 16
Civil Rights - Screening of Religious Cultu Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found	aral and Cerem 3 3	1 1 4 1 1	1	2 2 5	6 1 1 3 3 3 1	2	1	3 1		3	1 2	3	1 36 1 2 33 1 1 16 1 15 9
Civil Rights - Screening of Religious Cultu Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	3 3 3 iic 2 2 2 16	1 1 1 1 1 1 1	1	2 2 5 5	6 1 1 3 3	3	1	3 1 2	3	3	1 2	3	1 36 1 2 33 1 1 16 1 15 9
Civil Rights - Screening of Religious Cultu- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	aral and Cerem 3 3 3 3 3 3 3 4 5 5 5 5 5 5 5 5 5 5 5 5	1 1 1 1 1 1 1 27	1 1 44 3	1 2 2 5 5 18	6 1 1 3 3 1 1 1 21	3 3	1	3 1 2	3	3 3	1 2	3	1 36 1 2 33 1 1 16 16 1 15 9
Civil Rights - Screening of Religious Cultu- Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	3 3 3 3 3 4 4 4 10 10	1 1 1 1 1 1 1 27	1 1 44 3 3 37	1 2 2 5 5 5 18	6 1 1 3 3 1 1 1 21	3 3 24 1	1 1 10	3 1 2	17	3 3 17 1	1 1 1 12	15	1 36 1 2 33 1 1 16 1 15 9 9 233
Civil Rights - Screening of Religious Cultu- Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	3 3 3 iic 2 2 2 16 4 10 10 1 1	1 1 1 1 1 1 1 27 1 23	1 1 44 3 37	1 2 2 5 5 5 18	6 1 1 3 3 1 1 21 1	3 3 24 1	1 1 10	3 1 2	17	3 3 17 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15	1 36 1 2 33 1 1 16 15 9 9 233 12
Civil Rights - Screening of Religious Cultu- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	3 3 3 iic 2 2 2 16 4 10 10 1 1	1 1 1 1 1 1 1 27 1 23	1 1 44 3 37	2 2 5 5 18 1	6 1 1 3 3 1 1 21 1 17	2 3 3 24 1 21	1 1 10 9	3 1 2 12	17 15	4 3 3 17 1 13	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15	1 36 1 2 33 1 1 16 15 9 9 233 12 193
Civil Rights - Screening of Religious Culture Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	3 3 3 iic 2 2 2 16 4 10 10 1 1 1	1 1 1 1 1 1 1 27 1 23	1 1 44 3 37	2 2 5 5 18 1	6 1 1 3 3 1 1 1 21 1 17 1 2	2 3 3 24 1 21	10 9	3 3 1 2 12 10	17 15	4 3 3 17 1 1 13	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15	1 36 1 2 33 1 1 16 15 9 9 233 12 193 4
Civil Rights - Screening of Religious Cultu- Customer Service - CSM Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	3 3 3 iic 2 2 2 16 4 10 10 1 1 1	1 1 1 1 1 1 1 27 1 23	1 1 44 3 37	2 2 5 5 18 1	6 1 1 3 3 1 1 1 21 1 17 1 1 2 1 2 3	2 3 3 24 1 21 2	10 9 1 1	3 3 1 2 12 10 2 2	17 15	3 3 17 1 13 3 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15	1 36 1 2 33 1 1 16 1 15 9 9 233 12 193 4 24
Civil Rights - Screening of Religious Cultu- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	3 3 3 iic 2 2 2 16 4 10 10 1 1 1	1 1 1 1 1 1 1 27 1 23	1 1 44 3 37	2 2 5 5 18 1	6 1 1 3 3 1 1 21 1 17 17 1 2 3 2	2 3 3 24 1 21 2	10 9 1 1	3 3 1 2 12 10 2 2	17 15	3 3 17 1 13 3 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15	1 36 1 2 33 1 1 16 1 15 9 9 233 12 193 4 24 13
Civil Rights - Screening of Religious Cultu- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer	3 3 3 ic 2 2 16 4 10 10 1 1 1 1 1	1 1 1 1 1 1 1 27 1 23	1 1 44 3 37	2 2 5 5 18 1	6 1 1 3 3 1 1 21 1 17 17 1 2 3 2	2 3 3 24 1 21 2	10 9 1 1	3 3 1 2 12 10 2 2	17 15	3 3 17 1 13 3 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15	1 36 1 2 33 1 1 16 1 15 9 9 233 12 193 4 24 13 11
Civil Rights - Screening of Religious Cultu- Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - General	3 3 3 iic 2 2 16 4 10 10 1 1 1 1 1 1	1 1 1 1 1 1 1 27 1 23	1 1 44 3 37	2 2 5 5 18 1	6 1 1 3 3 3 1 1 21 1 17 1 1 2 3 3	2 3 3 24 1 21 2	10 9 1 1	3 3 1 2 12 10 2 2 2	17 15 2	3 3 17 1 13 3 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 11 4	1 36 1 2 33 1 1 16 1 15 9 9 233 12 193 4 24 13 11 11
Civil Rights - Screening of Religious Cultu- Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD)	3 3 3 iic 2 2 16 4 10 10 1 1 1 1 1 1	1 1 1 1 1 1 1 27 1 23	1 1 44 3 37	2 2 5 5 18 1	6 1 1 3 3 3 1 1 21 1 17 1 1 2 3 3	2 3 3 24 1 21 2	10 9 1 1	3 3 1 2 12 10 2 2 2	17 15 2	3 3 17 1 13 3 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 11 4	1 36 1 2 33 1 1 16 15 9 9 233 12 193 4 24 13 11 1 1
Civil Rights - Screening of Religious Cultu- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General	2 2 16 1 1 1 1 1 1 1	6 1 1 4 1 1 1 1 27 1 23 1 2	1 1 44 3 37 4 2 2	1 2 2 5 5 18 1 16	6 1 1 3 3 1 1 1 21 1 17 1 2 3 2 1	2 3 3 24 1 21 2	10 9 1 1	3 3 1 2 12 10 2 2 2	17 15 2	3 3 17 1 13 3 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 11 4	1 36 1 2 33 1 1 1 1 5 9 9 9 233 12 193 11 1 1 1 1 6 6 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Screening of Religious Cultu- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Service - TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically	aral and Cerem 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	6 1 1 4 1 1 1 27 1 23 1 23	1 1 44 3 37 4 2 2	1 2 2 5 5 5 18 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 1 1 3 3 1 1 1 21 1 17 1 2 3 2 1	2 3 3 24 1 21 2	10 9 1 1	3 3 1 2 12 10 2 2 2	17 15 2	3 3 17 1 13 3 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 11 4	1 36 1 2 33 1 1 16 15 9 9 233 12 193 4 24 13 11 1 1 6
Civil Rights - Screening of Religious Cultu. Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Aust and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I	aral and Cerem 3 3 ic 2 16 4 10 1 1 1 1 1 Necessary Molisability (Not Violation (No	6 1 1 1 4 1 1 1 1 1 27 1 23 1 2 2 edicatior Wheelch	1 44 3 37 4 2 2 an and Medica	1 2 2 5 5 5 18 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 1 1 3 3 1 1 1 21 1 17 1 2 3 2 1	2 3 3 24 1 21 2	10 9 1 1	3 3 1 2 12 10 2 2 2	17 15 2	3 3 17 1 13 3 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 11 4	1 36 1 2 33 1 1 1 1 5 9 9 233 12 193 4 24 13 11 1 1 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Screening of Religious Cultu. Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi	aral and Cerem 3 3 icic 2 2 16 4 10 1 1 1 Vecessary Mechanists (Mort Vecessary Mechanists) Necessary Mechanists (Mort Veces are Mechanists)	6 1 1 4 1 1 1 1 27 1 23 1 2 edication Wheelch	1 44 3 37 4 2 2 an and Medica	1 2 2 5 5 5 18 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 1 1 3 3 1 1 1 21 1 17 1 2 3 2 1	2 3 3 24 1 21 2	10 9 1 1	3 3 1 2 12 10 2 2 2	17 15 2	3 3 17 1 13 3 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 11 4	1 36 1 2 33 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Civil Rights - Screening of Religious Cultu. Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi	aral and Cerem 3 3 icic 2 2 16 4 10 1 1 1 Vecessary Mechanists (Mort Vecessary Mechanists) Necessary Mechanists (Mort Veces are Mechanists)	6 1 1 4 1 1 1 1 27 1 23 1 2 edication Wheelch	1 44 3 37 4 2 2 an and Medica	1 2 2 5 5 5 18 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 1 1 3 3 1 1 1 21 1 17 1 2 3 2 1	2 3 3 24 1 21 2	10 9 1 1	3 3 1 2 12 10 2 2 2	17 15 2	3 3 17 1 13 3 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 11 4	1 36 1 2 33 1 1 16 15 9 9 233 12 193 4 24 13 11 1 1 6 1 1
Civil Rights - Screening of Religious Cultu. Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Wheelche	aral and Cerem 3 3 icic 2 16 4 10 1 1 1 1 1 1 1 1 Sis/Amputees arair/ Scooter/ Science arair/ Science ar	6 1 1 4 1 1 1 1 27 1 23 1 2 edication Wheelch	1 44 3 37 4 2 2 an and Medica	1 2 2 5 5 5 18 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 1 1 3 3 1 1 1 21 1 17 1 2 3 2 1	2 3 3 24 1 21 2	10 9 1 1	3 3 1 2 12 10 2 2 2	17 15 2	4 3 3 17 1 13 3 1 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 11 4	1 36 1 2 33 1 1 16 1 15 9 9 233 12 193 4 24 24 13 11 1 1 6 1
Civil Rights - Screening of Religious Cultu. Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Auster - Missing or Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Wheelch: Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M	aral and Cerem 3 3 icic 2 16 4 10 1 1 1 1 1 1 1 1 Sis/Amputees arair/ Scooter/ Science arair/ Science ar	6 1 1 4 1 1 1 1 27 1 23 1 2 edication Wheelch	1 44 3 37 4 2 2 an and Medica	1 2 2 5 5 5 18 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 1 1 3 3 1 1 1 21 1 17 1 2 3 2 1	2 3 3 24 1 21 2	10 9 1 1 1	3 3 1 2 12 10 2 2 2 2	17 15 2	3 3 3 17 1 13 3 1 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 11 4	1 36 1 2 33 3 1 1 1 1 5 9 9 9 233 12 193 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Civil Rights - Screening of Religious Cultu. Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Wheelch: Prohibited & Permitted Items Prohibited & Permitted Items Prohibited & Permitted Items - Lighters/M Property - Special Handling Property - Special Handling - Damaged Ite	aral and Cerem 3 3 ic 2 2 16 4 10 1 1 1 1 1 1 1 1 1 1 aral and Cerem 3 3 ic ic ic ic ic ic ic ic ic ic ic ic ic	6 1 1 4 1 1 1 1 27 1 23 1 23 Vedicatior Wheelch nd Casts egway	1 44 3 37 4 2 2 an and Medica	1 2 2 5 5 5 18 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 1 1 3 3 1 1 1 21 1 17 1 2 3 2 1	2 3 3 24 1 21 2	109111111111111111111111111111111111111	3 3 1 2 12 10 2 2 2 2	17 15 2	3 3 3 17 1 13 3 1 1	1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 11 4 2 1	1 36 1 2 33 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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Civil Rights - Screening of Religious Cultu. Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Identification (ID) Requirements Identification (ID) Requirements - Domest Locks Locks - General Locks - Missing or Damaged Lock Lost and Found Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Patdown - General Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Prosthesi Persons w/ Disabilities (PWD) - Wheelch Prohibited & Permitted Items Prohibited & Permitted Items Property - Special Handling Property - Special Handling Property - Special Handling - Missing Iten Request for Assistance Request for Assistance	aral and Cerem 3 3 icic 2 2 16 1 4 10 1 1 1 1 1 1 1 1 1 1 1 1	6 1 1 1 4 1 1 1 1 1 27 1 1 23 1 1 2 2 edicatior Wheelch and Casts egway	1 44 3 37 4 2 2 an and Medica	1 2 2 5 5 18 1 16 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	6 1 1 3 3 1 1 1 1 1 2 1 1 1 1 1 1 1 1	2 3 3 24 1 21 2 2 2 2	10 9 1 1 1 1 1 1 3	3 3 1 2 12 10 2 2 2 1	17 15 2 1 1 5 1	4 3 3 177 1 133 3 1 1 1 1 1 4 4 1 1 3 3	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	15 11 4 2 1 1	1 36 1 2 33 3 1 1 1 1 5 9 9 9 1 233 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
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	10-Oct 11-	Nov 12	2-Dec 0	1-Jan 0:	2-Feb 03	3-Mar 0	4-Apr ()5-May	06-Jun	07-Jul (08-Aug	09-Sep	Tot
Screening - Retrieving Abandoned/Confisc	cated Items		4				·				2		
Screening - Security Breach						1							
018	29	35	38	27	27	31	32	39	38	29	35	31	
Civil Rights			1		1		2				1		
Civil Rights - Hair Patdowns							1						
Civil Rights - Racial Profiling or Discrimina					1								
Civil Rights - Sex/Gender/Gender Identity-	Not Transgende	er									1		
Civil Rights - Transgender Screening	•		1				1						
Customer Service	3	7	6	2	2	2	4	2	5	8	6	6	
Customer Service - Others			1						1	11			
Customer Service - TSO	3	7	5	2	2	2	4	2	4	7	6	6	
Locks	1	1	2	2	1	5		2	2	2	2	5	
Locks - General		1											
Locks - Missing or Damaged Lock	1		2	2	1	5		2	2	2	2	5	
Lost and Found											1		
Lost and Found - Airport/TSA											1		
Mishandling of Passenger Property	6	11	15	14	9	9	9	15	6	10	12	9	
Mishandling of Passenger Property - Dam				1		1		2		1			
Mishandling of Passenger Property - Dam		9	13	8	8	5	7	10	3	8	11	6	
Mishandling of Passenger Property - Dam				1			1						
Mishandling of Passenger Property - Disa	3	2	2	4	1	3	1	3	3	1	1	3	
Patdown	1		1		2	1		1	5		3	2	
Patdown - Flyer	1		1		2	1		1	4		2	2	
Patdown - Flyer as Observer									1				
Patdown - Non-Flyer											1		
Persons w/ Disabilities (PWD)		1	4		1	3	4		2	1	2	2	
Persons w/ Disabilities (PWD) - Diabetes						1						2	
Persons w/ Disabilities (PWD) - Diapers/G	arments/Dressir	igs/Masks								1			
Persons w/ Disabilities (PWD) - General							2						
Persons w/ Disabilities (PWD) - Hearing Ir	npairment					1							
Persons w/ Disabilities (PWD) - Medically		catior	1						1		1		
Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)				1								
Persons w/ Disabilities (PWD) - Mobility D	isability (N	1	1				1						
Persons w/ Disabilities (PWD) - Ostomy/O									1				
Persons w/ Disabilities (PWD) - Prosthesis		Casts	1										
Persons w/ Disabilities (PWD) - Wheelcha			1			1	1				1		
Property - Special Handling	10	5	6	3	8	7	10	11	10	8	7	5	
Property - Special Handling - Damaged Ite			1	1		1	2	1	2	1	1	2	
Property - Special Handling - Damaged Ite	5	2	3	2	4	2	1	1	4	3	2	1	
Property - Special Handling - Missing Item		1			- '	1		1			1	1	
Property - Special Handling - Missing Item	5	2	2		4	3	7	8	4	4	3	1	
Request for Assistance	<u> </u>			1	7	J	,	0			J		
Request for Assistance - Other				1									
Screening	8	10	3	5	3	4	3	8	8		1	2	
Screening - Inconsistency	1	10	3	0	3	4	3	0	0		- 1		
	3	3	1			1		2	2				
Screening - Lengthy Lines	3	6	2	4	2	2	3	4	5		1	2	
Screening - Procedures/Process	3	0		4			3	4	1		- 1		
Carooning Datricuing Abandonad/Confice	atad Itama												
Screening - Retrieving Abandoned/Confisc				1		1		2					
Screening - Security Breach	cated Items			1	1	1		2					
Screening - Security Breach Screening - Shoe Screening	1	40	20		1		20		20	25	27	20	
Screening - Security Breach Screening - Shoe Screening		40	38	1	1 21	30	30	33	39	35	37	28	
Screening - Security Breach Screening - Shoe Screening 019 Advanced Imaging Technology (AIT)	1 38	40	38				30	33	39	35	37	28	
Screening - Security Breach Screening - Shoe Screening 019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye	1 38				21			33 1					
Screening - Security Breach Screening - Shoe Screening 019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights	1 38	40	38				30	33	39	35	37	1	
Screening - Security Breach Screening - Shoe Screening 19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns	1 38				21			33 1	2				
Screening - Security Breach Screening - Shoe Screening 019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear	1 38 er 1	4	4		21		1	33 1 1 1		1	1	1	
Screening - Security Breach Screening - Shoe Screening 19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina	1 38 er 1	4			21			33 1	2			1	
Screening - Security Breach Screening - Shoe Screening 019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur	1 38 er 1 tion ral and Cer	4	4		21		1	33 1 1 1	2	1	1	1	
Screening - Security Breach Screening - Shoe Screening (019) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu	1 38 er 1 tition ral and Cer Iltural Garments	1 1	2		21		1	33 1 1 1	2	1	1	1	
Screening - Security Breach Screening - Shoe Screening 199 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity	1 38 er 1 tition ral and Cer ltural Garments 1	4	4		1		1	33 1 1 1	2	1	1	1	
Screening - Security Breach Screening - Shoe Screening 19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran	1 38 er 1 tition ral and Cer ltural Garments 1 nsgender	1 1 2	2	19	1	30	1	33 1 1 1	1	1	1	1 1	
Screening - Security Breach Screening - Shoe Screening 019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cutul Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service	1 38 er 1 tition ral and Cer Iltural Garments 1 asgender 10	1 1	2		1 1 3	30	1 1 3	33 1 1 1	1 1 6	1 1 12	1 1	1	
Screening - Security Breach Screening - Shoe Screening 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others	1 38 er 1 attion ral and Cer Iltural Garments 1 nsgender 10 3	1 1 2	2 2 10	19	1 1 3 1	30	1 1 3 1	33 1 1 1	1 1 6 1	1 1 12 4	1 1 6 1	1 1 2	
Screening - Security Breach Screening - Shoe Screening 199 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cutul Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service	1 38 er 1 tition ral and Cer Iltural Garments 1 asgender 10	1 1 2 4 4	2	2 2	1 1 3	30	1 1 3	33 1 1 1	1 1 6	1 1 12	1 1	1 1	
Screening - Security Breach Screening - Shoe Screening 19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Customer Service Customer Service - Others Customer Service - TSO Locks	1 38 er 1 attion ral and Cer Iltural Garments 1 nsgender 10 3	4 1 1 2 4	2 2 10	2 2 2 2	1 1 3 1 2 3	30 5 1	1 1 3 1	33 1 1 1 1	1 1 6 1	1 1 12 4	1 1 6 1	1 1 2	
Screening - Security Breach Screening - Shoe Screening 19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flys Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	1 38 er 1 attion ral and Cer Iltural Garments 1 nsgender 10 3	1 1 2 4 4	2 2 10	2 2	1 3 1 2	5 1 4	1 1 3 1 2	33 1 1 1 1	2 1 1 6 1 5	1 1 12 4 8	1 1 6 1 5	1 1 2	
Screening - Security Breach Screening - Shoe Screening 19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Customer Service Customer Service - Others Customer Service - TSO Locks	1 38 er 1 attion ral and Cer Iltural Garments 1 nsgender 10 3	4 1 1 2 4 4 2	2 2 10 10	2 2 2 2	1 1 3 1 2 3	5 1 4	1 1 3 1 2 3	33 1 1 1 1	2 1 1 6 1 5 3	1 1 12 4 8 2	1 1 6 6 1 5 1	1 1 2	
Screening - Security Breach Screening - Shoe Screening 19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flys Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	1 38 er 1 attion ral and Cer Iltural Garments 1 nsgender 10 3	4 1 1 2 4 4 2 2 2	2 2 10 10	2 2 2 2	1 1 3 1 2 3	5 1 4	1 1 3 1 2 3	33 1 1 1 1	2 1 1 6 1 5 3 3	1 1 12 4 8 2	1 1 6 6 1 5 1	1 1 2	
Screening - Security Breach Screening - Shoe Screening 919 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	1 38 er 1 attion ral and Cer Iltural Garments 1 nsgender 10 3	4 1 1 2 4 4 2 2 1 1	2 2 10 10	2 2 2 2	1 1 3 1 2 3	5 1 4	1 1 3 1 2 3	33 1 1 1 1	2 1 1 6 1 5 3 3 1	1 1 12 4 8 2	1 1 6 6 1 5 1	1 1 2	
Screening - Security Breach Screening - Shoe Screening 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cutul Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	1 38 er 1 attion ral and Cer Iltural Garments 1 asgender 10 3 7	4 1 1 2 4 4 2 2 1 1 1	2 2 10 10 1 1	2 2 2 2 2 2	1 1 3 1 2 3 3	5 1 4 1	1 1 3 1 2 3 3 3	33 1 1 1 1	2 1 1 6 1 5 3 3 1	1 1 12 4 8 2 2	1 1 6 1 5 1	2 2	
Screening - Security Breach Screening - Shoe Screening 199 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property	1 38 er 1 attion ral and Cer Iltural Garments 1 asgender 10 3 7	4 1 1 2 4 4 2 2 1 1 13	2 2 10 10 1 1	2 2 2 2 2 2	1 1 3 1 2 3 3	5 1 4 1	1 1 3 1 2 3 3 3	33 1 1 1 1	2 1 1 6 1 5 3 3 1	1 1 12 4 8 2 2	1 1 6 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 2	
Screening - Security Breach Screening - Shoe Screening 019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 38 er 1 attion ral and Cer litural Garments 1 asgender 10 3 7	4 1 1 2 4 4 2 2 1 1 1 13 2 9	2 2 10 10 1 1 1	2 2 2 2 5 4	1 1 3 1 2 3 3 3	5 1 4 1 1	1 1 3 1 2 3 3 3	33 1 1 1 1 1 4 4 1 1	2 1 1 6 1 5 3 3 1 1 9	1 1 12 4 8 2 2	1 1 6 1 5 1 1 1	2 2	
Screening - Security Breach Screening - Shoe Screening 199 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dame	1 38 er 1 attion ral and Cer litural Garments 1 asgender 10 3 7	4 1 1 2 4 4 2 2 1 1 1 13 2 9	2 2 10 10 1 1 1	2 2 2 2 5 4	1 1 3 1 2 3 3 3	5 1 4 1 1	1 1 3 1 2 3 3 3	33 1 1 1 1 1 4 4 1 1	2 1 1 6 1 5 3 3 1 1 9	1 1 12 4 8 2 2	1 1 1 6 1 5 1 1 1 1 3 2 9	2 2	
Screening - Security Breach Screening - Shoe Screening 19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 38 er 1 1 stion ral and Cer Itural Garments 1 asgender 10 3 7	4 1 1 1 2 4 4 2 2 1 1 1 1 3 2 9 msUnspur	2 2 10 10 1 1 1 8 6 ecified Lugg	2 2 2 2 2 2 4 gage	1 1 3 1 2 3 3 3	5 1 4 1 1	1 1 3 1 2 3 3 3 5	33 1 1 1 1 1 4 4 1 1 1	2 1 1 6 1 5 3 3 1 1 1 9	1 1 12 4 8 2 2	1 1 1 6 1 5 1 1 1 1 3 2 9	1 1 2 2 2	
Screening - Security Breach Screening - Shoe Screening 199 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	1 38 er 1 1 stion ral and Cer Ittural Garments 1 nsgender 10 3 7 8 aged/Missin 6 aged/Missing Ite 2	4 1 1 1 2 4 4 2 2 2 1 1 1 3 2 9 msUnspire 2	2 2 10 10 1 1 1 8 6 ecified Lugg	2 2 2 2 2 2 4 gage	1 1 3 1 2 3 3 3	5 1 4 1 1 5	1 1 3 1 2 3 3 3 5	33 1 1 1 1 1 4 4 4 1 1 5	2 1 1 6 1 5 3 3 1 1 1 9	1 1 12 4 8 2 2 2	1 1 1 6 1 5 1 1 1 1 2 9 1 1	1 1 1 2 2 2 12 11	
Screening - Security Breach Screening - Shoe Screening 19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	1 38 er 1 1 stition ral and Cer Iltural Garments 1 nsgender 10 3 7 8 aged/Missin 6 aged/Missing Ite 2 3	4 1 1 2 4 4 2 2 1 1 13 2 9 9 msUnspi	2 2 10 10 1 1 1 8 6 ecified Lugg	2 2 2 2 2 2 4 gage	1 1 3 1 2 3 3 3	5 1 4 1 5 5	1 1 3 1 2 3 3 3 5	33 1 1 1 1 1 4 4 4 1 1 1 5	2 1 1 6 1 5 3 3 1 1 1 9	1 1 12 4 8 2 2 2	1 1 1 6 1 5 1 1 1 1 1 2	1 1 2 2 2 11 11	
Screening - Security Breach Screening - Shoe Screening 019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer	1 38 er 1 1 stition ral and Cer Iltural Garments 1 nsgender 10 3 7 8 aged/Missin 6 aged/Missing Ite 2 3	4 1 1 2 4 4 2 2 1 1 13 2 9 9 msUnspi	2 2 10 10 1 1 1 8 6 ecified Lugg	2 2 2 2 2 2 4 gage	1 1 3 1 2 3 3 3	5 1 4 1 1 5 5	1 1 3 1 2 3 3 3 5	33 1 1 1 1 1 4 4 4 1 1 1 5	2 1 1 6 1 5 3 3 1 1 1 9	1 1 12 4 8 2 2 2	1 1 1 6 1 5 1 1 1 1 1 2	1 1 2 2 2 11 11	
Screening - Security Breach Screening - Shoe Screening 199 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trant Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer	1 38 er 1 1 stition ral and Cer Iltural Garments 1 nsgender 10 3 7 8 aged/Missin 6 aged/Missing Ite 2 3	4 1 1 2 4 4 2 2 1 1 13 2 9 msUnspi 2 3 3	4 2 2 10 10 1 1 1 8 6 ecified Lugg 2 1	2 2 2 2 2 2 4 gage 1	1 1 3 1 2 3 3 3	5 1 4 1 1 5 5	1 1 3 1 2 3 3 3 5 3	33 1 1 1 1 1 4 4 1 1 1 5	2 1 1 6 1 5 3 3 1 1 9 8	1 1 12 4 8 2 2 2	1 1 1 6 1 5 1 1 1 2 9 1 1 1 2 2	1 1 2 2 2 11 11	
Screening - Security Breach Screening - Shoe Screening 019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer as Observer Patdown / Disabilities (PWD)	1 38 er 1 1 stition ral and Cer Iltural Garments 1 nsgender 10 3 7 8 aged/Missin 6 aged/Missing Ite 2 3 3	4 1 1 2 4 4 2 2 1 1 13 2 9 msUnspre 2 3 3	4 2 10 10 1 1 1 8 6 ecified Lugs 2 1	2 2 2 2 2 2 4 gage	1 1 3 1 2 3 3 3	5 1 4 1 1 5 5	1 1 3 1 2 3 3 3 5	33 1 1 1 1 1 4 4 1 1 1 5 1 2 2	2 1 1 6 1 5 3 3 1 1 1 9	1 1 12 4 8 2 2 2	1 1 1 6 1 5 1 1 1 1 1 2	1 1 2 2 2 11 11	
Screening - Security Breach Screening - Shoe Screening 19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious Cultur Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Non-Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	1 38 er 1 1 stition ral and Cer Iltural Garments 1 nsgender 10 3 7 8 aged/Missin 6 aged/Missing Ite 2 3 3	4 1 1 2 4 4 2 2 1 1 13 2 9 msUnspre 2 3 3	4 2 10 10 1 1 1 8 6 ecified Lugs 2 1	2 2 2 2 2 2 5 4 gage 1	1 1 3 1 2 3 3 3	5 1 4 1 1 5 5	1 1 3 1 2 3 3 3 5 3	33 1 1 1 1 1 4 4 1 1 1 5	2 1 1 6 1 5 3 3 1 1 9 8	1 1 12 4 8 2 2 2	1 1 1 6 1 5 1 1 1 2 9 1 1 1 2 2	1 1 2 2 2 11 11	
Screening - Security Breach Screening - Shoe Screening 19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious Cultu Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Trar Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	1 38 er 1 1 stition ral and Cer Iltural Garments 1 nsgender 10 3 7 8 aged/Missin 6 aged/Missing Ite 2 3 3	4 1 1 2 4 4 2 2 1 1 13 2 9 msUnspi 2 3 3 1 /Mental D	4 2 10 10 1 1 1 8 6 ecified Lugs 2 1	2 2 2 2 2 2 4 gage 1	1 1 3 1 2 3 3 3	5 1 4 1 1 5 5	1 1 3 1 2 3 3 3 5 3	33 1 1 1 1 1 4 4 1 1 1 5 1 2 2	2 1 1 6 1 5 3 3 1 1 1 9	1 1 12 4 8 2 2 2	1 1 1 6 1 5 1 1 1 1 2 2 2	1 1 2 2 2 11 11	
Screening - Security Breach Screening - Shoe Screening 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cultur Civil Rights - Serving of Religious or Cultur Civil Rights - Sexual Orientation - Not Trans Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of	1 38 er 1 1 stion ral and Cer Itural Garments 1 sigender 10 3 7 8 aged/Missin 6 aged/Missing Ite 2 3 3 3	4 1 1 2 4 4 2 2 1 1 13 2 9 msUnspr 2 3 3 1 /Mental D	2 2 10 10 10 1 1 8 6 ecified Lugg 2 1 1 1 isability	2 2 2 2 2 5 4 4 gage 1 3 3 1	1 1 3 1 2 3 3 3	5 1 4 1 1 5 5 5	1 1 3 1 2 3 3 3 5 3	33 1 1 1 1 1 4 4 1 1 1 5 1 2 2	2 1 1 6 1 5 3 3 1 1 1 9	1 1 12 4 8 2 2 2	1 1 1 6 1 5 1 1 1 2 9 1 1 1 2 2	1 1 2 2 2 11 11	
Screening - Security Breach Screening - Shoe Screening O19 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flys Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cu Civil Rights - Sex/Gender/Gender Identity Civil Rights - Sexual Orientation - Not Tran Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - General	1 38 er 1 38 er 1 1 stition ral and Cer Itural Garments 1 asgender 10 3 7 8 aged/Missin 6 aged/Missing Ite 2 3 3 //Developmental	4 1 1 2 4 4 2 2 1 1 13 2 9 msUnspr 2 3 3 1 /Mental D	2 2 10 10 10 1 1 8 6 ecified Lugg 2 1 1 1 isability	2 2 2 2 2 2 5 4 gage 1	1 1 3 1 2 3 3 3	5 1 4 1 1 5 5	1 1 3 1 2 3 3 3 5 3	33 1 1 1 1 1 4 4 1 1 1 5 1 2 2	2 1 1 6 1 5 3 3 1 1 9 8 1 2 2	1 1 12 4 8 2 2 2	1 1 1 6 1 5 1 1 1 1 2 2 2	1 1 2 2 2 11 11	
Screening - Security Breach Screening - Shoe Screening 1019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Flye Civil Rights Civil Rights - Hair Patdowns Civil Rights - Headwear Civil Rights - Headwear Civil Rights - Racial Profiling or Discrimina Civil Rights - Screening of Religious Cultur Civil Rights - Screening of Religious or Cultur Civil Rights - Serving of Religious or Cultur Civil Rights - Sexual Orientation - Not Trans Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property - Dam Mishandling of	1 38 er 1 38 er 1 1 stition ral and Cer Itural Garments 1 asgender 10 3 7 8 aged/Missin 6 aged/Missing Ite 2 3 3 //Developmental	4 1 1 2 4 4 2 2 1 1 13 2 9 msUnspr 2 3 3 1 /Mental D 1 cation and	2 2 10 10 10 1 1 8 6 ecified Lugg 2 1 1 1 isability	2 2 2 2 2 5 4 4 gage 1 3 3 1	1 1 3 1 2 3 3 3	5 1 4 1 1 5 5 5	1 1 3 1 2 3 3 3 5 3	33 1 1 1 1 1 4 4 1 1 1 5 1 2 2	2 1 1 6 1 5 3 3 1 1 1 9	1 1 12 4 8 2 2 2	1 1 1 6 1 5 1 1 1 1 2 2 2	1 1 2 2 2 11 11	

tegories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain	/trauma)		1									
Persons w/ Disabilities (PWD) - Visual Im		,						1					
Persons w/ Disabilities (PWD) - Wheelcha		Segway								1			
Prohibited & Permitted Items												1	
Prohibited & Permitted Items - Marijuana												1	
Property - Special Handling	7	6	7	6	3	11	9	10	4	2	5	5	
Property - Special Handling - Damaged Ite	ems - Carry	1	1	1		1	2	1		1			
Property - Special Handling - Damaged Ite	1	2			1	3	2	3			2	1	
Property - Special Handling - Missing Item	1	1			1	3	1		1		1	1	
Property - Special Handling - Missing Item	5	2	6	5	1	4	4	6	3	1	2	3	
Request for Assistance												1	
Request for Assistance - Other												1	
Screening	9	6	6	1	1	3	7	5	10	8	8	5	
Screening - Children										1			
Screening - Inconsistency	1						1		2	1	2	2	
Screening - Lengthy Lines								1	1	1			
Screening - Procedures/Process	8	5	3	1	1	2	4	4	7	4	6	3	
Screening - Retrieving Abandoned/Confis	cated Items	1	2				2			1			
Screening - Security Breach			1			1							

			I SA CUIILA	ct center (icc) Data	1001 - 1 014							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SMX		1			1	1		1	2	1	1	1	9
2016					1	1			2	1		1	6
Customer Service						1							1
Customer Service - TSO						1							1
Mishandling of Passenger Property									2	1			3
Mishandling of Passenger Property - D	amaged/Missi	ng ItemsC	hecked Ba	ggage					2	1			3
Patdown												1	1
Patdown - Non-Flyer												1	1
Persons w/ Disabilities (PWD)					1								1
Persons w/ Disabilities (PWD) - Prosth	esis/Amputees	and Casts	;		1								1
2017		1											1
Screening		1											1
Screening - Procedures/Process		1											1
2018								1			1		2
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - D	amaged/Missi	na ItemsC	hecked Ba	agage				1					1

Catagorias	40.0-4	44 51		act Center (04.4	05.14	00 1	07 1.1	00.4	00.0	T-1-1
Categories	10-Oct 67	11-Nov 6		01-Jan 0 68	02-Feb 57	03-Mar 76	04-Apr 66	05-May	06-Jun	07-Jul 82	08-Aug	09-Sep	Total
SNA 2016	67	ь	2 6	U 68 17			21	81 20	71 18	18			820 171
Civil Rights				17	17	1	21	20	3	10	20	14	5
Civil Rights - National Origin						'			1			'	1
Civil Rights - Racial Profiling or Discrimina	l ation								2				2
Civil Rights - Sex/Gender/Gender Identity-		nder				1							1
Civil Rights - Sexual Orientation - Not Tra												1	1
Customer Service				3		3	3	3	5	4	. 5	2	28
Customer Service - Others						1				1			2
Customer Service - TSO				3		2	3	3	5	3	5	2	26
Locks				1			1	2					5
Locks - Missing or Damaged Lock				1	1		1	2					5
Lost and Found				1									1
Lost and Found - Airport/TSA Mishandling of Passenger Property				1 11	12	19	12	10	8	11	10	6	102
Mishandling of Passenger Property - Dam	aged/Missing	Items_	Carry-on Li		2		13	12	0	11	3		102 11
Mishandling of Passenger Property - Dam							11	9	7	10			82
Mishandling of Passenger Property - Disa						2	1	1	1	1		1	9
Patdown	,	,		_	1		2	2	1	3			16
Patdown - Children						1				1			2
Patdown - Flyer					1	1	2	2	1	2	3	2	14
Persons w/ Disabilities (PWD)							1				1		2
Persons w/ Disabilities (PWD) - Autism Sp	pectrum										1		1
Persons w/ Disabilities (PWD) - General							1						1
Screening				1		1	1	1	1		1	3	12
Screening - Crew Member or Airline Empl	oyee				1								1
Screening - Inconsistency				4	1	4	4	4	4		4	•	10
Screening - Procedures/Process 2017	20	2	g o	1 2 27	1 12	1 14	1 16	1 24	17	24	1 24	3 18	10 256
Civil Rights	1			2 2		14	10	24	17	3		10	13
Civil Rights - Constitutional Rights				<u> </u>		1	1			3	1		13
Civil Rights - Hair Patdowns										1			1
Civil Rights - National Origin			1										1
Civil Rights - Racial Profiling or Discrimina	1		1	2		1				1			6
Civil Rights - Sex/Gender/Gender Identity-		nder		1							1		2
Civil Rights - Transgender Screening							1			1			2
Customer Service	4		1	5 1	1	1	1	4	4	5	3	3	33
Customer Service - TSO	4			5 1	1	1	1	4	4	5	3	3	33
Flying Armed			1										1
Flying Armed - General			1										1
Locks	2		3	1		2	3	2	1		2		17
Locks - Missing or Damaged Lock Lost and Found	2		3	1		2	3	2	1		2	1	17
Lost and Found - Airport/TSA									1				1
Mishandling of Passenger Property	12	1	1 1	6 19	8	7	7	7	7	6	8	11	119
Mishandling of Passenger Property - Dam				1	1	,	1	'	,	1		- ''	5
Mishandling of Passenger Property - Dam		1	1 1	5 17		6	5	5	5	5	7	9	100
Mishandling of Passenger Property - Dam													1
Mishandling of Passenger Property - Disa				1	2	1	1	2	2		1	2	13
Patdown			3	5	1			3		3	3		18
Patdown - Flyer				5	1			3		3			18
Persons w/ Disabilities (PWD)				1 2		1		3	1	1	1	1	13
Persons w/ Disabilities (PWD) - Autism Sp			1										1
Persons w/ Disabilities (PWD) - Breast Ca		A-1 /NA-	stal Disabili	E. 4				1					1
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Medical D				ty 1				1					1 1
Persons w/ Disabilities (PWD) - Metal Imp		siled to	lile Dody			1		1			1		2
Persons w/ Disabilities (PWD) - Mobility D	. ,	Wheeld	hair or Sco	ot 1		'			1		'		2
Persons w/ Disabilities (PWD) - Prosthesi								1		1			2
Persons w/ Disabilities (PWD) - Respirato			1									1	2
Persons w/ Disabilities (PWD) - Wounded				1									1
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Alcohol and	d Tobacco									1			1
Property - Special Handling							3	4	3	5			19
Property - Special Handling - Damaged Ite		d							1	3		1	7
Property - Special Handling - Missing Item							1	1		1			3
Property - Special Handling - Missing Item Request for Assistance	is - Unecked						2	3	2	1	1		9
Request for Assistance - Other											1		1
Screening	1		5	3 2	2	2	1	1			2	1	20
Screening - Inconsistency	'		_			1	Į.	Į.				Į.	1
Screening - Lengthy Lines					1								1
Screening - Procedures/Process	1		5	3 2	1	1	1	1			2	1	18
2018	31	1	7 1	6 16	13	18	18	22	22	17	12	14	216
Advanced Imaging Technology (AIT)								1					1
Advanced Imaging Technology (AIT) - Fly								1					1
Civil Rights	2					1			1			2	6
Civil Rights - Racial Profiling or Discrimina		nde-										1	2
Civil Rights - Sex/Gender/Gender Identity- Civil Rights - Sexual Orientation - Not Tra		nuer				1						1	1
Civil Rights - Sexual Orientation - Not Tra	<u> </u>								1				1
Customer Service	2		3	1 2	4	3	3	5	2	3	2	2	32
Customer Service - TSO	2			1 2			3	5	2	3			32
Locks	2		1	3				1	2		1		12
Locks - General	1		1						1				3

			TSA Contac	t Center (1	CC) Data	Tool - FOIA	<u>. </u>						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Locks - Missing or Damaged Lock	1			3			•	1	1		1	1	g
Mishandling of Passenger Property	10	6	7	3	5	6	9		7	4	4	3	71
Mishandling of Passenger Property - Dam		1						2	2				7
Mishandling of Passenger Property - Dam		3	5	3	5	6	7	4	4	3	3	1	52
Mishandling of Passenger Property - Dam		g ItemsU	Inspecified L	uggage							1		1
Mishandling of Passenger Property - Disa		2					2	1	1	1		2	11
Patdown	4	1		2		2	2		2	2	2		20
Patdown - Flyer	3	1		2		2			2	1	2		18
Patdown - Flyer as Observer	1									1			2
Persons w/ Disabilities (PWD)	1	1			1	2		2	1			1	9
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Ca	ncer						1				1
Persons w/ Disabilities (PWD) - Diabetes					1								
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	n and Medica	al Supplies				1					
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)					1							1
Persons w/ Disabilities (PWD) - Mobility [t Wheelch	air or Scoot	er)		1		1				1	;
Persons w/ Disabilities (PWD) - Touch Av													
Persons w/ Disabilities (PWD) - Wheelcha		1											
Property - Special Handling	7	3	5	4	2	1	2	2	6	6	2	5	45
Property - Special Handling - Damaged It	ems - Carry-		1	2							1		4
Property - Special Handling - Damaged It		1	1		1					3	1		
Property - Special Handling - Missing Iten		1		1					1	2		3	1
Property - Special Handling - Missing Iten		1		1	1	1	2	2	5	1		2	24
Screening	3	2		2		3	2		1	2	1		20
Screening - Inconsistency	Ů									1			
Screening - Procedures/Process	3	1	1	2		3	2	3	1	1	1		18
Screening - Retrieving Abandoned/Confis		1											
2019	16	17		8	15	18	11	15	14	23	16	12	177
Civil Rights	4	1				2	1		2		2		13
Civil Rights - Age	2												
Civil Rights - National Origin							1						
Civil Rights - Racial Profiling or Discrimina	ation					1					2		
Civil Rights - Sex/Gender/Gender Identity		1	1						1				5
Civil Rights - Transgender Screening	_					1			1				2
Customer Service	1	3	2		5	5	2	3	1	4	1	2	29
Customer Service - TSO	1	3			5	5	2		1	4	1	2	29
Locks		1		1	1				3	2	1	1	10
Locks - Missing or Damaged Lock		1		1	1				3	2	1	1	10
Mishandling of Passenger Property	5	7	3	2	3	2	1	2	1	3	4	4	37
Mishandling of Passenger Property - Dam	naged/Missin	g ItemsC						1					2
Mishandling of Passenger Property - Dam	3	6		1	3	1	1	1	1	3	2	4	2
Mishandling of Passenger Property - Disa		1		1		1					2		3
Patdown	1		2			1		3	1	4			12
Patdown - Flyer	1		2			1		3	1	4			12
Persons w/ Disabilities (PWD)	1				1	2	1		•	5	1		11
Persons w/ Disabilities (PWD) - Autism S	-									1			
Persons w/ Disabilities (PWD) - Diabetes											1		
Persons w/ Disabilities (PWD) - Metal Imp										1			
Persons w/ Disabilities (PWD) - Mobility I	. ,	t Wheelch	air or Scoot	er)		1				2			
Persons w/ Disabilities (PWD) - Ostomy/0				,			1						
Persons w/ Disabilities (PWD) - Prosthesi		and Casts								1			
Persons w/ Disabilities (PWD) - Touch Av						1							
Persons w/ Disabilities (PWD) - Wheelch					1								
Property - Special Handling	2	5 5	1	4		5	2	6	5	3	5	4	4:
Property - Special Handling - Damaged It	ı — — — — — ems - Carrv-		'		0	0		1	1	0	1		
Property - Special Handling - Damaged It		1		2	1	3		1	1	2		2	1
Property - Special Handling - Missing Iten		1			1			'	1	1			
Property - Special Handling - Missing Iten		3		2		2	2	4	2		2		2
Request for Assistance	1	3	ı					4					
Request for Assistance - Other	1												
Screening	1		3	1	2	1	4	1	1	2	2	1	1
Screening - Inconsistency	1		3	1	1	1	4	1	1			1	
Screening - Inconsistency Screening - Lengthy Lines					1						1		
Screening - Procedures/Process	1		0	1	1	1	4		1	2	1	1	11
Screening - Procedures/Process Screening - Security Breach	1		3	1		1	4	1	1	2	1	1	15
Screening - Security Dreach								1					1

				, , , , , ,	. cc, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SOW	1		1	1					1			1	5
2017	1		1	1					1				4
Mishandling of Passenger Property	1		1	1					1				4
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	1										1
Mishandling of Passenger Property - Dam	1			1					1				3
2019												1	1
Locks												1	1
Locks - General												1	1

		1		act Center			ool - FOIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-F	eb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPI		2		3	1	3	3	3	2	1	1	2	1	22
2016						1			1		1		1	4
Mishandling of Passenger Property						1			1					2
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked B	aggage		1			1					2
Screening											1		1	2
Screening - Procedures/Process													1	1
Screening - Security Breach											1			1
2017				1			1	1	1	1		1		€
Civil Rights										1				1
Civil Rights - Racial Profiling or Discrim	ination									1				1
Customer Service							1							1
Customer Service - TSO							1							1
Mishandling of Passenger Property									1			1		2
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC	hecked B	aggage					1			1		2
Patdown								1						4
Patdown - Flyer								1						•
Screening				1										•
Screening - Procedures/Process				1										4
2018		2		2	1	2	1					1		9
Civil Rights				1										1
Civil Rights - Constitutional Rights				1										1
Mishandling of Passenger Property				1		1								2
Mishandling of Passenger Property - Da	maged/Missi	ng ItemsC		1										
Mishandling of Passenger Property - Dis	sarrayed Item	sCarry-on	or Check	ed		1								
Property - Special Handling												1		
Property - Special Handling - Missing Ite	ems - Checke	d										1		
Screening		2			1	1	1							Ę
Screening - Inconsistency					1									1
Screening - Lengthy Lines							1							1
Screening - Procedures/Process		2				1								3
2019							1	2						3
Customer Service							1	1						2
Customer Service - TSO							1	1						2
Patdown								1						1
Patdown - Flyer								1						1

		7	SA Conta	ct Center (CC) Data 1	ool - FOIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPS		3	1	1	1	3	2	1	2	5	3	2	24
2016					1		1		1	3			6
Mishandling of Passenger Property					1		1		1	2			5
Mishandling of Passenger Property - Dam	naged/Missii	ng ItemsC	hecked Ba	ggage	1		1		1	2			5
Persons w/ Disabilities (PWD)										1			1
Persons w/ Disabilities (PWD) - Prosthesi	is/Amputees	and Casts								1			1
2017		2		1		2		1	1		1	1	9
Civil Rights						1							1
Civil Rights - Racial Profiling or Discrimin	ation					1							1
Customer Service						1		1	1		1	1	5
Customer Service - TSO						1		1	1		1	1	5
Mishandling of Passenger Property		1		1									2
Mishandling of Passenger Property - Dam	naged/Missi	1		1									2
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)	1											1
2018		1	1							1	2		5
Customer Service		1											1
Customer Service - TSO		1											1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	hecked Ba	ggage						1			1
Property - Special Handling											2		2
Property - Special Handling - Damaged It	ems - Checl	ked									1		1
Property - Special Handling - Missing Iten	ns - Checke	d									1		1
Screening			1										1
Screening - Procedures/Process			1										1
2019						1	1			1		1	4
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Dam	aged/Missi	ng ItemsC	hecked Ba	ggage						1			1
Property - Special Handling						1	1						2
Property - Special Handling - Missing Iten	ns - Checke	d				1	1						2
Screening												1	1
Screening - Procedures/Process												1	1

Cotomonico	1001			tact Cente						•••		•••		
Categories		1-Nov	12-Dec				3-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SRQ	8	10		7	6	7	21	12	5	9	4			107
2016						3	5	1	2		1			13
Customer Service							1					1		2
Customer Service - Others							1							1
Customer Service - TSO						4						1		1
Locks Missing or Demograd Lock						1								
Locks - Missing or Damaged Lock Mishandling of Passenger Property						1	2	1	1		1			7
Mishandling of Passenger Property - Dam	agod/Missing	tome D	rivata Sara	ooning Co	ntractor	ı	3	1			ı			1
Mishandling of Passenger Property - Dam					IIII actor	1	2	1	1		1			5
Mishandling of Passenger Property - Disa						- 1	1		1		1			1
Patdown	lirayed itemst	Jany-U	TOI CHECK	\eu			1		1					2
Patdown - Flyer							1		1					2
						4	- 1							
Screening Procedures/Process						1								
Screening - Procedures/Process	•				•	1								1
2017	2	2		1	2	2	4	1	2	3	1	4	2	26
Civil Rights	N. A.T.	4							1					1
Civil Rights - Sex/Gender/Gender Identity	- Not Transgen I								1					1
Customer Service		1		1		1	2			1		2		8
Customer Service - Others				1								1		2
Customer Service - TSO		1				1	2			1		1		6
Locks												1		1
Locks - Missing or Damaged Lock												1		1
Lost and Found		1												1
Lost and Found - Airport/TSA		1												1
Mishandling of Passenger Property	1				2		1					1	1	6
Mishandling of Passenger Property - Dam					ntractor		1							1
Mishandling of Passenger Property - Dam					1									1
Mishandling of Passenger Property - Dam	naged/Missing	temsC	Checked B	Baç	1							1	1	3
Mishandling of Passenger Property - Disa	1													1
Patdown						1	1		1	1	1			5
Patdown - Flyer						1	1			1				3
Patdown - Flyer as Observer											1			1
Patdown - Non-Flyer									1					1
Property - Special Handling								1						1
Property - Special Handling - Missing Iten	ns - Carry-On							1						1
Screening	1									1			1	3
Screening - Procedures/Process	1									1			1	3
2018	1	1		2	3	1	7	8		3	1	1	3	31
Civil Rights	-			_		1	•	1						2
Civil Rights - Sex/Gender/Gender Identity	ı - Not Transgen	der						1						1
Civil Rights - Sexual Orientation - Not Tra						1								1
Customer Service				1	2			1					1	5
Customer Service - Others				'	1			'						1
Customer Service - TSO				1	1			1					1	4
Lost and Found				!			1							1
Lost and Found - Airport/TSA							1							1
Mishandling of Passenger Property	1						'	1		1		1		4
Mishandling of Passenger Property - Dam	1							1		1		'		1
Mishandling of Passenger Property - Dam		tome (Shookod P) o a a o a o				1		1				2
								1		<u> </u>		1		1
Mishandling of Passenger Property - Disa	irrayed itemst	5arry-0r 1					2			4	4			9
Patdown		- 1		1			3	2		1	1			6
Patdown - Flyer Patdown - Flyer as Observer				1			3	4			I			0
								1						
Patdown - General		1						1						2
Persons w/ Disabilities (PWD)							1_							1
Persons w/ Disabilities (PWD) - General							1							1
Property - Special Handling										1				1
Property - Special Handling - Damaged It	ems - Checked I				_		_			1			_	1
Screening					1		2	3					2	8
Screening - Procedures/Process							2	3					1	6
Screening - Retrieving Abandoned/Confis				•	1			_		_			1	2
2019	5	7	<u></u>	4	1	1	5	2	1	3	1	6	1	37
Advanced Imaging Technology (AIT)	1													1
Advanced Imaging Technology (AIT) - Fly	1													1
Civil Rights							1	1	1		1	1		5
Civil Rights - Constitutional Rights							1							1
Civil Rights - Racial Profiling or Discrimina								1	1		1	1		4
Customer Service	1				1	1								3
Customer Service - TSO	1				1	1								3
Mishandling of Passenger Property		2		1						1				4
Mishandling of Passenger Property - Dam		tems P	r	1										1
Mishandling of Passenger Property - Dam	naged/Missii	2								1				3
Patdown		1					1	1				3		7
Patdown - Flyer		1					1	1				3	1	7
Persons w/ Disabilities (PWD)	1	1					1			1				4
Persons w/ Disabilities (PWD) - Internal M	Medical Devices	S					1							1
Persons w/ Disabilities (PWD) - Mobility [1				2
Persons w/ Disabilities (PWD) - Wheelcha		1												1
Property - Special Handling							2					1		3
Property - Special Handling - Missing Iten	ns - Carry-On						1					1		2
Property - Special Handling - Missing Iten							1							1
Screening	2	3		3						1		1		10
Screening - Inconsistency	_			1										1
Screening - Procedures/Process	2	3		2						1		1		9
23.33/mg 1 1000dd103/1 100033		J		_						- '				3

			I SA CUIILA	or center (oc) Data	1001 - 1 OIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STC				1	1	1						1	4
2017						1						1	2
Mishandling of Passenger Property						1						1	2
Mishandling of Passenger Property - Dar	naged/Missi	ng ItemsC	hecked Bag	gage		1							1
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checked	d								1	1
2018				1	1								2
Property - Special Handling					1								1
Property - Special Handling - Missing Itel	ms - Checke	d			1								1
Screening				1									1
Screening - Procedures/Process				1									1

Cate Part	Categories	40.0-4	44 Navi			•	Tool - FOIA	04 4	OF Mari	00 1	07 1	00 4	00 0	Total
1	-												<u> </u>	
Contriging Con		110	81	97										
Dold Rights - Convent Engineer and Transformations									40	21	42			
Coulting Control Contr		rimination			'			'						
Customer Bericke					1		1	1				1	1	5
Carboner Servere - Libra - Carboner - Libra - Carboner - Libra - Libr					16	8	6	7	16	8	11	8	6	
Custome Pervice - 170	Customer Service - CSM							1						
Medification (ID) Regularizamenta - Chronics 1 2 2 2 2 2 3 3 1 5 2 1 1 1 1 1 1 1 1 1	Customer Service - Others				9	4	3	2	5	3	3		1	30
Mentification (Displayments Display Disp					7	4	3	4	11	5	8	8	5	55
	Identification (ID) Requirements				1						1			2
Looks - Gerwind Duranged Looks											1			1
Locks - Greenial Locks - Manager of Landauged Lock Locks - Manager of Manager of Locks - Lo		hing Ticket a	nd Board	ing Pass Iss	1									
Looks - Moning or Duranged Look							3	3	1	5			1	
Local and Found Appoint Appoin														
Lost end Fourier-Append TSA Maharanding of Passenger Processory - Damaged foliating Berne-Cerryon Log 1 2 0 14 23 9 22 12 24 188 Methanding of Passenger Processory - Damaged foliating Berne-Cerryon Log 1 11 10 13 3 7 20 9 22 11 Micharding of Passenger Processory - Damaged foliating Berne-Cerryon Log 1 1 10 10 13 7 7 20 9 22 11 Micharding of Passenger Processory - Damaged foliating Berne-Cerryon or Checke 1 1 2 3 1 2 2 1 10 Micharding of Passenger Processy - Damaged foliating Berne-Cerryon or Checke 1 1 4 4 1 2 2 1 10 Petroson or Disabilities (Processor) - Damaged Berne-Cerryon or Checke 1 1 4 4 1 2 2 1 10 Petroson or Disabilities (Processor) - Damaged Berne-Cerryon or Checke 1 1 3 1 1 1 1 1 1 Petroson or Disabilities (Processor) - Componental Merical Disability 1 1 1 1 1 1 1 1 1							3	3	1	5		1	1	
Methandring of Passerger Property Methandring of Passerger Property - Description of the State														
Michaeling of Passerger Property - Charaged Michael 1														
Michaeding of Passerger Paperly - Charagetilolizenge lemma-Despetite Lipsage 1 1 1 1 1 1 1 1 1		1/0.41		2			10					12		
Mehandria of Passerger Picceyl - Disarraged Berns-Cerly-con of Choose 1 1 2 3 1 1 2 1 10 Pesson														
Misharding of Passenger Property - Dearnyal Benera-Carry-one of Chackes 1 1 2 3 1 2 1 10 Persons of Chackes 1 1 4 1 2 2 1 12 2 1 12 Persons of Chackes 1 1 4 1 2 2 1 12 1 12 Persons of Chackes 1 1 1 4 1 2 2 1 1 12 1 1 1 1 1 1 1 1 1		_				11	10	10	15	7	20		23	
Padacown														
Pations - Figure		rrayed Items	Carry-o	n or Checke		1			3					
Pattorn - Noo-Plyer							1							
Persons of Disabilities (PWIQ) - Cognitive Dovelopmental Montal Disability 1					1		4	4		1	2	2		
Persons of Disabilities (PWD) - Cognitive Overlagemental Mental Daubilly 1	· · · · · · · · · · · · · · · · · · ·						1						4	
Persons w Oisabilities (PWD) - Control 1					2	- 1	1		2	4	4		1	
Persons of Disabilities (PWD) - Dischards 1		/Dayalanma	ntal /Man	tal Disabilit			I		3	1				10
Persons of Disabilities (PWD) - Internal Indicator Devices			ritai /iviei	itai Disability										1
Persons w Disabilities (PWD) - Mobility (potal Implants (print) 1 1 2 2 2 3 3 3 3 3 3 3			200											
Persons w Disabilities (PWD) - Johanny (PWD) - Story (PWD) - Polary (PWD) - Johanny (PWD) - Johanny (PWD) - Johanny (PWD) - Polary (PWD) - Johanny (PWD) - Polary (PWD) - Johanny (PWD) - Jo			.65		'						1			
Persons w Disabilities (PWD) - Postines Agrowy		0 /	t Wheeld	nair or Scoo	ter)				1	1				
Persons w Diabilities (PWD) - Visual prizement 1			VVIICCIO	iaii oi occo	(01)		1		'	'				
Persons w Disabilities (PWD) - Vibreichari Socolet Segway			and Cast	s		1								
Persons w/Disabilities (PVD) - Wheelchair/ Scooler/ Segwey			u 0 u.o.	-					1					
Screening			Segway											
Screening - Lengthy Lines			3)		2	2	6	8		3	5	5	3	
Screening - Frocedering - Security Breach					_	_								
Screening - Procedures/Process 2 2 2 7 2 1 2 1 9 1 9 9 Screening - Security Breach 43 28 51 30 18 31 29 32 24 27 20 31 34 4 CVIRIghts 1 1 4 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1							3	1				3	1	
Screening - Security Breach 43					2	2		7		2	1			
Civil Rights - Constitutional Rights 2 1 1 1 1 1 1 1 1 1							1							
Cavif Rights - Scottlutional Rights	2017	43	28	31	30	18	31	29	32	24	27	20	31	344
Civil Rights - National Origin	Civil Rights	2			1		4	2	2		1	1		14
Civil Rights - Perceived Religion	· · ·						1							1
Civil Rights - Racial Profiling or Discrimin							1							1
Civil Rights - Fassepader Screening														1
Customer Service					1		2	1	1		1	1		8
Customer Service - Others		Not Transge	ender						1					
Customer Service - Others														
Customer Service - TSO			7	7 6	5	2	5	5				5	4	
Locks - General				1			1		1					
Locks - General										8	6		4	
Locks - Missing or Damaged Lock 2 2 2 1 1 2 1 1 1 1		2	2	2 2			1	2				1		
Lost and Found														
Lost and Found - Airprot/TSA						1	1	2				1		
Mishandling of Passenger Property 20 12 14 13 12 14 5 9 10 7 4 10 130														
Mishandling of Passenger Property - Dam 19 8 12 11 11 12 5 7 9 6 3 10 113	•				40	40	4.4	_		40	7		40	
Mishandling of Passenger Property - Dam 19							14	5		10	- /	4	10	
Mishandling of Passenger Property - Disa 1 3 2 2 1 1 1 1 1 1 1 1		-					10			0	6	2	10	
Patdown					- 11	- 11		5					10	
Patdown - Flyer						1		2		- 1		- 1	1	
Persons w/ Disabilities (PWD) 2 1 3 2 1 2 3 2 5 5 26														
Persons w/ Disabilities (PWD) - Cancer (general) Not Breast Cancer												5		
Persons w/ Disabilities (PWD) - Cognitive / Developmental / Mental Disability 1							- '							
Persons w/ Disabilities (PWD) - Diabetes 1					/				'		1			
Persons w/ Disabilities (PWD) - General 1	. , ,	7D010lopino	TICAL / IVIO	itai Dioabiitj			1							
Persons w/ Disabilities (PWD) - Hearing Impairment 1 1 1 1 1 1 1 1 1	. , ,							1				1		
Persons w/ Disabilities (PWD) - Internal Medical Devices	. , ,	mpairment												
Persons w/ Disabilities (PWD) - Medically	. , ,		es						1					
Persons w/ Disabilities (PWD) - Mobility Disability (Ni 1 2 1 1 1	` '												1	2
Persons w/ Disabilities (PWD) - Ostomy/Ostomates 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 1 3				1 2				1	1					
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm 1 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 2 1 3 Persons w/ Disabilities (PWD) - Wheelch 1 1 1 Persons w/ Disabilities (PWD) - Wounded Warrior 1 1 4 5 6 32 Property - Special Handling - Damaged Items - Carry-On 1 1 1 1 3 Property - Special Handling - Damaged Items - Checked 1 1 1 1 2 4 Property - Special Handling - Missing Items - Checked 2 1 1 3 2 4 Property - Special Handling - Missing Items - Checked 6 7 2 4 3 22 Screening 2 2 4 8 2 4 4 2 1 1 4 2 35 3 25													2	2
Persons w/ Disabilities (PWD) - Respiratory and Inhaler Equipm 1 1 Persons w/ Disabilities (PWD) - Touch Aversion (pain/trauma) 2 1 3 Persons w/ Disabilities (PWD) - Wheelch 1 1 2 1 Persons w/ Disabilities (PWD) - Wounded Warrior 1 1 4 5 6 32 Property - Special Handling - Damaged Items - Carry-On 1 1 1 1 3 Property - Special Handling - Damaged Items - Checked 1 1 1 1 2 4 Property - Special Handling - Missing Items - Carry-On 2 1 1 3 2 4 Property - Special Handling - Missing Items - Checked 6 7 2 4 3 22 Screening 2 2 4 8 2 4 4 2 1 4 2 3 2			and Cast	S	1							1	1	
Persons w/ Disabilities (PWD) - Wheelch 1	. ,													1
Persons w/ Disabilities (PWD) - Wheelch 1	. , , , ,											2	1	3
Property - Special Handling 7 10 4 5 6 32 Property - Special Handling - Damaged Items - Carry-On 1 1 1 1 1 2 4 Property - Special Handling - Damaged Items - Checked 1 1 1 1 2 4 Property - Special Handling - Missing Items - Carry-On 2 2 4 3 22 Screening 2 2 4 8 2 4 4 2 1 4 2 35	Persons w/ Disabilities (PWD) - Wheelcha	1												1
Property - Special Handling - Damaged Items - Carry-On 1 1 1 1 1 2 4 Property - Special Handling - Missing Items - Carry-On 2 1 1 3 2 4 Property - Special Handling - Missing Items - Checked 6 7 2 4 3 22 Screening 2 2 4 8 2 4 4 2 1 4 2 35	. , ,				1									1
Property - Special Handling - Damaged Items - Checked 1 1 2 4 Property - Special Handling - Missing Items - Carry-On 2 1 1 3 Property - Special Handling - Missing Items - Checked 6 7 2 4 3 22 Screening 2 2 4 8 2 4 4 2 1 4 2 35								7	10	4	5		6	32
Property - Special Handling - Missing Items - Carry-On 2 1 3 Property - Special Handling - Missing Items - Checked 6 7 2 4 3 22 Screening 2 2 4 8 2 4 4 2 1 4 2 35								1	1	1				3
Property - Special Handling - Missing Items - Checked 6 7 2 4 3 22 Screening 2 2 4 8 2 4 4 2 1 4 2 35										1	1		2	
Screening 2 2 4 8 2 4 4 2 1 4 2 35														
·										2				
Screening - Crew Member or Airline Empl 1 1 2			2			2	4	4	2		1	4	2	
	Screening - Crew Member or Airline Empl	1		1										2

			Contact C										
gories	10-Oct 11	-Nov 1	2-Dec 0		2-Feb 0	3-Mar 04	1-Apr 0	5-May 06	-Jun 0	7-Jul 0	8-Aug 0	9-Sep	Total
Screening - Inconsistency			1	2		1							4
Screening - Lengthy Lines				1	2		1			1	1		6
Screening - Procedures/Process	1	2	2	5		3	3	1			2	2	21
Screening - Retrieving Abandoned/Confis								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
Civil Rights - Hair Patdowns	1						1						2
Civil Rights - National Origin	1												1
Civil Rights - Racial Profiling or Discrimin				1			2		1	1	1	1	7
Civil Rights - Screening of Religious or Ci						1							1
Civil Rights - Sex/Gender/Gender Identity												1	1
Customer Service	8	8	5	6	5	9	7	6	5	6	6	6	77
Customer Service - Others		1						3				1	5
Customer Service - 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
Locks - Missing or Damaged Lock	1	2	1	2			1	1	1	3		2	14
Lost and Found	1					1		1			1		
Lost and Found - Airport/TSA	1					1		1			1		4
Mishandling of Passenger Property	11	7	12	8	8	5	4	11	7	7	8	5	9:
Mishandling of Passenger Property - Dam		1	1									1	
Mishandling of Passenger Property - Dam		5	11	6	7	5	2	7	3	4	6	3	6
Mishandling of Passenger Property - Dan		1	- ''	0	,			,			-		0.
Mishandling of Passenger Property - Disa		'		2	1		2	4	4	3	2	1	2
0 0 1 7		2	2			6			2			- 1	
Patdown	2	3	2	1	2	6	1	3		5	5		32
Patdown - Flyer	2	3	1	1	2	6	1	3	2	4	5		3
Patdown - Flyer as Observer										1			
Patdown - Non-Flyer			1										
Persons w/ Disabilities (PWD)	3	1	1	3	1	1			2	5	2	3	2:
Persons w/ Disabilities (PWD) - Autism S		1										1	
Persons w/ Disabilities (PWD) - Cancer (1				
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	I /Mental D	isability							1			
Persons w/ Disabilities (PWD) - Diabetes			1	1									
Persons w/ Disabilities (PWD) - General				1									
Persons w/ Disabilities (PWD) - Internal M	Medical Devices			1									
Persons w/ Disabilities (PWD) - Medically		dication an	d Medical S	Supplies						1			
Persons w/ Disabilities (PWD) - Metal Im										1	2		
Persons w/ Disabilities (PWD) - Mobility I		heelchair o	or Scooter)		1				1	1			
Persons w/ Disabilities (PWD) - Ostomy/0			. 000010.7							- '		1	
Persons w/ Disabilities (PWD) - Prosthes										1		- '	2
Persons w/ Disabilities (PWD) - Touch Av						1				- 1			2
Persons w/ Disabilities (PWD) - Touch Av						1						1	
	1						4			0			2
Property - Special Handling	1	5	5	6	9	6	4	6	5	8	6	8	69
Property - Special Handling - Damaged It						1		1	2			1	5
Property - Special Handling - Damaged It		2	5	1	5	2	1	2	2	3	3		27
Property - Special Handling - Missing Iter		2		2	3	2				2	1	2	14
Property - Special Handling - Missing Iter	ns - Checke	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
Screening - Crew Member or Airline Emp	loyee									1			1
Screening - Inconsistency		1								1	1		3
Screening - Lengthy Lines		3	2		1	1		1		1	1		10
Screening - Procedures/Process	1	6	3	2	4	4	6	4	5	3	4	6	48
Screening - Security Breach											1	1	2
2019	37	23	35	26	18	34	29	29	35	23	30	26	345
Civil Rights	2	1	1	2	1	1	3	1	3			1	16
Civil Rights - Constitutional Rights	_			1					1				2
Civil Rights - Racial Profiling or Discrimin	1	1		1	1	1	2	1	2			1	11
Civil Rights - Radial Profiting of Discrimin		1		1	1	1	1	1				1	2
	1						1						
Civil Rights - Transgender Screening			1										1
Customer Service	6	4	5	3	2	10	3	3	5	5	3	2	51
Customer Service - Others					_		1	_		_			
Customer Service - TSO	6	4	5	3	2	10	2	3	5	5	3	2	50
Locks						1	1	3	2		1	2	10
Locks - General								1	1				2
Locks - Missing or Damaged Lock						1	1	2	1		1	2	8
Lost and Found							2		1				3
Lost and Found - Airport/TSA							2		1				3
Mishandling of Passenger Property	13	2	8	6	5	6	6	9	8	6	7	9	85
Mishandling of Passenger Property - Dam	1		-		-	-	-	-	-			Ŭ	1
Mishandling of Passenger Property - Dam	8	1	7	6	3	3	5	8	4	6	6	7	64
Mishandling of Passenger Property - Disa		1	1	J	2	3	1	1	4	J	1	2	20
Patdown	4	1	2	2		2	3	1	4		3		18
		1	2	2		2	3	1	4		2		17
Patdown - Flyer		ı					3	l l	4				
Patdown - Non-Flyer				4	4	4	4	4	4		1		1
Persons w/ Disabilities (PWD)	1	3	3	1	1	4	1	1	1	1	1	4	22
Persons w/ Disabilities (PWD) - Breast C						1							1
Persons w/ Disabilities (PWD) - Cancer (1					1				2
Persons w/ Disabilities (PWD) - Cognitive	/Developmenta	I /Mental D	isability									1	1
Persons w/ Disabilities (PWD) - Diabetes											1	1	2
Persons w/ Disabilities (PWD) - Internal M					1			1					3
Persons w/ Disabilities (PWD) - Medical I		ed to th	1										1
Persons w/ Disabilities (PWD) - Medically			1			2	1					1	5
Persons w/ Disabilities (PWD) - Metal Im		1	- 1				1					1	1
Persons w/ Disabilities (PWD) - Metal Im Persons w/ Disabilities (PWD) - Mobility [. ,	1											1
						4							
Persons w/ Disabilities (PWD) - Prosthes						1							1
Persons w/ Disabilities (PWD) - Touch Av	rersion (pain/trai	ıma)										1	1

			on conta	ot Ochiter (oo, bata	1001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	1	1							1			
Property - Special Handling	3	7	8	6	7	4	8	5	7	9	11	5	3
Property - Special Handling - Damaged It	tems - Carry-	On			2						2	1	
Property - Special Handling - Damaged It	ie 1	2	3	2	1	2	4		4	1	4	2	
Property - Special Handling - Missing Iter	ns - Carry-C	1	1	1	1	1	1	1		2	1		
Property - Special Handling - Missing Iter	2	4	4	3	3	1	3	4	3	6	4	2	
Request for Assistance												1	
Request for Assistance - Other												1	
Screening	12	5	8	6	2	6	2	6	4	2	4	2	
Screening - Inconsistency	3	1	1				1				1		
Screening - Lengthy Lines			2			3		1					
Screening - Procedures/Process	9	3	4	4	2	3	1	5	4	2	1	1	
Screening - Retrieving Abandoned/Confis	cated Items			1								1	
Screening - Security Breach		1	1	1							2		

Categories	eep Total
2016	
Customer Service	2
Customer Service - TSO	2
Mishandling of Passenger Property Damaged/Missing Items—Checked Baggage 1 1 1 Mishandling of Passenger Property - Damaged/Missing Items—Carry-on or Checked 1 1 Screening 1 1 1 Screening - Inconsistency 1 1 1 Screening - Lengthy Lines 1 1 1 2 Customer Service 1 1 1 2 2 Customer Service - TSO 1 1 1 2 2 Lost and Found - Airport/TSA 1 1 2 2 Mishandling of Passenger Property 1 1 1 3 2 Mishandling of Passenger Property - Dam 1 1 4 <t< td=""><td>2</td></t<>	2
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage	2
Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checked	2
Screening 1	2
Screening - Inconsistency 1 1 1 1 1 3 2 2	2
Screening - Lengthy Lines	2
1	2
Customer Service - TSO	2
Customer Service - TSO	
Lost and Found Lost and Found - Airport/TSA 1 Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Damaged/Missil 1 Screening Screening - Lengthy Lines Screening - Procedures/Process 1 2018 2 1 1 2 1 Customer Service 1 1 1 1 1 Customer Service 1 1 1 1 1 Lost and Found 1 1 1 Lost and Found 1 1 Lost and Found Airport/TSA 1 Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage Patdown - Flyer Property - Special Handling 1 1 Property - Special Handling - Damaged It 1 Property - Special Handling - Damaged Items - Checked 1 Property - Special Handling - Damaged Items - Checked 1	
Lost and Found - Airport/TSA	
Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Damaged/Missis 1 Screening - Lengthy Lines 1 Screening - Procedures/Process 1 2018 2 1 1 Customer Service 1 1 1 Customer Service - TSO 1 1 1 Lost and Found 1 1 1 Lost and Found - Airport/TSA 1 1 Mishandling of Passenger Property Mishandling of Passenger Property Wishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage Patdown - Piyer - Property - Special Handling 1 1 Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1	
Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Damaged/Missis 1 Screening Lengthy Lines Screening - Procedures/Process 1 2018 2 1 1 2 1 Customer Service 1	
Mishandling of Passenger Property - Damaged/Missil 1 Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Procedures/Process 1 2018 2 1 1 2 1 1 2 1 1 2 1 1 1 2 1 1 1 1 1 1	
Screening Screening - Lengthy Lines Screening - Procedures/Process Screening - Process Screening - Process Screening - Procedures/Process Screening - Process Screening - P	
Screening - Lengthy Lines Screening - Procedures/Process 2018 2018 2 1 1 2 Customer Service 1 1 1 1 Customer Service - TSO 1 1 1 1 Lost and Found Lost and Found - Airport/TSA 1 1 1 Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property Patdown Patdown - Flyer Property - Special Handling - Damaged Items - Checked Property - Special Handling - Damaged Items - Checked Property - Special Handling - Damaged Items - Checked 1	
Screening - Procedures/Process	2
2018 2 1 1 2 1 Customer Service 1 1 1 Customer Service - TSO 1 1 1 Lost and Found 1 1 Lost and Found - Airport/TSA 1 1 Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Damaged/Missing Items—Checked Baggage Patdown Patdown - Flyer Property - Special Handling 1 1 Property - Special Handling - Damaged Items - Checked 1	2
Customer Service 1 1 1 Customer Service - TSO 1 1 1 Lost and Found 1 1 Lost and Found - Airport/TSA 1 1 Mishandling of Passenger Property 1 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage Patdown Patdown - Flyer Patdown - Flyer Property - Special Handling 1 1 Property - Special Handling - Damaged Items - Checked 1 1 Property - Special Handling - Damaged Items - Checked 1 1	
Customer Service - TSO 1 1 1 1 Lost and Found 1 Lost and Found - Airport/TSA 1 Mishandling of Passenger Property Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage Patdown - Flyer Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Checked 1 Property - Special Handling - Damaged Items - Checked 1	3
Lost and Found 1 Lost and Found - Airport/TSA 1 Mishandling of Passenger Property Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage Patdown Patdown - Flyer Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Checked 1 Property - Special Handling - Damaged Items - Checked 1	
Lost and Found - Airport/TSA 1 Mishandling of Passenger Property Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage Patdown Patdown - Flyer Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Checked 1	
Mishandling of Passenger Property Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage Patdown Patdown - Flyer Property - Special Handling 1 1 1 Property - Special Handling - Damaged It 1 Property - Special Handling - Damaged Items - Checked 1	
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baggage Patdown Patdown - Flyer Property - Special Handling 1 1 1 Property - Special Handling - Damaged It 1 Property - Special Handling - Damaged Items - Checked 1	
Patdown Patdown - Flyer 1 1 1 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Damaged Items - Checked 1	2
Patdown Patdown - Flyer Property - Special Handling 1 1 Property - Special Handling - Damaged It 1 1 Property - Special Handling - Damaged Items - Checked 1 1	2
Property - Special Handling 1 1 1 Property - Special Handling - Damaged Ite 1 Property - Special Handling - Damaged Items - Checked 1	1
Property - Special Handling - Damaged Ite 1 Property - Special Handling - Damaged Items - Checked 1	1
Property - Special Handling - Damaged Ite 1 Property - Special Handling - Damaged Items - Checked 1	
Property - Special Handling - Damaged Items - Checked 1	
Screening	
Outcoming	
Screening - Procedures/Process 1	
2019 1 1 1 1 1 1 1	1
Customer Service 1 1 1	
Customer Service - TSO 1 1	
Patdown	1
Patdown - Flyer	1
Persons w/ Disabilities (PWD) 1 1	
Persons w/ Disabilities (PWD) - Hearing Impairment 1	
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1	
Property - Special Handling 1	
Property - Special Handling - Missing Items - Checked	

issing I issing I point) pain/tra	12 ItemsCarr ItemsChec	y-on Luggag cked Baş	25 12 2 1 1	2-Feb 0 13 7 3 1 2 3 3 1 1 1 1 1 2 1 1 1	3-Mar 0 17 9 1 1 1 2 1 1 4 4 4 2 2 1 1 1 2 2 2 2 2	4-Apr 0 17 7 1 1 4 4 4 1 1 1 1 1 1 1 1 1 1 1 1	5-May (26 14 14 14 14 14 14 14 14 14 14 14 14 14	24 15 1 1 1 1 12 12 1 1 1 1 1 1 1 1 1 1 1	7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 5 5 1 1 1 3 3 3 3	1 1 1	Total 19 8 11 15 5 5 2
issing I lissing	auma) 4 3 1 2 Carry-on or 1 1	y-on Luggag cked Baç 3	12 2 1 1 10 9 9	3 1 2 3 3 3 1 1 1	9 1 1 2 1 1 1 4 4 4 2 1 1 1 3	7 1 1 4 4 4 2 2 2	14 2 1 1 1 1 1 1 1 1 1 5	15 1 1 1 1 12 12 1 1 1 1 5	7 7 1 1 1 1 1 1 1	1 1 5 5 1 1 1 3	1 1	8 8 1 1 5 5 5
issing I both both both both both both both both	auma) 4 3 1 2 Carry-on or 1 1	3 2 2	2 1 1 10 9 9 8 2 6	3 1 2 3 3 1 1 1	1 1 2 1 1 4 4 4 2 1 1 1 3	1 1 4 4 4 2 2 2 2 1	2 1 1 11 1 1 10 5	1 1 1 1 12 12 1 1 1 5 1 1	7 7 1 1 1 1 1 1 1 1	1 1 5 5 5	1	1 5 5 5
issing I both both both both both both both both	auma) 4 3 1 2 Carry-on or 1 1	3 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 3 3 1 1 1 2 2 1	1 1 2 1 1 4 4 4 2 1 1 1 3	1 4 4 4 2 2 2 2 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 12 12 1 1 1 5 1 1	7 1 1 1 1 1	1 5 5	1	1 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
issing I both both both both both both both both	auma) 4 3 1 2 Carry-on or 1 1	3 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 3 3 1 1 1 2 2 1	1 1 2 1 1 4 4 4 2 1 1 1 3	1 4 4 4 2 2 2 2 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 12 12 1 1 1 1 5 1 1	7 1 1 1 1 1	1 5 5	1	1 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
issing I both both both both both both both both	auma) 4 3 1 2 Carry-on or 1 1	3 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 2 3 3 1 1 1 2 2 1	1 4 4 2 1 1 3	4 4 2 2 2	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	12 12 1 1 1 5 1 1	7 1 1 1 1 1	1 5 5	1	5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
issing I both both both both both both both both	auma) 4 3 1 2 Carry-on or 1 1	3 2 2	10 9 10 9 9 8 2 6	3 3 1 1 1 2 1	4 4 2 1 1 3	4 4 2 2 2	11 1 10 1 1 1	12 12 1 1 1 5 1 1	7 1 1 1 1 1	1 5 5	1	4 4
issing I both both both both both both both both	auma) 4 3 1 2 Carry-on or 1 1	3 2 2	9 8 2 6	3 1 1 1 2 1	2 1 1 3 1 1 1 2	2 2 2	1 10 1 1 1 5	12 1 1 1 5 1 1	7 1 1 1 1 1	1 5 5	1	4 4 3
issing I both both both both both both both both	auma) 4 3 1 2 Carry-on or 1 1	3 2 2	9 8 2 6	3 1 1 1 2 1	2 1 1 3 1 1 1 2	2 2 2	1 10 1 1 1 5	12 1 1 1 5 1 1	7 1 1 1 1 1	5 5 1 1 1 1 3	1	4 3
issing I both both both both both both both both	auma) 4 3 1 2 Carry-on or 1 1	3 2 2	9 8 2 6	3 1 1 1 2 1	2 1 1 3 1 1 1 2	2 2 2	1 10 1 1 1 5	12 1 1 1 5 1 1	7 1 1 1 1 1	5 1 1 1 5 1 1	1	4 3 3
issing I both both both both both both both both	auma) 4 3 1 2 Carry-on or 1 1	3 2 2	9 8 2 6	1 1 3 1 1	2 1 1 3 1 1 1 2	2 2 2	10	5 1 1	1 1 1 1 4	1 1 5 1 1		4 3 3
5 5issii 5 5tetmsCoter/ Se	auma) 4 3 1 2 Carry-on or 1 1	3 2 2	9 8 2 6	1 1 3 1 1	2 1 1 3 1 1 1 2	2 2 2	5	5 1 1	1 1 1 1 4	1 1 5 1 1		4 3
sems 5 5 issii 5 temsCoter/ Se	3 1 2 Carry-on or 1 1	2	8 2 6	3 1 1 1	1 1 3 1 1 2	2 2	5	5 1 1 2	1 1 1 1	5 1 1	1	3
sems 5 5 issii 5 temsCoter/ Se	3 1 2 Carry-on or 1 1	2	8 2 6	3 1 1 1	1 1 3 1 1 2	2 2	5	5 1 1 1	1 1 1 1	5 1 1	1	3
sems 5 5 issii 5 temsCoter/ Se	3 1 2 Carry-on or 1 1	2	8 2 6	3 1 1 1	1 1 3 1 1 2	2 2	5	2	1 1 1 1	5 1 1	1	3
sems 5 5 issii 5 temsCoter/ Se	3 1 2 Carry-on or 1 1	2	8 2 6	3 1 1 1	1 1 3 1 1 2	2 2	5	2	1 1 1	5 1 1	1	4 3 2
5 5 issil 5 tems(3 1 2 Carry-on or 1 1	2	8 2 6	3 1 1 1	1 1 3 1 1 2	2 2	2	2	1	5 1 1	1	3
5 issii 5 temsC	3 1 2 Carry-on or 1 1	2	8 2 6	3 1 1	1 3 1 1 1 2	2 2	2	2	1	5 1 1	1	3
5 issii 5 temsC	3 1 2 Carry-on or 1 1	2	8 2 6	1 1 2 1	1 3 1 1 1 2	1	2	2	1	1 1 3	1	3
5 issii 5 temsC	3 1 2 Carry-on or 1 1	2	8 2 6	1 1 2 1	1 1 2	1	2	2	1	1 1 3	1	3
5 issii 5 tems(3 1 2 Carry-on or 1 1	2	8 2 6	1 1 2 1	1 1 2	1	2	2	1	1 1 3	1	3
5 tems(1 2 Carry-on or 1 1	2	2 6	2	1 2			2	1	3		
5 tems(1 2 Carry-on or 1 1	2	2 6	2	1 2			2	1	3		3
5 tems(1 2 Carry-on or 1 1	2	2 6	1	1 2			1	1			2
5 tems(1 2 Carry-on or 1 1	2	2 6	1	2			1	1			
5 tems(1 2 Carry-on or 1 1	2	2 6	1				1	1			
5 tems0 oter/ Se	2 Carry-on or 1 1		6		2	1	2			3		- 2
oter/ Se	Carry-on or 1 1 egway		1	1	2	1	2			3		
oter/ Se	1 1 egway	Checked						1	4			
hecked	egway											
hecked	egway								1			
hecked									1			
hecked			1									
	ı									4		
							2	1	2	1 1		
CKEU							1	1	1	1		
		1				1	1	1			1	
						1					ı	
		1					1				1	
	5	1	3	1	1	4	3	1	3	11	2	3
					1				1			
					1				1			
	1					1		1	1	3	1	
	1											
						1		1	1	3	1	
							1					
							1					
				1					1			
issing I	temsChe	cked Baç	2	1		2			1	3		
										1		
										1		
nock: 1	1	1	1									
	l	4	4							2		
cked	A	1	1			4	2			2	4	
						1	2			2	1	
						4	2			2		
						1					1	
1	3	2	1	2	4	4	4	3	5	2		3
•	1			4	-	-	-	J	3		J	
	1											
1	1			1	1	2		1		1	1	
1	1				•							
				1	1	2		1		1	1	
					1							
					1							
	1	1		1		1	2	1	1			
	1	1		1			2	1				
			age			1						
tems(Carry-on or	Checked							1			
		1	1		2	1	1	1	2	1	1	
			1					1	1	1		
					1							
cked		1			1	1	1		1		1	
							1		2		1	
									1			
									1		1	
1111	thecked 1 1 1 1 thissillissing littems(tissing ItemsChe checked cked 4 2 2 1 1 1 1 1 1 Itissii 1 Itissiig ItemsUns ItemsCarry-on or	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1	S 1 3 1 1 1 1 1 1 1 1	S	The color of the	S	The company content of the company content	S	The second color of the

			TSA C	ontac	t Center (1	CC) Data	Tool - FOIA	١						
tegories	10-Oct	11-Nov	12-D		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
STX	4	3	3	2	8	8			5					
2016					2	3	3	1	2	1				2
Customer Service											1			
Customer Service - TSO											1	1		
Locks											1			
Locks - Missing or Damaged Lock											1			
Mishandling of Passenger Property					1	2	2	1	2	1	1	4		1
Mishandling of Passenger Property - Dam	naged/Missin	g Items(Carry-or	ո Lugg	gage				1			1		
Mishandling of Passenger Property - Dam	aged/Missin	g Items(Checked	d Baç	1	2	2	1	1	1	1	3		1
Persons w/ Disabilities (PWD)													1	
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway											1	
Screening					1	1	1							
Screening - Lengthy Lines						1								
Screening - Procedures/Process					1		1							
2017	3	1	I	1	4	2	1		1		1	3		1
Civil Rights					2									
Civil Rights - Racial Profiling or Discrimin	ation				2									
Customer Service						2					1			
Customer Service - TSO						2					1			
Locks	1													
Locks - Missing or Damaged Lock	1													
Mishandling of Passenger Property	1	1	1		1		1					1		
Mishandling of Passenger Property - Dam	naged/Missin	g Items(Carry-or	n Lugg	gage		1							
Mishandling of Passenger Property - Dam	1	1	1		1							1		
Patdown				1										
Patdown - Flyer				1										
Prohibited & Permitted Items					1									
Prohibited & Permitted Items - Firearm/Ar	nmunition				1									
Property - Special Handling												2		
Property - Special Handling - Damaged It	ems - Check	ed										1		
Property - Special Handling - Missing Iten												1		
Screening	1								1					
Screening - Procedures/Process	1								1					
2018		1	1		1	2			1	1	2	. 1		
Customer Service										1				
Customer Service - TSO										1				
Mishandling of Passenger Property		1	1			2					1			
Mishandling of Passenger Property - Dam	naged/Missir	1	1			2					1			
Persons w/ Disabilities (PWD)					1									
Persons w/ Disabilities (PWD) - Service A	nimals				1									
Property - Special Handling									1		1	1		
Property - Special Handling - Missing Iten	ı ns - Checked								1		1			
2019	1		ı	1	1	1			1	2			1	
Customer Service				1									1	
Customer Service - TSO				1									1	
Mishandling of Passenger Property		1	1											
Mishandling of Passenger Property - Disa	rrayed Item	1	1											
Property - Special Handling	1								1	1				
Property - Special Handling - Damaged It	1													
Property - Special Handling - Missing Iten		1								1				
Property - Special Handling - Missing Item									1					
Screening	0				1	1				1				
Screening - Procedures/Process					1	1				1				
_5.55955544.55,55666	I .													

			TSA Conta	ct Center (TCC) Data T	ool - FOL	Α						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SUN			1		2	3	2	. 1	3	7	9	3	31
2016										2	1		:
Mishandling of Passenger Property										2			2
Mishandling of Passenger Property - Dar	maged/Missir	ng ItemsC	hecked Ba	ggage						2			- 2
Screening											1		
Screening - Lengthy Lines											1		
2017					1		2	!	2		2	2	
Mishandling of Passenger Property							1		1		1	1	- 4
Mishandling of Passenger Property - Dar	maged/Missir	ng ItemsC	hecked Ba	ggage			1		1			1	- :
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checke	d							1		
Prohibited & Permitted Items									1				
Prohibited & Permitted Items - Food/Bev	erages								1				
Property - Special Handling											1		
Property - Special Handling - Missing Ite	ms - Checke	d									1		
Screening					1		1					1	
Screening - Procedures/Process					1		1					1	
2018					1	1		1	1	4	6		1
Mishandling of Passenger Property						1			1	1	1		
Mishandling of Passenger Property - Dar	maged/Missir	ng ItemsC	hecked Ba	ggage					1	1	1		
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checke	d		1							
Screening					1			1		3	5		1
Screening - Lengthy Lines								1		2	3		
Screening - Procedures/Process					1					1	2		
2019			1			2	!			1		1	į
Customer Service			1										
Customer Service - TSO			1										
Mishandling of Passenger Property										1			
Mishandling of Passenger Property - Dis	arrayed Item	sCarry-or	or Checke	d						1			
Persons w/ Disabilities (PWD)						1							
Persons w/ Disabilities (PWD) - Wheelch	nair/ Scooter/	Segway				1							
Screening						1						1	
Screening - Procedures/Process						1						1	

Categories	10-Oct	11-Nov	12-Dec		enter (1 1-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	00 Son	Total
<u> </u>						UZ-FED		04-Apr					09-Sep	
SUX	1	2		4	3		4	1	2	2	5	7	4	38
2016							1				1	2		
Mishandling of Passenger Property											1	2		- 3
Mishandling of Passenger Property - Dam	aged/Missin	ig ItemsC	hecked E	Baggag	je						1	2		- 3
Screening							1							
Screening - Procedures/Process							1							
2017	1	1			1		1			1	1		1	7
Locks							1							1
Locks - Missing or Damaged Lock							1							1
Mishandling of Passenger Property	1	1									1			
Mishandling of Passenger Property - Dam	1	1									1			
Property - Special Handling													1	
Property - Special Handling - Missing Item	s - Checked	b											1	
Screening					1					1				
Screening - Crew Member or Airline Empl	oyee									1				
Screening - Procedures/Process					1									
2018				3			1		1		1	3	2	1
Mishandling of Passenger Property				2								1	1	4
Mishandling of Passenger Property - Dam	aged/Missin	ng ItemsC		2								1	1	4
Property - Special Handling				1			1		1		1	2	1	
Property - Special Handling - Damaged Ite	ms - Check	ed		1								1	1	
Property - Special Handling - Missing Item	s - Checked	d					1		1		1	1		4
2019		1		1	2		1	1	1	1	2	2	1	13
Locks		1												
Locks - Missing or Damaged Lock		1												
Mishandling of Passenger Property				1	2		1	1	1		2	1	1	10
Mishandling of Passenger Property - Dam	aged/Missin	ng ItemsC	hecked E	Bac	1		1		1		1		1	
Mishandling of Passenger Property - Disa	rayed Items	sCarry-on		1	1			1			1	1		
Property - Special Handling		- 1								1		1		
Property - Special Handling - Damaged Ite	ms - Check	ed										1		
Property - Special Handling - Missing Item										1				

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	Tool - FOIA 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SWF	5	10	4		6			10	5	10	13		9:
2016				1	2		1	1		1	2		
Mishandling of Passenger Property				1	1		1	1			2	3	
Mishandling of Passenger Property - Dan	naged/Missin	g ItemsCa	arry-on Lug	gage								2	
Mishandling of Passenger Property - Dan					1		1	1			2	1	
Patdown					1								
Patdown - Flyer					1								
Screening										1			
Screening - Procedures/Process										1			
2017		1	1	2	1		2	2	2	3	3		1
Civil Rights										1			
Civil Rights - Transgender Screening										1			
Customer Service		1					1	1		1			
Customer Service - Others										1			
Customer Service - TSO		1					1	1					
Mishandling of Passenger Property			1	2						1	1		
Mishandling of Passenger Property - Dan	i naged/Missin	a ItemsC	1	2						1	1		
Patdown					1								
Patdown - Flyer					1								
Property - Special Handling							1	1			1		
Property - Special Handling - Damaged It	i ems - Checki	ed						1					
Property - Special Handling - Missing Iter							1						
Property - Special Handling - Missing Iter											1		
Screening	ilo Onconou								2		1		
Screening - Lengthy Lines									1				
Screening - Procedures/Process									1		1		
2018	1	6	2	1	2	3	3	1	2	2		3	3
Civil Rights	•	•	_	•	_	•	•	•		_	•	1	
Civil Rights - Age												1	
Customer Service					2		1		1	1			
Customer Service - TSO					2		1		1	1			
Locks											1		
Locks - Missing or Damaged Lock											1		
Mishandling of Passenger Property		3		1			1	1			1	1	
Mishandling of Passenger Property - Dan	 aaged/Missin		arry on Luc				1	- 1			- 1	- 1	
Mishandling of Passenger Property - Dan		2	arry-orr Lug	gage 1			- 1	1				1	
Mishandling of Passenger Property - Disa		1		- 1				- 1			1	- 1	
Patdown	l ayeu item	- 1				1	1				2		
Patdown - Flyer						1	1						
Persons w/ Disabilities (PWD)		4				1	1		4		2		
. ,	planta (iaint)	1							1				
Persons w/ Disabilities (PWD) - Metal Im		1 Common							4				
Persons w/ Disabilities (PWD) - Wheelch	aii/ 3000tei/ -					4			1		4	4	
Property - Special Handling	Charl	2	1			1				1	1	1	
Property - Special Handling - Damaged It		1											
Property - Special Handling - Missing Iter			1			-				4	4	4	
Property - Special Handling - Missing Iter	1	1	4			1				1	1	1	
Screening (Parameters (Paramet	1		1			1					1		
Screening - Procedures/Process	1		1			1	_				1		
2019	4	3	1	3	1	1	5	6	1	4	2	1	3
Civil Rights								2	1	1			
Civil Rights - Age									1				
Civil Rights - Constitutional Rights										1			
Civil Rights - Racial Profiling or Discrimin	ation							2					
Customer Service							2	3			1		
Customer Service - TSO							2	3			1	1	
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property	3			3		1	1				1		
Mishandling of Passenger Property - Dan				2		1					1		
Mishandling of Passenger Property - Disa	1			1			1						
Patdown		1			1		2	1		1			
Patdown - Flyer		1			1		2	1		1			
Persons w/ Disabilities (PWD)		1											
Persons w/ Disabilities (PWD) - Mobility I	Disability (N	1											
Property - Special Handling	1	1											
Property - Special Handling - Damaged It	ems - Checl	1											
Property - Special Handling - Missing Iter	1												
Screening			1							1			
Screening - Procedures/Process			1							1			

			ISA COIIIa	r center (CC) Data	1001-1014							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SWO			1	1		1	2				1		6
2019			1	1		1	2				1		6
Mishandling of Passenger Property				1			2						3
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	hecked Baç	1			1						2
Mishandling of Passenger Property - Disa	arrayed Item	sCarry-or	or Checked	d			1						1
Persons w/ Disabilities (PWD)											1		1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter	Segway									1		1
Property - Special Handling			1										1
Property - Special Handling - Missing Iter	ns - Checke	d	1										1
Screening						1							1
Screening - Procedures/Process						1							1

orios	10 Oct 1:		Contact Co				1 An- ^	5 Mari	ne I	07 11	00 4	00 800	Take
ories	10-Oct 11 28	1-Nov 12 30	2-Dec 01 20	I-Jan 02 23	2-Feb 03 20	-Mar 0-	4-Apr 0 27	5-May 29	06-Jun 18	07-Jul 32	08-Aug 29	09-Sep 26	Tota 3
2016	20	00	20	4	4	11	7	11	8	5	8	8	•
Civil Rights						1			1			1	
Civil Rights - Civil Rights Violation (TSA E						1							
Civil Rights - Racial Profiling or Discrimina	ation								1			1	
Customer Service						2	1	2	1	1		2	
Customer Service - Others Customer Service - TSO						2	4	0	1	1		1	
Locks							1	2 1		1		1	
Locks - Missing or Damaged Lock								1		1		1	
Mishandling of Passenger Property				3	1	6	2	5	4	3	4	1	
Mishandling of Passenger Property - Dam	naged/Missing It	emsCarry	on Lug	2				1	1				
Mishandling of Passenger Property - Dam	aged/Missing It	emsCheck	ked Baξ	1	1	6	2	4	2	3	4	1	
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or C	Checked						1				
Patdown				1	1	1		1	1		2	2	
Patdown - Flyer				4	1	1		1	1		2	2	
Patdown - Non-Flyer Persons w/ Disabilities (PWD)				1		1					1		
Persons w/ Disabilities (PWD) - Metal Imp	plants (ioint)					1					1		
Screening	l dina				2		4	2	1		1	1	
Screening - Inconsistency					1		1		1		1		
Screening - Lengthy Lines							1	1				1	
Screening - Procedures/Process					1		2	1					
017	10	9	8	11	8	8	2	7	2	9	8	5	
Civil Rights	L			1									
Civil Rights - Racial Profiling or Discrimina				1									
Customer Service	3	2	1	1	1	4	1			1	2		
Customer Service - Others	1	1	4	4	4	3	4			A	0		
Customer Service - TSO Locks	2	1	1	2	1	I	1		1	1	1		
Locks Locks - General	<u>'</u>	ı		1					1 1		1		
Locks - Missing or Damaged Lock	1	1		1					ı		1		
Mishandling of Passenger Property	4	3	5	7	2	3		3		6	3	2	
Mishandling of Passenger Property - Dam	naged/Missing It			1	1	-				1		_	
Mishandling of Passenger Property - Dam		3	5	5	1	2		3		4	3	2	
Mishandling of Passenger Property - Disa	rrayed ItemsC	arry-on or C	Checked	1		1				1			
Patdown	1	2	1		3	1		1	1		1		
Patdown - Flyer	1	2	1		3	1		1	1		1		
Persons w/ Disabilities (PWD)								1				1	
Persons w/ Disabilities (PWD) - General								1					
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)											1_	
Property Special Handling Damaged It	ome Chacked							2		2	1	1	
Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item								2		1	1	1	
Screening	ns - Checked	1	1		2		1			1	1	1	
Screening - Inconsistency	<u> </u>	1					1					1	
Screening - Procedures/Process	1		1		2							1	
018	11	7	5	5	4	3	8	6	6	8	3	8	
Advanced Imaging Technology (AIT)													
				1									
Advanced Imaging Technology (AIT) - Fly	er			1									
Civil Rights				1			1				1		
Civil Rights Civil Rights - Racial Profiling or Discrimina	ation			1			1						
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-	ation			1			1				1		
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service	ation - Not Transgend 1	der 1	1	1 1		1	1	1					
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others	ation	1		1 1			1						
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO	ation - Not Transgend 1		1	1 1		1	1	1					
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks	ation - Not Transgend 1	1		1 1			1					1	
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	ation - Not Transgenc 1 1	1	1	1	4	1	1 1 1	1		E	1	1	
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property	ation - Not Transgence 1 1 1	1 1 2	1	1	1	1	1			5		1 5	
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam	ation - Not Transgence 1 1 1 5 naged/Missing It	1 1 2 cemsC	1	1		2	1 1 1 2	1			1	1 5 1	
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ation - Not Transgence 1 1 1 5 naged/Missing It	1 1 2	2	1	1 1	1	1 1 1	1		5	1	1 5	
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	ation - Not Transgence 1 1 1 5 naged/Missing It	1 1 2 cemsC	2	1		2	1 1 1 2	1	1		1	1 5 1	
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	ation - Not Transgence 1 1 1 5 naged/Missing It	1 1 2 remsC 2	2	1	1	2	1 1 1 2 2 2	1	1 1		1	1 5 1	
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	ation - Not Transgence 1 1 1 5 naged/Missing It	1 1 2 remsC 2	2	1	1	2	1 1 1 2 2 2 1	1			1	1 5 1	
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	ation - Not Transgence 1 1 1 5 naged/Missing It	1 1 2 remsC 2 1	2	1	1	2	1 1 1 2 2 2 1	1			1	1 5 1	
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp	ation - Not Transgend 1 1 5 naged/Missing It 1 1 1	1 2 cemsC 2 1 1 1	2	1 1	1 1 1 2	2	1 1 1 2 2 2 1	1 1 2			1	1 5 1	
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Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ation - Not Transgence 1 1 5 agged/Missing It 4 1 Disability (Noise) ems - Carry-Onems - Checle	1 2 cemsC 2 1 1 1 1 d Casts 2	1 2 1 1 1	1 1 1 1 1 2	1 1 1 2 2 1	2	1 1 1 2 2 2 1 1 1	1 1 2 2 1 1 1 1	1	5	1	1 5 1 4	
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Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency	ation - Not Transgence 1 1 5 naged/Missing It 4 1 Disability (Notice Amputees and Items - Carry-Onems - Checke 4 1	1 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 2 2 1	2	1 1 1 2 2 2 1 1 1	1 1 2 1 1 1 1 1	4	3 1	1 1	1 5 1 4	
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Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach	ation - Not Transgence 1 1 5 naged/Missing It 1 1 Disability (Nisis/Amputees and ems - Carry-On ems - Checle ns - Carry-On ns - Checke 4 1 1	1 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 2 2 1	2	1 1 1 2 2 2 1 1	1 1 2 2 1 1 1 1 1 1	4 4	3 1	1 1 1	1 5 1 4	
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach	ation - Not Transgence 1 1 5 naged/Missing It 4 1 Disability (Noise) - Carry-Onems - Checlens - Carry-Onems - Checke 4 1 1 2	1 1 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1	2 1 1 1	1 1 1 2 2 2 1 1 1	1 1 2 1 1 1 1	4 4 1	3 1	1 1 1	2	
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service - Others Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown - Flyer Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Inconsistency Screening - Procedures/Process Screening - Security Breach	ation - Not Transgence 1 1 5 naged/Missing It 4 1 Disability (Noise) - Carry-Onems - Checlens - Carry-Onems - Checke 4 1 1 2	1 1 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1	1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1	2 1 1 1	1 1 1 2 2 2 1 1 1	1 1 2 1 1 1 1	4 4 1	3 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1	
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility D Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach Z019 Civil Rights Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity-	ation - Not Transgend 1 1 5 naged/Missing It 4 1 Disability (Nis/Amputees and ems - Carry-On ems - Check 4 1 1 2	1 2 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1	2 1 1 1	1 1 1 2 2 2 1 1 1	1 1 2 1 1 1 1	4 4 1	3 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1	
Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesi Property - Special Handling Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process Screening - Security Breach 2019 Civil Rights Civil Rights - National Origin	ation - Not Transgend 1 1 5 naged/Missing It 4 1 Disability (Nis/Amputees and ems - Carry-On ems - Check 4 1 1 2	1 2 2 2 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 2 1 1	2 1 1 1	1 1 1 2 2 2 1 1 1	1 1 2 1 1 1 1	4 4 1	3 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	2 1 1	

			TSA Conta	ct Center (TCC) Data ⁻	ΓοοΙ - FΟΙΑ	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Customer Service - TSO	3		1	1	1	1	1	2					10
Locks	1					1	1	1					4
Locks - Missing or Damaged Lock	1					1	1	1					4
Mishandling of Passenger Property	2	3	2		3	2	5			3	3	1	2
Mishandling of Passenger Property - Dama	aged/Missir	1											
Mishandling of Passenger Property - Dam	2	2	2		3	2	4			3	1	1	20
Mishandling of Passenger Property - Disar	rayed Items	sCarry-on	or Checke	d			1				2		
Patdown		2								2	1		
Patdown - Flyer		1								2	1		
Patdown - Non-Flyer		1											
Persons w/ Disabilities (PWD)			1				1			1		1	
Persons w/ Disabilities (PWD) - General												1	
Persons w/ Disabilities (PWD) - Medical D	evices - Att	ached to th	e Body							1			
Persons w/ Disabilities (PWD) - Mobility D	isability (No	ot Wheelch	1										
Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain	/trauma)					1						
Property - Special Handling	1	6	1			3	2	2	1	1	4	1	2
Property - Special Handling - Damaged Ite	ms - Carry	1											
Property - Special Handling - Damaged Ite	1	2						1			1		
Property - Special Handling - Missing Item	s - Carry-C	1									2		
Property - Special Handling - Missing Item	s - Checke	2	1			3	2	1	1	1	1	1	1
Screening		3	2	1		1			1	2	1	1	1:
Screening - Inconsistency		1											
Screening - Lengthy Lines												1	
Screening - Procedures/Process		2	2	1		1			1	1	1		
Screening - Security Breach										1			

					,								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TBN		2				1			1				4
2016						1							1
Customer Service						1							1
Customer Service - TSO						1							1
2017		2											2
Mishandling of Passenger Property		2											2
Mishandling of Passenger Property - Dam	naged/Missi	1											1
Mishandling of Passenger Property - Disa	rrayed Item	1											1
2018									1				1
Customer Service									1				1
Customer Service - TSO									1				1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TEX						1							1
2019						1							1
Customer Service						1							1
Customer Service - TSO						1							1

ories	10-Oct 44				Data Tool		1-Δnr 4	15-May ^	6- lun 4	17- 111	08-4116	09-500	Tota
ories	10-Oct 11-	Nov 12	2-Dec 01 21	I-Jan 02 13	?-Feb 03 15	-Mar 04 7	1-Apr (05-May 0 21	6-Jun (14	07-Jul 16	08-Aug 17	09-Sep 10	Tota
2016				4	1		1	2	2	5	5	1	
Civil Rights								1					
Civil Rights - Racial Profiling or Discrimina	ation							1					
Customer Service									1	1			
Customer Service - TSO									1	1			
Identification (ID) Requirements Identification (ID) Requirements - Domesti										1	2		
Mishandling of Passenger Property	C			4	1		1		1	2	2	1	
Mishandling of Passenger Property - Dam	aged/Missing Ite	msChec	ked Bac	4	1		1		1	2	2	1	
Patdown	agoa/moomig no		nou Duş	-				1					
Patdown - Flyer								1					
Screening										1	1		
Screening - Lengthy Lines										1	1		
2017	4	4	4	4	4	1	3	7		2	3	2	
Advanced Imaging Technology (AIT)							1						
Advanced Imaging Technology (AIT) - Fly Civil Rights	ei	1	1				1	1					
Civil Rights - Racial Profiling or Discrimina	ation	1	<u> </u>					1					
Civil Rights - Transgender Screening			1					'					
Customer Service	1	1		1	1						1		
Customer Service - Others		1		1									
Customer Service - TSO	1				1						1		
Locks	2												
Locks - Missing or Damaged Lock	2												
Mishandling of Passenger Property			2	3	2	1		3		2	1	1	
Mishandling of Passenger Property - Dam			1 1	3	2	1		3		2	1	1	
Mishandling of Passenger Property - Dam	aged/Missing Ite	msU	1				4				4		
Patdown Patdown - Flyer	1						1				1		
Persons w/ Disabilities (PWD)	1	1	1				1	1			1		
Persons w/ Disabilities (PWD) - General			1					ı					
Persons w/ Disabilities (PWD) - Touch Av	ersion (pain/trau	ma)						1					
Persons w/ Disabilities (PWD) - Wheelcha		1											
Property - Special Handling								2					
Property - Special Handling - Damaged Ite	ems - Checked							1					
Property - Special Handling - Missing Item	s - Checked							1					
Screening		1			1		1					1	
Screening - Inconsistency					1								
Screening - Lengthy Lines							1						
Screening - Procedures/Process		1			_			•				1	
2018 Civil Pights	6	3	5	1	7	4	4	6	7	5	3	3	
Civil Rights Civil Rights - Hair Patdowns							1						
Civil Rights - Sex/Gender/Gender Identity-	Not Transgende	er					1						
Customer Service	1	1			1		1	2		1			
Customer Service - TSO	1	1			1		1	2		1			
Locks			1		1								
Locks - Missing or Damaged Lock			1		1								
Mishandling of Passenger Property	2	2	2	1	2	1		2	3	2	1	2	
Mishandling of Passenger Property - Dam		2	1	1	2	1		2	3	2	1	2	
Mishandling of Passenger Property - Disa	rrayed ItemsCa	rry-on	1										
Patdown	1				2				2			1	
Patdown - Flyer	1										2		
Patdown - Flyer as Observer					2				2		1	1	
•					2				2				
Persons w/ Disabilities (PWD)					2	1			2		1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General						1					1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling	1		2		1			2	1	1	1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite	ems - Carry-On				1						1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	ems - Carry-On ems - Checked		1					1	1	1	1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	ems - Carry-On ems - Checked				1	1	1		1	1	1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening	ems - Carry-On ems - Checked		1		1		1	1	1		1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten	ems - Carry-On ems - Checked		1		1	1	1	1	1 1	1	1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process	ems - Carry-On ems - Checked 1 1	10	1	4	1	2		1	1 1	1	1		
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process	ems - Carry-On ems - Checked 1 1	10	1	4	1	2	1	1	1 1 1 1	1 1 1	1 1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process	ems - Carry-On ems - Checked 1 1	10	1 1	4	1	2	1	1	1 1 1 1	1 1 1	1 1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights	ems - Carry-On ems - Checked 1 1 1 4 1	10	1 1 12	4	1	2	1	1	1 1 1 1	1 1 1	1 1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina	ems - Carry-On ems - Checked 1 1 1 4 1 1	3	1 1 12	4	1 1 3	2	1	1	1 1 1 1	1 1 1	1 1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-	ems - Carry-On ems - Checked 1 1 4 1 1 Not Transe	3	1 1 12 1	4	1 1 3	2	1 5	1	1 1 1 1	1 1 1	6	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service	ems - Carry-On ems - Checked 1 1 1 4 1 1	3	1 1 12 1 1	4	1 1 3	2	1	1	1 1 1 1	1 1 1	1 1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - CSM	ems - Carry-On ems - Checked 1 1 4 1 1 Not Trans(3	1 1 12 1	4	1 1 3	2	1 5	1	1 1 1 1	1 1 1	6	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - CSM Customer Service - CSM	ems - Carry-On ems - Checked 1 1 4 1 1 Not Transe	3	1 1 12 1 1 1	4	1 1 3	2	1 5	1	1 1 1 1	1 1 1	6 6	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO	ems - Carry-On ems - Checked 1 1 4 1 1 Not Trans(3 1 2	1 1 12 1 1		1 1 3 1	2	1 1	1	1 1 1 1	1 1 1 4	6 1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Mishandling of Passenger Property	ems - Carry-On ems - Checked 1 1 4 1 1 Not Trans 1	3 1 2	1 1 12 1 1 1	1	1 1 3 1	2	1 1 1 1	1	1 1 1 1	1 1 1 4	1 1 1 1 1 3	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property	ems - Carry-On ems - Checked 1 1 4 1 1 ation Not Trans(1 1 1 aged/Missii	3 1 2	1 1 12 1 1 1		1 1 3 1	2	1 1	1	1 1 1 1	1 1 1 4	6 1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Racial Profiling or Discrimine Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa	ems - Carry-On ems - Checked 1 1 4 1 1 ation Not Trans(1 1 1 aged/Missii	3 1 2 1 1 1 arry-on or (1 1 12 1 1 1	1	1 1 3 1 1	2 2 2 2	1 1 1 1	1	1 1 1 5	1 1 1 4	1 1 1 1 1 3	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Daan Mishandling of Passenger Property - Disa- Patdown	ems - Carry-On ems - Checked 1 1 4 1 1 ation Not Trans(1 1 1 aged/Missii	3 1 2 1 1 1 1rry-on or (1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 3 1 1 1	2 2 2 2	1 1 1 1	1	1 1 1 5 5	1 1 1 4	1 1 1 1 3 2 1 1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	ems - Carry-On ems - Checked 1 1 4 1 1 ation Not Trans(1 1 1 aged/Missii	3 1 2 1 1 1 1 1 1 1 1 1 1	1 1 12 1 1 1	1	1 1 3 1 1	2 2 2 2	1 1 1 1	1	1 1 1 5	1 1 1 4	1 1 1 1 1 3	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer	ems - Carry-On ems - Checked 1 1 4 1 1 ation Not Trans(1 1 1 aged/Missii	3 1 2 1 1 1 1 1 1 3 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1	1 1 3 1 1 1	2 2 2 2	1 1 1 1	1	1 1 1 5 5	1 1 1 4	1 1 1 1 3 2 1 1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - General	ems - Carry-On ems - Checked 1 1 4 1 1 ation Not Trans(1 1 1 aged/Missii	3 1 2 1 1 1 1 1 1 1 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1 1 3 1 1 1	2 2 2 2	1 1 1 1	6	1 1 5 5	1 1 1 4	1 1 1 1 3 2 1 1	4	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) - Fly Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - CSM Customer Service - Others Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - General Persons w/ Disabilities (PWD)	ems - Carry-On ems - Checked 1 1 4 1 1 ation Not Trans(1 1 aged/Missii	3 1 2 1 1 1 1 1 1 3 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1 1 3 1 1 1	2 2 2 2	1 1 1 1	1	1 1 1 5 5	1 1 1 4	1 1 1 1 3 2 1 1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - General Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Iten Screening Screening - Lengthy Lines Screening - Procedures/Process 2019 Advanced Imaging Technology (AIT) Advanced Imaging Technology (AIT) Civil Rights Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity. Customer Service Customer Service - CSM Customer Service - Others Customer Service - TSO Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - General	ems - Carry-On ems - Checked 1 1 4 1 1 ation Not Trans(1 1 aged/Missii rrayed Items—Ca	3 1 2 1 1 1 1 10rry-on or (3 1 1	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1	1 1 3 1 1 1	2 2 2 2	1 1 1 1	6	1 1 5 5	1 1 1 4	1 1 1 1 3 2 1 1	4	

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Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Persons w/ Disabilities (PWD) - Service A	nimals							2					2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter	Segway										1	1
Property - Special Handling	1	1	1				1	1	3	3		2	13
Property - Special Handling - Damaged Ite	ems - Checl	ked								3		1	4
Property - Special Handling - Missing Item	ns - Carry-C)n							1				1
Property - Special Handling - Missing Item	1	1	1				1	1	2			1	8
Screening	1	1	7	2			2	3			1	1	18
Screening - Lengthy Lines			5				1						6
Screening - Procedures/Process	1	1	2	2			1	3			1	1	12

					nter (T	CC) Data	ool - FOIA	١						
Categories	10-Oct	11-Nov			-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TOL	3	3		3	2	2	4		4	3	4	_		41
2016							1	2				2		5
Customer Service							1					1		2
Customer Service - TSO							1					1		2
Mishandling of Passenger Property								1				1		2
Mishandling of Passenger Property - Dam		-			9							1		1
Mishandling of Passenger Property - Disa	rrayed Items	Carry-or	or C	hecked				1						1
Screening								1						1
Screening - Inconsistency								1						1
2017	1			2		1			1			1		7
Customer Service				1					1			1		3
Customer Service - TSO				1					1			1		3
Mishandling of Passenger Property				1									1	2
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	;	1									1	2
Screening	1					1								2
Screening - Procedures/Process	1					1								2
2018	2	2		1			1	2	1	2	2			13
Civil Rights	1	1												2
Civil Rights - Hair Patdowns		1												1
Civil Rights - Sex/Gender/Gender Identity	1													1
Customer Service	1										1			2
Customer Service - TSO	1										1			2
Mishandling of Passenger Property									1	1				2
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	checke	ed Baggage	Э				1	1				2
Patdown							1	1		1	1			4
Patdown - Children										1				1
Patdown - Flyer								1			1			2
Patdown - Flyer as Observer							1							1
Property - Special Handling		1						1						2
Property - Special Handling - Damaged Ite		On						1						1
Property - Special Handling - Damaged Ite	ems - Checl	1												1
Screening				1										1
Screening - Procedures/Process				1										1
2019		1			2	1	2	1	2	1	2	2		16
Customer Service									2				2	4
Customer Service - Others									1					1
Customer Service - TSO									1				2	3
Mishandling of Passenger Property		1			1		1			1		1		5
Mishandling of Passenger Property - Dam	aged/Missii	1			1		1			1		1		5
Patdown					1	1					1			3
Patdown - Flyer					1	1					1			3
Persons w/ Disabilities (PWD)											1			1
Persons w/ Disabilities (PWD) - Internal M	ledical Devi	ces									1			1
Property - Special Handling							1							1
Property - Special Handling - Missing Item	ns - Checked	i					1							1
Screening								1				1		2
Screening - Procedures/Process								1				1		2

Catagorias	40.0-4			ct Center (TO			04 4	05.14	00 1	07 1.1	00.4	00.0	T-4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TPA	138	181	202		214	300	286	237	226	244		188	2,666
2016				73	66	86	75	51	56	62	52	57	578
Advanced Imaging Technology (AIT)						1							1
Advanced Imaging Technology (AIT) - Fly	er					1							1
Civil Rights								2	2	3	5	3	10
Civil Rights - National Origin								1	1				2
Civil Rights - Racial Profiling or Discrimina								1	1	2		3	7
Civil Rights - Sex/Gender/Gender Identity	- Not Transg	ender					10			1			1
Customer Service				11	6	11	12	5	11	10) 6		81
Customer Service - Others				1		1	2		1			1	6
Customer Service - TSO				10	6	10	10	5	10	10) 6	8	75
Identification (ID) Requirements									1				1
Identification (ID) Requirements - Domest	IC								1				1
Locks				1	4	5	1	2	2	5			29
Locks - Missing or Damaged Lock				1	4	5	1	2	2	5			29
Mishandling of Passenger Property				52	45	58	49	32	31	31			359
Mishandling of Passenger Property - Dam					4	2	7	3	3	7		5	45
Mishandling of Passenger Property - Dam					37	48	37	27	23	24	24		277
Mishandling of Passenger Property - Dam					1	2						1	4
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-or	n or Checke		3	6	5	2	5		2		33
Patdown				3	3	2	5		3	5	5 1	2	24
Patdown - Children										2			2
Patdown - Flyer				2	2	1	5		2	3	3 1	1	17
Patdown - Flyer as Observer					1	1			1			1	4
Patdown - Non-Flyer				1									1
Persons w/ Disabilities (PWD)				1		1	2	2	1	4	2	5	18
Persons w/ Disabilities (PWD) - Breast Ca	ancer											1	1
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	Breast Ca	ncer					1		1	1		3
Persons w/ Disabilities (PWD) - Cognitive	/Developme	ental /Men	tal Disability	,								1	1
Persons w/ Disabilities (PWD) - General												1	1
Persons w/ Disabilities (PWD) - Internal N	Medical Devi	ces		1									1
Persons w/ Disabilities (PWD) - Medically			n and Medic	al Supplies		1	1		1	1			4
Persons w/ Disabilities (PWD) - Metal Imp				- ''			1			1			2
Persons w/ Disabilities (PWD) - Touch Av		/trauma)								1			1
Persons w/ Disabilities (PWD) - Wheelcha								1					1
Persons w/ Disabilities (PWD) - Wounded		3)									1	2	3
Screening				5	8	8	6	7	5	4			54
Screening - Crew Member or Airline Empl	ovee					1		1					2
Screening - Inconsistency				1		1			2	1		2	7
Screening - Lengthy Lines						1		1					2
Screening - Procedures/Process				3	8	5	5	5	2	3	3 4	4	39
Screening - Retrieving Abandoned/Confis	cated Items			1	0		- 0		1		1		3
Screening - Security Breach				'			1						1
TSA Contact Information								1					1
TSA Contact Information - General								1					1
2017	48	66	66	66	47	53	80	47	68	59) 41	40	681
Civil Rights	2	1		2	71	3	1	2	- 00	1		70	12
Civil Rights - Constitutional Rights	1												1
Civil Rights - National Origin							1						<u>-</u>
Civil Rights - Racial Profiling or Discrimina	1			1		3				1			6
Civil Rights - Screening of Religious Cultu		emonial Ite	me	'				1					1
Civil Rights - Sexual Orientation - Not Tra		1		1				1					3
Customer Service	9	7			9	1	9	11	8	8	3	7	85
Customer Service - Others	9	/	- 1	0	9	- '	1	- 11	0	0) 3	- /	1
Customer Service - TSO	9	7	7	6	9	1		11	0	8	3	7	
Identification (ID) Requirements	9	/	- 1		9		8	- 11	8	8	3	- /	84
. , , ,				1			2						3
Identification (ID) Requirements - Domest				1			2		_				3
Locks	4	1	3	3	3	3	3		7	4	1	1	33
Locks - General									1				1
Locks - Missing or Damaged Lock	4	1	3	3	3	3	3		6	4	1		32
Lost and Found Lost and Found - Airport/TSA												1	1
		40		40				47					1
Mishandling of Passenger Property	22	48			27	33	38	17	28	26			366
Mishandling of Passenger Property - Dam		5			1	9	1	2	2	1		1	33
Mishandling of Passenger Property - Dam		38			23	23	30	15	24	19		13	296
Mishandling of Passenger Property - Dam		-								2			2
Mishandling of Passenger Property - Disa	1	5	5		3	1	7		2	4	3	1	35
Notice of Violation/Civil Penalties				1									1
Notice of Violation/Civil Penalties - Gener	al			1									1
Patdown		1			2	6	4		3	3			29
Patdown - Flyer			2		2	6	4		3	3	3 2	1	25
Patdown - Flyer as Observer			2	1									3
Patdown - Non-Flyer		1											1
Persons w/ Disabilities (PWD)	1	3	2	3	1		2	1	4			4	21
Persons w/ Disabilities (PWD) - Autism S							1						2
December (Distriction (DMD) Comment					1								
Persons w/ Disabilities (PWD) - Cancer (g	general) Not	1			1								1
Persons w/ Disabilities (PWD) - Cognitive	general) Not /Developme				1		·						1
	general) Not /Developme			1	1							1	1 2
Persons w/ Disabilities (PWD) - Cognitive	general) Not /Developme	ental /Men	t 1		1			1				1	1
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes	general) Not /Developme	ental /Men	t 1		1			1					1 2
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/0	general) Not c /Developme and Carments/Dre	ental /Men	t 1	1	1			1					1 2 2
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General	general) Not he /Developme 	ental /Men	t 1 asks	1	1		1	1					1 2 2 1
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	general) Not h /Developme Garments/Dr mpairment Medical Dev	ental /Men essings/M	t 1 asks	1 1	1			1	1				1 2 2 1 1
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal M	general) Not (Developme Garments/Dr mpairment Medical Dev (Necessary	ental /Men essings/M	t 1 asks	1 1	1			1	1			1	1 2 2 1 1 2
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - Diapers/C Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I Persons w/ Disabilities (PWD) - Internal N Persons w/ Disabilities (PWD) - Medically	general) Not property (Control of the Control of th	ental /Men essings/M	t 1 asks n and Medic	1 1	1			1	1			1	1 2 2 1 1 2 3

togorios	40.0-+ 44		Contact Co		•		04 Ann	OF Mari	00 1	07 1	00 4	00 0	Tatal
regories Persons w/ Disabilities (PWD) - Wheelcha			2-Dec 01	I-Jan 0	2-Feb 0	3-Mar	04-Apr	05-May	06-Jun 2	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling	air/ Scooler/ Seg	way	ı				15	10	12		7	7	62
Property - Special Handling - Damaged Ite	l ems - Carry-On						10	10	1	- 11	- 1	- 1	1
Property - Special Handling - Damaged Ite							4	1	'	3	1	2	11
Property - Special Handling - Missing Item							1	5	7			2	15
Property - Special Handling - Missing Item							10	4	4	8	6		35
Request for Assistance										1			
Request for Assistance - Other										1			
Screening	10	5	3	4	5	7	6	6	5	5	6	4	66
Screening - Crew Member or Airline Empl	1				1						1		
Screening - Gate Pass										1			
Screening - Inconsistency		2		2		1	1		1			1	
Screening - Lengthy Lines	1			1							2		4
Screening - Procedures/Process	7	3	2	1	3	6	3	6	3		3	3	
Screening - Retrieving Abandoned/Confis	1								1				
Screening - Security Breach			1		1		2						
TSA Contact Information									1				
TSA Contact Information - General	40		•						1	40			
2018	49	56	64	57	50	85	58	69	51	42	53	41	67
Advanced Imaging Technology (AIT)						1							
Advanced Imaging Technology (AIT) - Fly	er 1	2	0	2	0				4	4	0		0
Civil Rights	I	3	2	3	2	2			4	4	2		2
Civil Rights - Age Civil Rights - Hair Patdowns									1		1		
Civil Rights - National Origin									1		1		
Civil Rights - Racial Profiling or Discrimina	1	1	2	2	2	1			1	4			1
Civil Rights - Radial Profiting of Discrimina		1				- 1			- 1	4			ı
Civil Rights - Screening of Religious Culture Civil Rights - Sex/Gender/Gender Identity						1							
Civil Rights - Sexual Orientation - Not Tra		1				'							
Civil Rights - Transgender Screening				1									
Customer Service	6	9	8	6	5	15	8	13	5	6	6	7	9
Customer Service - Others							1	10	- 3	0	0	1	3
Customer Service - TSO	6	9	8	6	5	15	7	13	5	6	6	6	9:
Locks	2	3	1		4	4	7	4	2		3		3
Locks - General		1											
Locks - Missing or Damaged Lock	2	2	1		4	4	7	4	2		3		2
Lost and Found	1		1	1								1	
Lost and Found - Airport/TSA	1		1	1								1	
Mishandling of Passenger Property	17	15	24	18	17	21	17	21	12	10	12	9	193
Mishandling of Passenger Property - Dam	aged/Missii	1	3	1		2		3	2		1		13
Mishandling of Passenger Property - Dam	14	14	19	16	11	16	16	12	9	10	10	6	15
Mishandling of Passenger Property - Dam		msUnsp	ecified Lugg	gage	2			1				1	4
Mishandling of Passenger Property - Disa			2	1	4	3	1	5	1		1	2	23
Patdown	2			1	2	6	4	6	5	4			3
Patdown - Flyer	2			1	2	6	4	5	5			1	34
Patdown - Flyer as Observer										1	1		2
Patdown - Non-Flyer								1					
Persons w/ Disabilities (PWD)	1	3	4	4	2	4	3	7	5	6	4	4	47
Persons w/ Disabilities (PWD) - Autism S			1			0			1				2
Persons w/ Disabilities (PWD) - Breast Ca		0		4		2							
Persons w/ Disabilities (PWD) - Cancer (g				1	1					1			
Persons w/ Disabilities (PWD) - Cognitive Persons w/ Disabilities (PWD) - Diabetes		/iviental D	isability		1		1	1		I			
Persons w/ Disabilities (PWD) - Diabetes Persons w/ Disabilities (PWD) - General					1		ı	1			2	1	
Persons w/ Disabilities (PWD) - General Persons w/ Disabilities (PWD) - Hearing I	mnairment									1		- 1	
Persons w/ Disabilities (PWD) - Internal N						1		1		- 1			
Persons w/ Disabilities (PWD) - Medically		1	1	1		- 1	1	1		2			
Persons w/ Disabilities (PWD) - Metal Imp		'	1				ı						
Persons w/ Disabilities (PWD) - Mobility D	. ,	heelchair c						2		2	2	2	
Persons w/ Disabilities (PWD) - Prosthesi			_ 555101/					1					
Persons w/ Disabilities (PWD) - Service A		Odolo	1										
Persons w/ Disabilities (PWD) - Touch Av		1							1				
Persons w/ Disabilities (PWD) - Visual Im		•							1				
Persons w/ Disabilities (PWD) - Wheelcha		1		2		1	1	1	2			1	
Property - Special Handling	14	15	20	18	7	19	12	11	13		11		16
Property - Special Handling - Damaged Ite			3	4	1	7	2	1	2		2		2
Property - Special Handling - Damaged Ite		4	5	5		5	5		2				4:
Property - Special Handling - Missing Item		3	2	1	3	1	2	3		1		1	1
Property - Special Handling - Missing Item		8	10	8	3	6	3	7	9			9	7
Request for Assistance				2									
Request for Assistance - Other				1									
Request for Assistance - Wounded Warrio	or (MSIJSOC)			1									
Screening	5	8	4	4	11	13	7	7	5	4	9	7	8
Screening - Inconsistency		2	1		1	1	3		2			1	1
Screening - Lengthy Lines	2	1		1		2		1			2		!
Screening - Procedures/Process	2	4	2	3	10	10	4	4	3	4	7		5
Screening - Retrieving Abandoned/Confis	1	1	1					1				2	
Screening - Security Breach								1					
2019	41	59	72	53	51	76	73	70	51				73:
	the state of the s	2	3	3	2	5	1	4	1	4	1	3	3
Civil Rights	2												4
Civil Rights - Age	2		1			1		1	1				
Civil Rights - Age Civil Rights - Constitutional Rights	2					1		1	1	1			
Civil Rights - Age Civil Rights - Constitutional Rights Civil Rights - Hair Patdowns	2					1		1	1	1		1	
Civil Rights - Age Civil Rights - Constitutional Rights				1	2	3	1	3	1			1 2	

		T	SA Contac	t Center (1	CC) Data 1	Tool - FOIA							
egories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Civil Rights - Screening of Religious or Cu	ultural Garme	ents		1									1
Civil Rights - Sex/Gender/Gender Identity	2	2	1	1		1							7
Civil Rights - Transgender Screening											1		1
Customer Service	4	16	10	8	7	15	12	5	11	15	13	4	120
Customer Service - CSM			1										1
Customer Service - Others		2					1		1		1		5
Customer Service - TSO	4	14	9	8	7	15	11	5	10	15	12	4	114
Locks	5	4	3	1	3	2	3	1	4	4	4	1	35
Locks - General									1				1
Locks - Missing or Damaged Lock	5	4	3	1	3	2	3	1	3	4	4	1	34
Lost and Found	2	1				1	1	1		1			7
Lost and Found - Airport/TSA	2	1				1	1	1		1			7
Mishandling of Passenger Property	12	8	18	12	17	16	26	21	14	19	9	11	183
Mishandling of Passenger Property - Dam	3	2	1		4	1	1	2		2	1		17
Mishandling of Passenger Property - Dam	7	5	17	11	9	14	22	13	12	14	7	9	140
Mishandling of Passenger Property - Dam	ı naged/Missin	g ItemsUr	specified L	uggage	1								1
Mishandling of Passenger Property - Disa		1		1	3	1	3	6	2	3	1	2	25
Patdown	3	3	4		4		1	4	3	5	4	6	37
Patdown - Children	_		1										1
Patdown - Flyer	3	2	3		4		1	3	3	5	2	6	32
Patdown - Flyer as Observer		1						1			1		3
Patdown - Non-Flyer								•			1		1
Persons w/ Disabilities (PWD)		6	5	1	3	7	2	2	4	7	6	4	47
Persons w/ Disabilities (PWD) - Autism S	l nectrum		-		1						•		1
Persons w/ Disabilities (PWD) - Cancer (c		Breast Can	cer								1		1
Persons w/ Disabilities (PWD) - Cognitive					1	1							2
Persons w/ Disabilities (PWD) - Diabetes		1	1			'		1		2			5
Persons w/ Disabilities (PWD) - Diapers/0			1					'		1			2
Persons w/ Disabilities (PWD) - General		COOTING OF IVIE				2	1			'	1	1	5
Persons w/ Disabilities (PWD) - Hearing I	mnairment		1							1		1	3
Persons w/ Disabilities (PWD) - Internal N		1								1		ı	2
Persons w/ Disabilities (PWD) - Medical [1						1	1			2
Persons w/ Disabilities (PWD) - Medically		1				1			1		2	1	6
Persons w/ Disabilities (PWD) - Metal Imp		'				1						ı	1
Persons w/ Disabilities (PWD) - Mobility I		2	1		1	'			1	1	1		7
Persons w/ Disabilities (PWD) - Prosthesi	, ,				- '					1	1		1
Persons w/ Disabilities (PWD) - Respirato			nt	1							- 1		1
Persons w/ Disabilities (PWD) - Touch Av			iii.	- 1		1			1	1			3
Persons w/ Disabilities (PWD) - Visual Im		ii aui iia)				1			- 1	- 1			1
Persons w/ Disabilities (PWD) - Wheelcha		1				- '	1	1				1	4
Property - Special Handling	10	14	18	19	11	20	20	23	10	18	11	16	190
Property - Special Handling - Damaged It	-	2	10	2	2	1	3	4	10	3	2	2	22
Property - Special Handling - Damaged It		3	6	4	4	4	4	6	4	7	5	4	54
Property - Special Handling - Missing Iten		3	2	5	4	3	4	1	1	2	1	1	24
		6			5								
Property - Special Handling - Missing Iten	6	Ь	9	8	5	12	9	12	5	6	3	9	90
Request for Assistance						1				1			2
Request for Assistance - Other	3	_	4.4		4		7	^	4		7		2
Screening	_	5	11	9	4	9	7	9	4	7	7	5	80
Screening - Crew Member or Airline Empl	loyee						1						1
Screening - Inconsistency		1		1							1		3
Screening - Lengthy Lines	_				1	1		2					4
Screening - Procedures/Process	3	4	8	7	2	8	6	7	3	7	6	5	66
Screening - Retrieving Abandoned/Confis	cated Items		2	1									3
Screening - Security Breach			1		1				1				3

Categories 10-Oct 11-Nov 12-Dec 01-Jan 02-Feb 03-Mar 04-Apr 05-May 06-Jun 07-Jul 17 6	09-Sep 10 5	Total 13 2	
Customer Service	1 1 4 1 2 1 1 1 1	5	2
Customer Service - TSO 1 1 Identification (ID) Requirements 1 1 Identification (ID) Requirements - Domestic 3 3 3 1 3 Mishandling of Passenger Property - Domaged/Missing ItemsCarry-on Luggage 3 3 1 3 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç 2 3 3 1 3 1 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç 2 3 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 <td< td=""><td>1 1 4 1 2 1</td><td>5</td><td>2</td></td<>	1 1 4 1 2 1	5	2
Customer Service - TSO	1 4 1 2 1 1 1 1		2
Identification (ID) Requirements Identification (ID) Requirements - Domestic State of the property State of the proper	1 4 1 2 1 1 1 1		1
Identification (ID) Requirements - Domestic Mishandling of Passenger Property	1 4 1 2 1 1 1 1		1
Mishandling of Passenger Property 3 3 3 1 3 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç 2 3 3 1 3 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç 2 3 3 1 3 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç 2 3 3 1 3 Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç 2 3 3 1 3 Patdown - Flyer 1	1 1 1		1
Mishandling of Passenger Property - Damaged/Missing ItemsCarry-on Luggage Mishandling of Passenger Property - Damaged/Missing ItemsChecked Bax 2 3 3 1 3 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checker 1 3 3 1 3 Patdown 1 1 4 3 1	1 2 1		1
Mishandling of Passenger Property - Damaged/Missing ItemsChecked Baç 2 3 3 1 3 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checket 1	1 1	5	1
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checker 1 Patdown 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1	1 1 1	5	
Patdown 1 Patdown - Flyer 1 Screening 1 Screening - Inconsistency 1 Screening - Lengthy Lines 1 2017 4 3 6 3 3 1 5 3 1 Civil Rights 1	1		
Patdown - Flyer 1 Screening 1 Screening - Inconsistency 1 Screening - Lengthy Lines 1 2017 4 3 6 3 3 1 5 3 1 Civil Rights 1 1 1 1 1 1 Civil Rights - Racial Profiling or Discrimination 1 1 1 1 1 Locks 1 1 1 1 1	1		
Screening	1		
Screening - Inconsistency 1 Screening - Lengthy Lines 1 2017 4 3 6 3 3 1 5 3 1 Civil Rights 1 <td>1</td> <td></td> <td></td>	1		
Screening - Lengthy Lines 1 2017 4 3 6 3 3 1 5 3 1 Civil Rights 1 1 1 1 1 Civil Rights - Racial Profiling or Discrimination 1 1 1 1 Locks 1 1 1 1 1			
2017 4 3 6 3 3 1 5 3 1 Civil Rights 1			
2017 4 3 6 3 3 1 5 3 1 Civil Rights 1			
Civil Rights 1 1 1 Civil Rights - Racial Profiling or Discrimination 1 1 1 Locks 1 1 1	3	2	3
Civil Rights - Racial Profiling or Discrimination 1 1 1 1 1 Locks			`
Locks 1			
Mishandling of Passenger Property 4 2 4 2 3 1 1 4 3	3		2
Mishandling of Passenger Property - Dam 1			
Mishandling of Passenger Property - Dam 2 2 4 2 3 1 1 3 1	3		2
Mishandling of Passenger Property - Disa 1 2			
Patdown 1 1			
Patdown - Flyer 1 1			
Screening 1 1		2	
Screening - Procedures/Process 1 1		2	
2018 3 5 1 3 1 2 3 2 2 3	4	1	3
Civil Rights 1		-	
Civil Rights - Racial Profiling or Discrimination 1			
Customer Service 1			
Customer Service - TSO 1			
		4	
Mishandling of Passenger Property 2 3 1 2 2	2	1	1
Mishandling of Passenger Property - Damaged/Missin 1			
Mishandling of Passenger Property - Dam 1 2 1 2 2		1	
Mishandling of Passenger Property - Disa 1	2		
Persons w/ Disabilities (PWD) 1			
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1			
Property - Special Handling 1 1 2 1 1 1 1 1 1	1		1
Property - Special Handling - Damaged Items - Carry-On 1			
Property - Special Handling - Damaged It 1 1	1		
Property - Special Handling - Missing Items - Checked 1 1 1 1 1 1 1 1			
Screening 1 1 1	1		
Screening - Lengthy Lines 1 1	1		
Screening - Procedures/Process 1			
2019 1 6 2 2 4 8 3 1 2 1	4	2	3
Customer Service 1 1 1 2 1			
·			
Customer Service - TSO 1 1 2			
Locks 1 1 1			
Locks - Missing or Damaged Lock 1 1			
Mishandling of Passenger Property 1 2 1 3 1 1	1	1	
Mishandling of Passenger Property - Dam 1 2 1 1 1	1	1	
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1			
Patdown 1			
Patdown - Flyer 1			
Property - Special Handling 2 1 2 1	2		
Property - Special Handling - Damaged Items - Checl 1 1 1 1			
Property - Special Handling - Missing Items - Carry-On 1			
Property - Special Handling - Missing Items - Checke 1 1	2		
Screening 2 1 3 1	1	1	
·		1	
0 0 7			
Screening - Procedures/Process 2	1		
Screening - Security Breach		1	

ategories	10.004 44		Contact Ce		•		M A	DE Mass	6 lum	07 11	00 4	00 84	Total
Categories TTN	10-Oct 11-	Nov 12	2-Dec 01- 5	-Jan 02 7	2-Feb 03 7	3-Mar 0	04-Apr 12	05-May 0 11	6-Jun (13	07-Jul 7	08-Aug 14	09-Sep 19	Total 120
2016	10	U	9	3		4	12	4	13	-	4	3	21
Customer Service				J		7	·		1		1	J	2
Customer Service - TSO									1		1		2
Lost and Found						1		1			1	1	4
Lost and Found - Airport/TSA						1		1			1	1	4
Mishandling of Passenger Property				3		3	1	2	1		2	1	13
Mishandling of Passenger Property - Dam	naged/Missing Ite	msCarry	-on Lug	1		1		1					3
Mishandling of Passenger Property - Dam				1		2	1	1	1		2	1	9
Mishandling of Passenger Property - Disa				1									1
Persons w/ Disabilities (PWD)								1					1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ Segv	way						1					1
Screening												1	1
Screening - Procedures/Process												1	1
2017	3	3	3	2	2	2	3	3	3	2	3	8	37
Civil Rights				1							1		2
Civil Rights - Headwear				1									1
Civil Rights - Racial Profiling or Discrimin	ation										1		1
Customer Service	1				1				1			1	4
Customer Service - TSO	1				1				1			1	4
Identification (ID) Requirements	1												
Identification (ID) Requirements - ID Mato	1												
Locks		1											
Locks - Missing or Damaged Lock		1											
Lost and Found										1			
Lost and Found - Airport/TSA	,		4							1			
Mishandling of Passenger Property	1	2	1	1	1	2	2	2				4	16
Mishandling of Passenger Property - Dam					4	1							
Mishandling of Passenger Property - Dam		1	1	1	1	1	2	1				3	12
Mishandling of Passenger Property - Disa	irrayed item	1						1			4	1	
Patdown											1	1	2
Patdown - Flyer									4		1	1	
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Autism S	n a atrum								1				
Property - Special Handling	pectrum I						1		1	1		1	
Property - Special Handling - Damaged It	eme - Carry-On						- '		- 1	1		1	-
Property - Special Handling - Damaged It									1			ı	
Property - Special Handling - Missing Iten							1		ı				
Property - Special Handling - Missing Iten										1			
Screening	I		2					1		'	1	1	5
Screening - Gate Pass			1					•					1
Screening - Lengthy Lines			•									1	1
Screening - Procedures/Process			1					1			1		3
2018	4	3	1	2	1		6	1	3	3	4	3	31
Civil Rights	1												1
Civil Rights - Sex/Gender/Gender Identity	1												1
Customer Service	1						1	1	1	2		1	7
Customer Service - TSO	1						1	1	1	2		1	7
Lost and Found							1						1
Lost and Found - Airport/TSA							1						1
Mishandling of Passenger Property	1	1	1				2		1	1	1		8
Mishandling of Passenger Property - Dam											1		2
Mishandling of Passenger Property - Dam		1	1				2			1			5
Mishandling of Passenger Property - Disa	rrayed ItemsCa	rry-on or (Checked						1				1
Patdown				1								1	2
Patdown - Children				1									1
Patdown - Flyer												1	
Persons w/ Disabilities (PWD)							1				1		2
Persons w/ Disabilities (PWD) - Diabetes							1						
Persons w/ Disabilities (PWD) - Hearing I	mpairment				4						1		
Property - Special Handling	1				1		1		1		1		
Property - Special Handling - Damaged It					1								
Property - Special Handling - Missing Iten							1		1		4		
Property - Special Handling - Missing Iten Screening	ns - Checked										1	4	1
•		2		1							1 1	1	5
Screening - Inconsistency Screening - Procedures/Process		2		1							I	- 1	1
2019	3		1	1	4	3	2	3	5	2	3	5	24
Civil Rights	1		'		4	3		3	ð	1		9	31 2
Civil Rights - Racial Profiling or Discrimin										1			
Civil Rights - Transgender Screening	1									- '			1
Customer Service	1				1		2		2		1	3	10
Customer Service - TSO	1				1		2		2		1	3	10
Lost and Found	1					1			1	1		J	
Lost and Found - Airport/TSA	1					1			1	1			
Mishandling of Passenger Property					1			2	2			1	(
Mishandling of Passenger Property - Dam	i naged/Missing Ite	msChec	ked Baggage	Э	1				2			1	
Mishandling of Passenger Property - Dam								1	_				
Mishandling of Passenger Property - Disa				J-				1					
Patdown	.,	, 5 01 (1							
													1
Patdown - Flyer as Observer					1	1							1
Patdown - Flyer as Observer Persons w/ Disabilities (PWD)	Disability (Not Wh	neelchair o	or Scooter)		1								1
Patdown - Flyer as Observer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility I	Disability (Not Wh	neelchair d	or Scooter)		1 1 1						1		1
Patdown - Flyer as Observer Persons w/ Disabilities (PWD)		neelchair c	or Scooter)		1 1 1						1		1

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

Cotomonico	1001	44.51				C) Data Tool								
Categories		11-Nov	12-Dec					04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUL	20	32	2 :	25	29	14	21	32	25	33	24	27		303
2016					11	4	3	8	4	8	3	7	10	58
Civil Rights					2									2
Civil Rights - Racial Profiling or Discrimin	ation I				2									2
Customer Service					1			1	2				2	6
Customer Service - Others								1	1					2
Customer Service - TSO					1				1				2	4
Identification (ID) Requirements							1							1
Identification (ID) Requirements - Domest	ic						1							1
Locks					2					1				3
Locks - Missing or Damaged Lock					2					1				3
Mishandling of Passenger Property					5	3	2	6		7	2	4		34
Mishandling of Passenger Property - Dam						1		1					1	3
Mishandling of Passenger Property - Dam					5	2	2	5		7	2	4		29
Mishandling of Passenger Property - Disa	rrayed Items-	Carry-o	n or Checl	ked									2	2
Patdown						1		1	2				1	5
Patdown - Flyer						1		1	1				1	4
Patdown - Flyer as Observer									1					1
Screening					1						1	3	2	7
Screening - Inconsistency											1			1
Screening - Procedures/Process												2	2	4
Screening - Security Breach					1							1		2
2017	5	9	9 '	10	11	2	6	4	6	8	6	11	3	81
Civil Rights			1	2	2									5
Civil Rights - National Origin					1									1
Civil Rights - Racial Profiling or Discrimin	ation			2	1									3
Civil Rights - Sex/Gender/Gender Identity			1											1
Customer Service	,		1	1	1	1	1	1		3	2	2	1	14
Customer Service - TSO			1	1	1	1	1	1		3	2			14
Locks			1		1						_	3		5
Locks - General												1		1
Locks - Missing or Damaged Lock			1		1							2		4
Mishandling of Passenger Property	3		4	5	5	1	2	1	5	3	4	2		36
Mishandling of Passenger Property - Dam	-			1										1
Mishandling of Passenger Property - Dam			4	4	4	1	2		4	3	4	2	1	32
Mishandling of Passenger Property - Disa					1	•		1	1					3
Patdown		- Cuy C	1		1		2		'			1		5
Patdown - Flyer			1		1		2					1		5
Persons w/ Disabilities (PWD)	1											'		2
Persons w/ Disabilities (PWD) - Medically	-		1											2
Property - Special Handling								1		1		1	1	4
Property - Special Handling - Damaged It	l ems - Carry-C	Ͻn											1	1
Property - Special Handling - Damaged It												1		1
Property - Special Handling - Missing Iten								1		1		1		2
Screening	1			2	1		1	1	1	1		2		10
Screening - Procedures/Process	1			2	1		'	1	1	1		2		9
Screening - Procedures/Process Screening - Retrieving Abandoned/Confis					'		1	'	'					1
2018	8	10	R.	8	5	6	6	10	8	11	10	3		91
Civil Rights				•		1	1	10	1		10	,		3
Civil Rights - Racial Profiling or Discrimin	l ation					1	1		1					3
Customer Service	allon		3	2	1	2	1	3	2	1	1			16
Customer Service - Others			2		'		'	- 0	1	!	- '			3
Customer Service - Others Customer Service - TSO			1	2	1	2	1	3	1	1	1			13
Locks	1		ı	2	- 1		- 1	1	ı	- 1	1	1		4
Locks - Missing or Damaged Lock	1							1			1	1		4
			2	2		4	2			7				
Mishandling of Passenger Property	2		2	3		1	3	4		7	1	2		25
Mishandling of Passenger Property - Dam			1	2		1	3	3		6	1	2		21
Mishandling of Passenger Property - Disa			1	1				1		1				4
Patdown	1			1	2						1			5
Patdown - Flyer	1		2	1	2						1			5
Persons w/ Disabilities (PWD)	2		2		1				2	1				8
Persons w/ Disabilities (PWD) - Cancer (g	jenerai) Not b	oreast Ca	ancer						1					1
Persons w/ Disabilities (PWD) - General	1		_											1
Persons w/ Disabilities (PWD) - Metal Imp		- 2	2											2
Persons w/ Disabilities (PWD) - Mobility [1
Persons w/ Disabilities (PWD) - Prosthes			S						1					1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/ S				1					1				2
Property - Special Handling	1		1	1		1	1	2	1	1	3			12
Property - Special Handling - Damaged It			1	1		1			1					4
Property - Special Handling - Missing Iten		1					1	1						2
Property - Special Handling - Missing Iten								1		1	3			6
Screening	1		8	1	1	1			2	1	3			18
Screening - Crew Member or Airline Emp	loyee		2											2
Screening - Inconsistency			1		1						1			3
Screening - Lengthy Lines			1								1			2
Screening - Procedures/Process	1		4	1		1			2	1	1			11
2019	7		7	7	2	2	6	10	7	6	5	6	8	73
Civil Rights			1					1						2
Civil Rights - Racial Profiling or Discrimin								1						1
Civil Rights - Sex/Gender/Gender Identity	- Not Trans		1											1
Customer Service	1		2	2				2		2				9
Customer Service - TSO	1	2	2	2				2		2				9
Locks							1	1	1	1				4
Locks - Missing or Damaged Lock							1	1	1	1				4
Mishandling of Passenger Property	2		1	2			2	4	2		2	2	2	19

			ISA Conta	t Center (icc) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	1									1	2
Mishandling of Passenger Property - Dam	2					2	2	2		1	2	1	12
Mishandling of Passenger Property - Disa	rrayed Item	1	1				2			1			5
Patdown							1	1				1	3
Patdown - Flyer							1	1				1	3
Persons w/ Disabilities (PWD)	1									1	1	1	4
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies						1			1
Persons w/ Disabilities (PWD) - Mobility D	1											1	2
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/	Segway									1		1
Property - Special Handling	2	2	1	1	2	3	1	1	1	2	3	2	21
Property - Special Handling - Damaged Ite	ems - Carry-	-On			1					1			2
Property - Special Handling - Damaged Ite	ems - Check	ked		1	1			1			1	1	5
Property - Special Handling - Missing Item	1		1								1		3
Property - Special Handling - Missing Item	1	2				3	1		1	1	1	1	11
Screening	1	1	2	1				2	2			2	11
Screening - Inconsistency			1										1
Screening - Lengthy Lines								1					1
Screening - Procedures/Process	1	1	1	1				1	2			2	9

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TUP											1		1
2019											1		1
Customer Service											1		1
Customer Service - TSO											1		1

tagariaa	40.0-4				CC) Data T		04.4	05.14	00 1	07 1	00.4	00.0	T-4-1
tegories		11-Nov		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
rus .	42	49	40	48	73	81	66	55	38	40			608
2016				17	26	22	18	21	8	9	10	9	140
Civil Rights				1	1	2							4
Civil Rights - General Complaint and Disc				1									1
Civil Rights - Racial Profiling or Discrimina	ation			0	1	2	4		4	0		0	3
Customer Service Customer Service - Others				6	10	10	4	5	1	2		3	42
Customer Service - Others Customer Service - TSO				3	6	5	1 3	3	1	2	1	1	22
				3	4	5	3	2	1			2	20
Locks						1		1					2
Locks - Missing or Damaged Lock						1		1					2
Lost and Found					1					1			2
Lost and Found - Airport/TSA					1		40			1			2
Mishandling of Passenger Property	1/2.41			9	13	4	10	9	1	5		4	63
Mishandling of Passenger Property - Dam				1	2			1		2			6
Mishandling of Passenger Property - Dam				7	9	4	9	6		3		4	49
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on o	r Checked	1	2		1	2	1		1		8
Patdown								1					1
Patdown - Flyer								1					1
Persons w/ Disabilities (PWD)				1		1		2					4
Persons w/ Disabilities (PWD) - Diabetes						1							1
Persons w/ Disabilities (PWD) - Mobility D	Disability (Not	Wheelchai	r or Scoot	1									1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway						2					2
Prohibited & Permitted Items										1			1
Prohibited & Permitted Items - Firearm/An	nmunition									1			1
Screening					1	4	4	3	6		1	2	21
Screening - Inconsistency									1				1
Screening - Lengthy Lines					1	3	2	2	3				11
Screening - Procedures/Process							2	1	1		1	1	6
Screening - Security Breach						1			1			1	3
2017	15	12	21	10	18	30	20	11	14	19	10	12	192
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimina	ation		1										1
Customer Service	6	5	4	3	4	9	4	2	5	7	5	5	59
Customer Service - CSM											1		1
Customer Service - Others	5	3	1	1	1	5	2	2	1	6		4	33
Customer Service - TSO	1	2	3	2	3	4	2		4	1			25
Locks	2			1		3				1		1	8
Locks - General	_					1							1
Locks - Missing or Damaged Lock	2			1		2				1		1	7
Lost and Found	_		1		1			2			1		5
Lost and Found - Airport/TSA			1		1			2			1		5
Mishandling of Passenger Property	4	3	11	5	8	15	7	3	5	4		2	70
Mishandling of Passenger Property - Dam			1	1	1	10	,	0					3
Mishandling of Passenger Property - Dam		2	8	4	6	13	5	3	4	4	2	1	55
Mishandling of Passenger Property - Disa		1	2		1	2	2	3	1	-	1	1	12
Patdown	2	3	2		'	1	1	1	'	1		2	11
Patdown - Flyer	2	3				1	1	1		1		2	11
Persons w/ Disabilities (PWD)	2	3		1		1	ı	- 1		- '			1
` '	irl Coostorl C	0011011		1									1
Persons w/ Disabilities (PWD) - Wheelcha		egway					4	1	3	4	1		13
Property - Special Handling	oma Chaaleae	1					4	ļ	3				
Property - Special Handling - Damaged Ite		1								2			2
Property - Special Handling - Missing Item							1	4	2		1		9
Property - Special Handling - Missing Item	is - Checked	4				0	3	1	3	2			
Screening	1	1	4		5	2	4	2	1	2		2	24
Screening - Inconsistency			1		1								2
Screening - Lengthy Lines					1		3			1		2	7
Screening - Procedures/Process	1	1	2		3	2	1	2	1	1			14
Screening - Security Breach			1										1
2018	11	22	11	14	15	15	16	12	11	5		6	148
Civil Rights		1					1	1	1		1		5
								1					1
Civil Rights - Hair Patdowns													2
Civil Rights - Racial Profiling or Discrimina							1		1				
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity-	- Not Trans	1									1		2
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service	- Not Trans(3	5	2	3	1	1	8		1	1			28
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others	- Not Trans(3 2	5 2	1	2		1	8 5			1	2	1	28 12
Civil Rights - Racial Profiling or Discrimine Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO	- Not Trans(3	5 2 3		2 1	1	1	8 5 3		1	1	2	1	28 12 16
Civil Rights - Racial Profiling or Discrimine Civil Rights - Sex/Gender/Gender Identity Customer Service Customer Service - Others Customer Service - TSO Locks	- Not Trans(3 2	5 2	1	2			8 5	2	1		2	1	28 12 16 12
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	- Not Trans(3 2	5 2 3	1	2 1	1	1	8 5 3	2 2	1		2	1	28 12 16
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	- Not Trans(3 2	5 2 3 2 2 2	1	2 1 1	1	1	8 5 3 2		1 1 2		2 2 1	1	28 12 16 12 12 3
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	- Not Trans(3 2	5 2 3 2 2	1	2 1 1	1	1 1 1	8 5 3 2		1 1 2		2 2 1	1	28 12 16 12 12
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found	- Not Trans(3 2	5 2 3 2 2 2	1	2 1 1	1	1 1 1 1	8 5 3 2		1 1 2		2 2 1 1	1	28 12 16 12 12 3
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA	3 2 1	5 2 3 2 2 2 2	1	2 1 1 1	1 1 1	1 1 1 1	8 5 3 2 2	2	1 2 2	1	2 2 1 1	1	28 12 16 12 12 3 3
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	Not Trans 3 2 1 1 aged/Missii	5 2 3 2 2 2 2 5 1	1	2 1 1 1 5 1 3	1 1 1	1 1 1 1	8 5 3 2 2	5	1 2 2	1	2 2 1 1	1 1 3	28 12 16 12 12 12 3 3 45
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam	Not Trans 3 2 1 1 aged/Missii	5 2 3 2 2 2 2 5 1	1	2 1 1 1 5 1 3	1 1 1	1 1 1 1 1 7	8 5 3 2 2	5 1	1 2 2 5	3	2 2 1 1	1 1 3	28 12 16 12 12 3 3 45 3 32
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	Not Trans 3 2 1 1 aged/Missin 1 aged/Missing	5 2 3 2 2 2 2 5 1	1	2 1 1 1 5 1 3	1 1 1 5	1 1 1 1 1 7	8 5 3 2 2	5 1	1 2 2 5	3	2 1 1 1 4 4	1 1 3	28 12 16 12 12 3 3 45 3 3 2 1
Civil Rights - Racial Profiling or Discrimine Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	Not Trans 3 2 1 1 aged/Missin 1 aged/Missing	5 2 3 2 2 2 2 2 5 1 3 ItemsUns	1 1	2 1 1 1 1 5 1 3 1ggage	1 1 1 5	1 1 1 1 1 7	8 5 3 2 2	5 1	1 1 2 2 5 5	3	2 1 1 1 4 4	3	28 12 16 12 12 3 3 45 3 32
Civil Rights - Racial Profiling or Discrimine Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	Not Trans 3 2 1 1 aged/Missin 1 aged/Missing	5 2 3 2 2 2 2 5 1 3 ItemsUns	1 1 specified Lu 1	2 1 1 1 1 5 1 3 1ggage	1 1 1 5	1 1 1 1 1 7	8 5 3 2 2	5 1 4	1 1 2 2 5 5	3	2 2 1 1 1 4 4 4	1 1 3 2	28 12 16 12 12 3 3 45 3 3 2 1
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown	Not Trans 3 2 1 1 aged/Missin 1 aged/Missing	5 2 3 2 2 2 2 2 5 1 3 ItemsUns	1 1 specified Lu 1	2 1 1 1 1 5 1 3 1ggage 1	1 1 1 5 4 1	1 1 1 1 1 7	8 5 3 2 2 1	5 1 4	1 1 2 2 5 5	3	2 2 1 1 1 4 4 4 1	1 1 3 2	28 12 16 12 12 3 3 45 3 3 2 1 9
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer	Not Trans 3 2 1 1 aged/Missin 1 aged/Missing	5 2 3 2 2 2 2 2 5 1 3 ItemsUns	1 1 1 specified Lu 1 1	2 1 1 1 1 5 1 3 1ggage 1	1 1 1 5 4 1	1 1 1 1 1 7	8 5 3 2 2 1	5 1 4	1 1 2 2 5 5	3	2 2 1 1 1 4 4 4 1	1 1 3 2	28 12 16 12 12 3 3 45 3 2 1 9 7
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer	Not Trans 3 2 1 1 aged/Missin 1 aged/Missing rrayed Item	5 2 3 2 2 2 2 5 1 3 3 ItemsUn:	1 1 1 specified Lu 1 1	2 1 1 1 1 5 3 1ggage 1 1	1 1 1 5 4 1	1 1 1 1 1 7	8 5 3 2 2 1	5 1 4	1 1 2 2 5 5	3	2 2 1 1 1 4 4 4 1	1 1 3 2	28 12 16 12 3 3 45 3 32 1 9 7 6
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD)	Not Trans 3 2 1 1 aged/Missin 1 aged/Missingrrayed Item 2 1	5 2 3 2 2 2 2 5 1 3 3 ItemsUns	1 1 1 specified Lu 1 1	2 1 1 1 1 5 3 1ggage 1 1	1 1 1 5 4 1	1 1 1 1 1 7	8 5 3 2 2 1	5 1 4	1 1 2 2 5 5	3	2 2 1 1 1 4 4 4 1	1 1 3 2	28 12 16 12 12 3 3 45 3 32 1 9 7 6 1
Civil Rights - Racial Profiling or Discrimine Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I	Not Trans 3 2 1 1 aged/Missin 1 aged/Missing rrayed Item 2 1 1	5 2 3 2 2 2 2 2 5 1 3 3 ItemsUn: 1 1	1 1 1 specified Lu 1 1	2 1 1 1 1 5 3 1ggage 1 1	1 1 1 5 4 1	1 1 1 1 1 7	8 5 3 2 2 1	5 1 4	1 1 2 2 5 5	3	2 2 1 1 1 4 4 4 1	1 1 3 2	28 12 16 12 12 3 3 45 3 32 1 9 7 6 1 5
Civil Rights - Racial Profiling or Discrimina Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Patdown - Flyer as Observer Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I Persons w/ Disabilities (PWD) - Prosthesi	Not Trans 3 2 1 1 aged/Missin 1 aged/Missing rrayed Item 2 1 1 s/Amputees al	5 2 3 2 2 2 2 2 5 1 1 3 ItemsUn: 1 1	1 1 1 specified Lu 1 1	2 1 1 1 1 5 1 3 3 1ggage 1 1 1	1 1 1 5 4 1	1 1 1 1 1 7	8 5 3 2 2 1	5 1 4	1 1 2 2 5 5	3	2 2 1 1 1 4 4 4 1	1 1 3 2	28 12 16 12 13 3 33 45 3 32 1 9 7 6 1 5 2
Civil Rights - Racial Profiling or Discrimine Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock Lost and Found Lost and Found - Airport/TSA Mishandling of Passenger Property Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disa Patdown Patdown - Flyer Patdown - Flyer Persons w/ Disabilities (PWD) - Medically Persons w/ Disabilities (PWD) - Mobility I	Not Trans 3 2 1 1 aged/Missin 1 aged/Missing rrayed Item 2 1 1 s/Amputees al	5 2 3 2 2 2 2 5 1 1 3 ItemsUn: 1 1	1 1 1 specified Lu 1 1	2 1 1 1 1 5 1 3 3 1ggage 1 1 1	1 1 1 5 4 1	1 1 1 1 1 7	8 5 3 2 2 1	5 1 4	1 1 2 2 5 5	3	2 2 1 1 1 4 4 4 1	1 1 3 2	28 12 16 12 3 3 45 3 32 1 9 7 6 1 5 2

					CC) Data 1								
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Property - Special Handling - Damaged Ite	ems - Checl	1		1	1	3	1						7
Property - Special Handling - Missing Item	1		1										2
Property - Special Handling - Missing Item	3		1	2	4				1				11
Screening	1	4	5		2	1	2	2	1	1	1	1	21
Screening - Inconsistency		2	1										3
Screening - Lengthy Lines		2	1				1						4
Screening - Procedures/Process	1		3		2	1	1	2	1	1	1	1	14
2019	16	15	8	7	14	14	12	11	5	7	10	9	128
Civil Rights	2	1			1	1	2						7
Civil Rights - Hair Patdowns							1						1
Civil Rights - Perceived Religion		1											1
Civil Rights - Racial Profiling or Discrimina	2				1	1	1						5
Customer Service	2	1	1	1	2			1			2		10
Customer Service - Others	1	1			1								3
Customer Service - TSO	1		1	1	1			1			2		7
Locks	1	2		1		1		2		3			10
Locks - Missing or Damaged Lock	1	2		1		1		2		3			10
Mishandling of Passenger Property	7	3	4	2	3	4	2	3	3	1	4	3	39
Mishandling of Passenger Property - Dam	1										1		2
Mishandling of Passenger Property - Dam		2	3	2	1	3	2	1	2		3	2	26
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsU	nspecified I	uggage					1	1			2
Mishandling of Passenger Property - Disa		1	1	00 0	2	1		2				1	9
Patdown		1	1				2					2	6
Patdown - Flyer		1	1				2					2	6
Persons w/ Disabilities (PWD)	1	3						1			1	1	7
Persons w/ Disabilities (PWD) - General											1		1
Persons w/ Disabilities (PWD) - Internal M	ledical Dev	1											1
Persons w/ Disabilities (PWD) - Medically	Necessary	Medication	and Medic	al Supplies								1	1
Persons w/ Disabilities (PWD) - Mobility		1		- ''				1					3
Persons w/ Disabilities (PWD) - Visual Im	pairment	1											1
Property - Special Handling	1	2	1	2	7	6	2	4	1	3	2	2	33
Property - Special Handling - Damaged Ite	1							1					2
Property - Special Handling - Damaged Ite		1			2	2		1		2	1		9
Property - Special Handling - Missing Item	s - Carry-O	n					1						1
Property - Special Handling - Missing Item	s - Checke	1	1	2	5	4	1	2	1	1	1	2	21
Screening	2	2	1	1	1	2	4		1		1	1	16
Screening - Inconsistency	1												1
Screening - Lengthy Lines						2							2
Screening - Procedures/Process	1	2	1	1	1		3		1		1	1	12
Screening - Security Breach							1						1

				ct Center (T									
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TVC	5	2		2		1	3		9	17	14	14	82
2016					3			6	2	5	2	5	23
Customer Service					1			1	1	1	1	1	6
Customer Service - TSO					1			1	1	1	1	1	6
Locks					1			1					2
Locks - Missing or Damaged Lock					1			1					2
Mishandling of Passenger Property	1/8 41 1							2	1	3	1	3	10
Mishandling of Passenger Property - Dam								0	1	1		0	2
Mishandling of Passenger Property - Dam	iaged/iviissin I	g itemsC	лескео ва	ggage				2		2	1	3	8
Screening Lengthy Lines					1			2		1		1	5 1
Screening - Lengthy Lines Screening - Procedures/Process					1			1		1		1	1 4
2017	4				- 1		2	- 1	2	4	6	1	19
Customer Service	4									2	0	1	3
Customer Service - Others										1		1	1
Customer Service - Others Customer Service - TSO										1		1	2
Locks										1		1	
Locks - Missing or Damaged Lock										1			1
Lost and Found							- 1						2
Lost and Found - Airport/TSA							1			1			2
	4						- 1		0	I			
Mishandling of Passenger Property		a Itama C	Corne on Luc	2222					2		6		12
Mishandling of Passenger Property - Dam	aged/iviissiii	g itemsc	arry-on Luc	ygage					2		5		
Mishandling of Passenger Property - Dam									2		5		10
Mishandling of Passenger Property - Disa	1						1						
Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Cognitive	Dovolopme	ontal /Man	tal Disabilit	.,			1						1
	i /Developine	2 nitai /ivien		2		1	- 1	2		3	•	2	
2018 Civil Rights						1			4 1	3	3		19
	otion								1				1
Civil Rights - Racial Profiling or Discrimina Customer Service	1								1			1	
Customer Service - TSO									1			1	2
Mishandling of Passenger Property						1		1	1	1	1	1	2 5
Mishandling of Passenger Property - Dam	 	a Itoma (Shookod Bo	aaaaa		- 1		1		1	1	1	4
Mishandling of Passenger Property - Disa						1		- 1		- 1	- '	- 1	1
Patdown	inayeu items	Carry-Ui	TOI CHECKE	:u		- '		1					2
Patdown - Flyer								1					
Patdown - Flyer as Observer		1						ı					1
Persons w/ Disabilities (PWD)		1											1
Persons w/ Disabilities (PWD) - Internal N	Aedical Dev	1											1
Property - Special Handling	l ledical Dev	- 1							2	1	1		4
Property - Special Handling - Damaged It	l eme - Check	od								1	- '		1
Property - Special Handling - Missing Iten										1	1		1
Property - Special Handling - Missing Iten									2		'		2
Screening	- Onoonoc			2						1	1		4
Screening - Inconsistency										1	'		1
Screening - Procedures/Process				2							1		3
2019	1				1		1	3	1	5	3	6	21
Civil Rights	•				•		•		•	1			1
Civil Rights - Racial Profiling or Discrimina	I ation									1			1
Customer Service										•	2		2
Customer Service - TSO											2		2
Locks							1					2	3
Locks - Missing or Damaged Lock							1					2	3
Mishandling of Passenger Property	1							1	1	1	1	1	6
Mishandling of Passenger Property - Dam								'	1		1	1	4
Mishandling of Passenger Property - Disa		sCarry-or	or Checke	rd				1	'	1	'	'	2
Property - Special Handling		. July of	. c. oncoke					1		3		1	5
Property - Special Handling - Missing Iten	i ns - Checker	1						1		3		1	5
Screening	STICOREC				1			1		3		2	4
Screening - Procedures/Process					1			1				1	3
Screening - Procedures/Process Screening - Security Breach								1				1	1
Ocicerning - Oceanity Dieden													

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TVF											1		1
2018											1		1
Customer Service											1		1
Customer Service - TSO											1		1

				ntact Cente										
tegories	10-Oct	11-Nov	12-De				-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
ΓWF		1		3	-	3	3	1	5	_	3	4	1	30
2016						1			2		1	1		
Civil Rights									1					
Civil Rights - Racial Profiling or Discrim	ination								1					
Customer Service											1			
Customer Service - TSO											1			
Locks												1		
Locks - Missing or Damaged Lock												1		
Mishandling of Passenger Property						1			1					
Mishandling of Passenger Property - Da						1								
Mishandling of Passenger Property - Di	sarrayed Item	sCarry-or	or Ched	cked					1					
2017				3	4	1	3	1	1		1	1		1
Customer Service							2							
Customer Service - TSO							2							
Locks				1										
Locks - Missing or Damaged Lock				1										
Mishandling of Passenger Property						1	1		1		1			
Mishandling of Passenger Property - Di	sarrayed Item	sCarry-or	or Ched	cked		1	1		1		1			
Persons w/ Disabilities (PWD)					2									
Persons w/ Disabilities (PWD) - Prosthe	esis/Amputees	and Casts	3		1									
Persons w/ Disabilities (PWD) - Respira	atory and Inha	ler Equipm	ent		1									
Property - Special Handling								1				1		
Property - Special Handling - Damaged	Items - Check	ked										1		
Property - Special Handling - Missing It	ems - Checke	d						1						
Screening				2	2									
Screening - Inconsistency				2										
Screening - Procedures/Process					2									
2018						1			1			1	1	
Customer Service									1				1	
Customer Service - TSO									1				1	
Locks												1		
Locks - Missing or Damaged Lock												1		
Mishandling of Passenger Property						1								
Mishandling of Passenger Property - Da	amaged/Missir	ng ItemsC	Checked	Baggage		1								
2019		1		00 0					1	2	1	1		
Customer Service										1				
Customer Service - TSO										1				
Mishandling of Passenger Property											1	1		
Mishandling of Passenger Property - Di	sarrayed Item	sCarry-or	or Ched	cked							1	1		
Patdown									1					
Patdown - Flyer									1					
Property - Special Handling		1												
Property - Special Handling - Damaged	Items - Checl													
Screening										1				
Screening - Procedures/Process										1				
301001111g - 1 1000000103/1 100033										ı				

							Tool - FOIA							
Categories	10-Oct	11-Nov	12-0		01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TXK	2	2		6	1	1	5	1	2	4		1	1	26
2016						1	1		1	1				4
Locks									1					1
Locks - Missing or Damaged Lock									1					1
Mishandling of Passenger Property						1	1			1				3
Mishandling of Passenger Property - Dam	aged/Missin	g ItemsC	hecke	d Bagg	jage	1				1				2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on	or Ch	ecked			1							1
2017	1	1		4	1		1						1	9
Customer Service							1						1	2
Customer Service - TSO							1						1	2
Mishandling of Passenger Property	1			4	1									6
Mishandling of Passenger Property - Dam	1			4	1									6
Screening		1												1
Screening - Procedures/Process		1												1
2018							1		1	1				3
Customer Service							1							1
Customer Service - TSO							1							1
Patdown										1				1
Patdown - Flyer as Observer										1				1
Screening									1					1
Screening - Procedures/Process									1					1
2019	1	1		2			2	1		2		1		10
Civil Rights										1				1
Civil Rights - Sex/Gender/Gender Identity-	Not Transg	ender								1				1
Customer Service	1													1
Customer Service - TSO	1													1
Locks												1		1
Locks - Missing or Damaged Lock												1		1
Mishandling of Passenger Property		1		1			1			1				4
Mishandling of Passenger Property - Dam	aged/Missiı	1								1				2
Mishandling of Passenger Property - Disa	rrayed Items	Carry-on		1			1							2
Patdown							1							1
Patdown - Flyer							1							1
Property - Special Handling								1						1
Property - Special Handling - Damaged Ite	ems - Check	ed						1						1
Screening				1										1
Screening - Procedures/Process				1										1

					CC) Data								
Categories			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
TYR	5	4	9	5	2	4	4	3	5	8	2	3	54
2016				3	1	2		1	1	1			9
Locks				1					1	1			3
Locks - Missing or Damaged Lock				1					1	1			3
Mishandling of Passenger Property				2	1	2							5
Mishandling of Passenger Property - Dam				1	1	2							4
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on or	r Checked	1									1
Screening								1					1
Screening - Procedures/Process								1					1
2017	3	2	1	2	1	1	2		1	3		1	17
Customer Service				1		1							2
Customer Service - TSO				1		1							2
Locks									1				1
Locks - Missing or Damaged Lock									1				1
Mishandling of Passenger Property	3	2	1	1	1		1			1			10
Mishandling of Passenger Property - Dam		1											1
Mishandling of Passenger Property - Dam	3	1	1				1			1			7
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on or	r Checked	1	1								2
Property - Special Handling							1			2		1	4
Property - Special Handling - Damaged Ite	ems - Checke	d					1					1	2
Property - Special Handling - Missing Item	ns - Checked									2			2
2018	1	2	5			1		2		2	2	1	16
Civil Rights			1										1
Civil Rights - Racial Profiling or Discrimina	ation		1										1
Customer Service												1	1
Customer Service - TSO												1	1
Mishandling of Passenger Property		1	3			1		2			2		9
Mishandling of Passenger Property - Dam		1	2			1		2			2		8
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	1										1
Property - Special Handling			1							1			2
Property - Special Handling - Damaged Ite	ems - Checke	d	1										1
Property - Special Handling - Missing Item	ns - Checked									1			1
Screening	1	1								1			3
Screening - Inconsistency										1			1
Screening - Procedures/Process	1	1											2
2019	1		3				2		3	2		1	12
Customer Service			1										1
Customer Service - TSO			1										1
Locks												1	1
Locks - Missing or Damaged Lock												1	1
Mishandling of Passenger Property							2		1				3
Mishandling of Passenger Property - Dam							1						1
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on or	r Checked				1		1				2
Property - Special Handling			2						2				4
Property - Special Handling - Damaged Ite		d	1						1				2
Property - Special Handling - Missing Item	ns - Checked		1						1				2
Screening	1									2			3
Screening - Procedures/Process	1									2			3

orios .	40.0-4		Contact Cen		•		A	E Marri Ca	: I	07 11	00 4	00 0==	T-4-*
gories S	10-Oct 11-	Nov 1	2-Dec 01-J	an 02 17	2-Feb 03 6	-Mar 04 19	-Apr (05-May 06 37	3-Jun (17	07-Jul 17	08-Aug 18	09-Sep 27	Total 2
2016	1-7	.0	10	4	1	2	2	7	5	3	5	7	;
Civil Rights												1	
Civil Rights - Racial Profiling or Discrimina	ition											1	
Customer Service				1			2	2		1	1	1	
Customer Service - Others							1						
Customer Service - TSO				1			1	2		1	1	1	
Locks				1									
Locks - Missing or Damaged Lock				1									
Mishandling of Passenger Property				2	1	2		3	2	1	3	5	
Mishandling of Passenger Property - Dama						1							
Mishandling of Passenger Property - Dama				2				3	2	1	3	4	
Mishandling of Passenger Property - Dama				je								1	
Mishandling of Passenger Property - Disar	rayed ItemsCa	irry-on or	Checked		1	1							
Patdown								1	1		1		
Patdown - Flyer								1	1		1		
Request for Assistance	- (MCLICOC)								1				
Request for Assistance - Wounded Warrio	r (MSIJSOC)							4	1	4			
Screening Inconsistency								1	1	1			
Screening - Inconsistency								1	1	ı			
Screening - Lengthy Lines 2017	4	3	4	4	2	7	2	7	3	4	4	11	
	1	3	1	1	2	1		,	3	4	4	- 11	
Civil Rights Civil Rights - Hair Patdowns	1		1			1	1						
Civil Rights - National Origin	1					1							
Civil Rights - Racial Profiling or Discrimina			1	1			1						
Customer Service	iu OII	1	1		1	2	1	2	1			1	
Customer Service Customer Service - TSO		1			1	2		2	1			1	
Locks		1			1	1		1	- 1				
Locks Locks - Missing or Damaged Lock						1		1					
Mishandling of Passenger Property	2	2	3	2	1	3		3	1	4		4	
Mishandling of Passenger Property - Dam	2	1	3	1	1	3		2	- 1	3		4	
Mishandling of Passenger Property - Dama				1	1	J				3		- 4	
Mishandling of Passenger Property - Disar		11130113 _F	Decilied I					1	1	1			
Patdown	rayed item	ı						'	1	- 1		4	
Patdown - Flyer									1			3	
Patdown - Flyer as Observer									ı			1	
Property - Special Handling							1				3		
Property - Special Handling - Damaged Ite	ms - Checked						1				2		
Property - Special Handling - Missing Item							'				1		
Screening	1			1				1			1	2	
Screening - Crew Member or Airline Empl	1							'					
Screening - Crew Member of Alline Employ	'			1				1					
Screening - Inconsistency Screening - Lengthy Lines								- '				1	
Screening - Lengthy Lines Screening - Procedures/Process											1	1	
2018	6	7	10	6	2	5	4	12	4	5	4	2	
Civil Rights	1	-		1			1	2	1				
Civil Rights - Hair Patdowns								1	1				
Civil Rights - National Origin							1						
Civil Rights - Racial Profiling or Discrimina	ition			1									
Civil Rights - Sex/Gender/Gender Identity	1							1					
Customer Service		1	2	2		3		2	1	3			
Customer Service - Others		1		1		2							
Customer Service - TSO		-	2	1		1		2	1	3			
Locks		1					1	_					
Locks - Missing or Damaged Lock		1					1						
Mishandling of Passenger Property	3												
		1			1	1	'	2	1	1	1	1	
Mishandling of Passenger Property - Dama			v-on Luggage		1	1	'	2	1	1	1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam	aged/Missing Ite		y-on Luggage		1	1		2 1 1	1	1	1	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar	aged/Missing Ite 3	msCarry				1	,	1	1				
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar	aged/Missing Ite 3 rayed ItemsCa	msCarry					'	1			1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown	aged/Missing Ite 3 rrayed ItemsCa 2	msCarry					1	1			1		
Mishandling of Passenger Property - Darn Mishandling of Passenger Property - Disar Patdown Patdown - Flyer	aged/Missing Ite 3 rayed ItemsCa	msCarry 1 arry-on or	Checked 1				'	1 1			1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD)	aged/Missing Ite 3 rrayed ItemsCa 2 2	msCarry 1 arry-on or 2	Checked 1				'	1 1			1		
Mishandling of Passenger Property - Darn Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp	aged/Missing Ite 3 rrayed ItemsCa 2 2 Iants (joint)	msCarry 1 arry-on or 2 1	Checked 1					1 1			1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis	aged/Missing Ite 3 rrayed ItemsCa 2 2 Iants (joint)	msCarry 1 arry-on or 2	Checked 1	3				1 1 1			1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling	aged/Missing Ite 3 rrayed ItemsCe 2 2 lants (joint) s/Amputees	msCarry 1 arry-on or 2 1	Checked 1	3			1	1 1			1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite	aged/Missing Ite 3 rrayed ItemsCa 2 2 Ilants (joint) s/Amputees ems - Carry-On	msCarry 1 arry-on or 2 1	Checked 1	1				1 1 1			1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite	aged/Missing Ite 3 rrayed ItemsCa 2 2 Ilants (joint) s/Amputees ems - Carry-On ems - Checked	msCarry 1 arry-on or 2 1	Checked 1				1	1 1 1 1 3			1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item	aged/Missing Ite 3 rrayed ItemsCa 2 2 Items (joint) s/Amputees rms - Carry-On rms - Checked s - Carry-On	msCarry 1 arry-on or 2 1	Checked 1	1				1 1 1 1 3			1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item	aged/Missing Ite 3 rrayed ItemsCa 2 2 Items (joint) s/Amputees rms - Carry-On rms - Checked s - Carry-On	msCarry 1 irry-on or 2 1 1	Checked 1 1	1	1	1	1	1 1 1 1 3 3 1 2	1	1	2 2	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening	aged/Missing Ite 3 rrayed ItemsCa 2 2 Items (joint) s/Amputees rms - Carry-On rms - Checked s - Carry-On	msCarry 1 arry-on or 2 1	Checked 1 1	1			1	1 1 1 1 3			1		
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency	aged/Missing Ite 3 rrayed ItemsCa 2 2 Items (joint) s/Amputees rms - Carry-On rms - Checked s - Carry-On	msCarry 1 irry-on or 2 1 1	Checked 1 1 7 2	1	1	1	1	1 1 1 1 3 3 1 2	1	1	2 2	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines	aged/Missing Ite 3 rrayed ItemsCa 2 2 Items (joint) s/Amputees rms - Carry-On rms - Checked s - Carry-On	msCarry 1 1 irry-on or 2 1 1	Checked 1 1 1 1 7 2 3 3	1	1	1	1 1 1	1 1 1 1 1 1 1 1 1 1 2 2 2	1	1	1 2 2 2	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	aged/Missing Ite 3 rrayed ItemsCa 2 2 lants (joint) s/Amputees sms - Carry-On sms - Checked s - Carry-On s - Checked	msCarry 1 1 1 1 1 2 2	7 2 3 2 2	1 1	1 1 1	1	1 1 1 1	1 1 1 1 1 1 1 2 2 2 2	1	1	1 2 2 2	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons W/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process	aged/Missing Ite 3 rrayed ItemsCa 2 2 Items (joint) s/Amputees rms - Carry-On rms - Checked s - Carry-On	msCarry 1 1 irry-on or 2 1 1	7 2 3 2 5	1	1	1	1 1 1 1 3	1 1 1 1 1 1 1 1 1 1 2 2 2	1	1	1 2 2 2	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights	aged/Missing Ite 3 rrayed ItemsCa 2 2 lants (joint) s/Amputees sms - Carry-On sms - Checked s - Carry-On s - Checked	msCarry 1 1 1 1 1 2 2	7 2 3 2 2	1 1	1 1 1	1	1 1 1 3 3 1	1 1 1 1 1 1 1 2 2 2 2	1	1	1 2 2 2	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin	aged/Missing Ite 3 rrayed Items—Ca 2 2 Iants (joint) s/Amputees rms - Carry-On rms - Checked s - Carry-On s - Checked	msCarry 1 1 1 1 1 2 2 8	7 2 3 2 5 1	1 1	1 1 1	1	1 1 1 1 3	1 1 1 1 1 1 1 2 2 2 2	1	1	1 2 2 2	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity-	aged/Missing Ite 3 rrayed Items—Ca 2 2 Iants (joint) s/Amputees rms - Carry-On rms - Checked s - Carry-On s - Checked	msCarry 1 1 1 1 1 2 2 8	7 2 3 2 5 1	1 1	1 1 1	1 1 5	1 1 1 3 3 1	1 1 1 1 3 3 1 2 2 2	1 1 5	1	1 1 1 5	1 1 7	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity-Customer Service	aged/Missing Ite 3 rrayed Items—Ca 2 2 Iants (joint) s/Amputees rms - Carry-On rms - Checked s - Carry-On s - Checked	msCarry 1 1 1 1 1 2 2 8	7 2 3 2 5 1	1 1	1 1 1	1 1 5 3	1 1 1 3 3 1	1 1 1 1 1 1 1 2 2 2 2	1	1	1 2 2 2	1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity-Customer Service Customer Service - Others	aged/Missing Ite 3 rrayed Items—Ca 2 2 Iants (joint) s/Amputees rms - Carry-On rms - Checked s - Carry-On s - Checked	msCarry 1 1 1 1 1 2 2 8	7 2 3 2 5 1	1 1	1 1 1	1 1 5	1 1 1 3 3 1	1 1 1 1 3 3 1 2 2	1 1 5	1	1 2 2 2 1 1 5 5 1 1	1 1 7	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity-Customer Service Customer Service - Others Customer Service - TSO	aged/Missing Ite 3 rrayed ItemsCa 2 2 Iants (joint) s/Amputees sms - Carry-On sms - Checked s - Carry-On s - Checked	msCarry 1 1 1rry-on or 2 1 1 2 2 8	7 2 3 2 5 1	1 1 1 3	1 1 1	1 1 5 3	1 1 1 3 3 1	1 1 1 1 1 3 3 2 2 11	1 1 5	1	1 1 1 5	1 1 7	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks	aged/Missing Ite 3 rrayed Items—Ca 2 2 Iants (joint) s/Amputees ems - Carry-On ems - Checked s - Carry-On s - Checked	msCarry 1 1 1 1 1 2 2 8	7 2 3 2 5 1	1 1 1	1 1 1	1 1 5 3	1 1 1 3 3 1	1 1 1 1 3 3 1 2 2 11	1 1 5	1	1 2 2 2 1 1 5 5 1 1	1 1 7 7 1 1 1 1 1 1	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening Screening - Inconsistency Screening - Lengthy Lines Screening - Procedures/Process 2019 Civil Rights Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity- Customer Service Customer Service - Others Customer Service - TSO Locks Locks - Missing or Damaged Lock	aged/Missing Ite 3 rrayed Items—Ca 2 2 Iants (joint) s/Amputees rms - Carry-On rms - Checked s - Carry-On s - Checked	msCarry 1 1 1 1 2 2 8 8 er	7 2 3 2 5 1	1 1 1 3	1 1 1	1 1 5 3	1 1 1 3 3 1	1 1 1 1 3 3 1 2 2 11	1 1 5	1	1 2 2 2 1 1 5 1 1 1 1 1 1 1 1 1 1 1 1 1	1 1 7	
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Disar Patdown Patdown - Flyer Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Metal Imp Persons w/ Disabilities (PWD) - Prosthesis Property - Special Handling - Damaged Ite Property - Special Handling - Damaged Ite Property - Special Handling - Missing Item Property - Special Handling - Missing Item Property - Special Handling - Missing Item Screening - Inconsistency Screening - Screening - Procedures/Process 2019 Civil Rights - National Origin Civil Rights - Sex/Gender/Gender Identity-Customer Service Customer Service - Others Customer Service - TSO Locks	aged/Missing Ite 3 rrayed Items—Ca 2 2 Iants (joint) s/Amputees ems - Carry-On ems - Checked s - Carry-On s - Checked	msCarry 1 1 1 1 1 2 2 8	7 2 3 2 5 1	1 1 1	1 1 1	1 1 5 3	1 1 1 3 3 1	1 1 1 1 3 3 1 2 2 11	1 1 5	1	1 2 2 2 1 1 5 5 1 1	1 1 7 7 1 1 1 1 1 1	

			OA COIIIa	ci center (ICC) Data	1001-101	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Patdown	1	1		1					1			1	
Patdown - Flyer	1	1		1					1			1	:
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway								1			
Property - Special Handling	1	3					1	3		1		1	1
Property - Special Handling - Damaged It	1						1						
Property - Special Handling - Damaged It	ems - Check	ked						1					
Property - Special Handling - Missing Iter	ns - Carry-O	n										1	
Property - Special Handling - Missing Iter	ns - Checke	3						2		1			
Request for Assistance		1											
Request for Assistance - Other		1											
Screening		1	3		1	2		5	3	2	. 1	2	2
Screening - Inconsistency								1			1	1	
Screening - Procedures/Process		1	3		1	2		4	3	2		1	1
SIDA (Security Identification Display Area)												1	
SIDA (Security Identification Display Area) - General											1	

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
UIN	1						1						2
2018	1												1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
2019							1						1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Dam	aged/Missir	ng ItemsC	hecked Bad	ggage			1						1

				t Center (T									
egories			12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
NV	1	4	2	3	1	2	3		4		4		3
2016								1	1		1	1	
Civil Rights								1					
Civil Rights - Racial Profiling or Discrimin	nation							1					
Customer Service									1		1		
Customer Service - Others											1		
Customer Service - TSO									1				
Screening												1	
Screening - Procedures/Process												1	
2017							2		1			2	
Locks							1						
Locks - Missing or Damaged Lock							1						
Mishandling of Passenger Property									1				
Mishandling of Passenger Property - Dar	naged/Missing I	temsChe	cked Bag	gage					1				
Patdown							1						
Patdown - Flyer							1						
Property - Special Handling												1	
Property - Special Handling - Damaged I	tems - Checked											1	
Screening												1	
Screening - Crew Member or Airline Emp	loyee											1	
2018	1	1	1	2		1	1	2	1		2		1
Customer Service						1		1					
Customer Service - TSO						1		1					
Mishandling of Passenger Property	1												
Mishandling of Passenger Property - Dar	n 1												
Patdown				2							1		
Patdown - Flyer				2									
Patdown - Flyer as Observer											1		
Persons w/ Disabilities (PWD)											1		
Persons w/ Disabilities (PWD) - Medicall	y Necessary Me	dication a	nd Medica	al Supplies							1		
Property - Special Handling	1	1	1	- ''									
Property - Special Handling - Damaged I	tems - Carry	1											
Property - Special Handling - Damaged I			1										
Screening							1	1	1				
Screening - Procedures/Process							1	1	1				
2019		3	1	1	1	1		2			1	2	
Civil Rights				1								1	
Civil Rights - Hair Patdowns												1	
Civil Rights - Racial Profiling or Discrimin	nation			1									
Customer Service					1			1					
Customer Service - Others					1								
Customer Service - TSO								1					
Locks											1		
Locks - Missing or Damaged Lock											1		
Persons w/ Disabilities (PWD)												1	
Persons w/ Disabilities (PWD) - Medicall	ı v Necessarv Ma	edication a	nd Medica	al Supplies								1	
Property - Special Handling	,	1	1	Juppiico								'	
Property - Special Handling - Missing Itel	ms - Carry-C	1											
Property - Special Handling - Missing Itel			1										
Screening	III - OHECKEU	2	- 1			1		1	1				
Screening - Inconsistency		1						1	- 1				
Screening - Procedures/Process		1				1		- 1	1				
Screening - Frocedures/Frocess	1	1							1				

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VCT			1			1						1	3
2018			1										1
Property - Special Handling			1										1
Property - Special Handling - Missing Iten	ns - Checke	d	1										1
2019						1						1	2
Locks						1							1
Locks - Missing or Damaged Lock						1							1
Screening												1	1
Screening - Security Breach												1	1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VEL										1			1
2019										1			1
Property - Special Handling										1			1
Property - Special Handling - Missing Iten	ns - Checke	d								1			1

			SA Contac										
tegories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
/LD	4	8	5	6	6	1	4	-	9	7		7	7:
2016				1				1			3		
Mishandling of Passenger Property				1				1			2		
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCh	necked Baç	1				1			2		
Screening											1		
Screening - Inconsistency											1		
2017	1	3		3	1	1	1	1	3	4	2	4	2
Civil Rights								1					
Civil Rights - Racial Profiling or Discrimina	ation							1					
Customer Service					1								
Customer Service - TSO					1								
Locks										1			
Locks - Missing or Damaged Lock										1			
Mishandling of Passenger Property	1	3		3		1	1		2		2	2	1
Mishandling of Passenger Property - Dam	aged/Missing	ItemsCa	arry-on Lug	1									
Mishandling of Passenger Property - Dam		3		1		1			1			1	
Mishandling of Passenger Property - Disa	rrayed Items-	-Carry-on	or Checked	1			1		1		2	1	
Patdown										2		1	
Patdown - Flyer										2		1	
Property - Special Handling									1	1		1	
Property - Special Handling - Damaged Ite	ems - Checke	d								1		1	
Property - Special Handling - Missing Item									1				
2018		4		2	2		3	4	5	1		1	:
Customer Service		•		_	_		1	•	•	•		1	
Customer Service - Others							1						
Customer Service - TSO												1	
Locks									1				
Locks - Missing or Damaged Lock									1				
Mishandling of Passenger Property		1		2	2			2					
Mishandling of Passenger Property - Dam	aned/Missing		rry-on Lugo						1				
Mishandling of Passenger Property - Dam		1	iiry-oir Lugg	2	1			2					
Mishandling of Passenger Property - Disa			or Chackad		1				1				
Property - Special Handling	rrayed items-	-carry-orr	or Crieckeu		- 1		1	1	2				
Property - Special Handling - Damaged Ite	ome Chocko						- 1	1	1				
Property - Special Handling - Missing Item							1		1				
Screening	is - Checke	2					1	1	ı	1			
							1	1		1			
Screening - Lengthy Lines Screening - Procedures/Process		2					1			4			
2019	•	1					1		4	1 2	5	2	
Locks	3	1	5		3				1		5	1	2
Locks - Missing or Damaged Lock					1							1	
		-	0								4		
Mishandling of Passenger Property	2	1	2		1						4	1	1
Mishandling of Passenger Property - Dam	1	1	2		1						3		
Mishandling of Passenger Property - Disa	1									4	1	1	
Persons w/ Disabilities (PWD)										1			
Persons w/ Disabilities (PWD) - Metal Imp	plants (joint)									1			
Property - Special Handling			3		1				1		1		
Property - Special Handling - Damaged Ite		d							1				
Property - Special Handling - Missing Item			1										
Property - Special Handling - Missing Item	s - Checked		2		1						1		
Screening	1									1			
Screening - Procedures/Process	1												
Screening - Retrieving Abandoned/Confis	cated Items									1			

Catamaniaa	10.0 (44.51				C) Data Tool							***	
Categories	10-Oct	11-Nov						04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VPS	10	1	2	7	21	11	16	25	21	17	29		19	215
2016					4	2	3	1	5	4	5	10	6	40
Civil Rights					1				1					2
Civil Rights - Racial Profiling or Discrimin	ation				1				1					2
Customer Service					1					1	1	2	1	6
Customer Service - TSO					1					1	1	2	1	6
Locks											1			1
Locks - Missing or Damaged Lock											1			1
Mishandling of Passenger Property					1	2	1	1	2	2	2	7	4	22
Mishandling of Passenger Property - Dam	ı naged/Missin	a Items	-Carry-on L	uggage					1		1	2	2	6
Mishandling of Passenger Property - Dam					1	2	1	1	1	2	1	5	2	16
Patdown	1	3					1			1				2
Patdown - Flyer							1			1				2
Persons w/ Disabilities (PWD)					1		- '		1	1	1	1		4
Persons w/ Disabilities (PWD) - Cancer (Proact C	ancor		- 1				'		- '	1		1
. , ,				diaal Comm	11						4			
Persons w/ Disabilities (PWD) - Medically		Medicatio	on and ivie	dicai Supp							1			1
Persons w/ Disabilities (PWD) - Metal Imp		_			1									1
Persons w/ Disabilities (PWD) - Wheelch	air/ Scooter/	Segway							1					1
Screening							1		1				1	3
Screening - Inconsistency									1				1	2
Screening - Procedures/Process							1							1
2017	4		1	1	7	3	3	13	3	1	5	5	1	47
Civil Rights	2							1			2			5
Civil Rights - Hair Patdowns											1			1
Civil Rights - Racial Profiling or Discrimin	2							1			1			4
Customer Service					1		1	1	1		1	2		7
Customer Service - TSO					1		1	1	1		1	2		7
Locks					1			1				1		3
Locks - Missing or Damaged Lock					1			1				1		3
	1		4	4		4				4	4	1		
Mishandling of Passenger Property			1	1	4	1		5		1	1	1		16
Mishandling of Passenger Property - Dam					1						1			2
Mishandling of Passenger Property - Dam			1	1	2	1		5				1		12
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-c	on or Chec	ke	1					1				2
Patdown						1		1	1					3
Patdown - Flyer						1		1						2
Patdown - Non-Flyer									1					1
Property - Special Handling								2			1	1		4
Property - Special Handling - Missing Iten	ns - Carry-O	n									1			1
Property - Special Handling - Missing Iten								2				1		3
Screening Screening	1	4			1	1	2	2	1				1	9
	'				- 1	1			1				- 1	9
Screening - Children						4			ı					
Screening - Crew Member or Airline Emp	loyee					1								1
Screening - Inconsistency							1							1
Screening - 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
Advanced Imaging Technology (AIT) - Fly	er										1	1		2
Civil Rights												1		1
Civil Rights - Racial Profiling or Discrimin	ation											1		1
Customer Service			1		2	1	1	1	3	1	1	1		12
Customer Service - Others					1									1
Customer Service - TSO			1		1	1	1	1	3	1	1	1		11
Locks			2	1								· ·		3
Locks - Missing or Damaged Lock			2	1										3
			2	1				4					4	
Mishandling of Passenger Property							2	4	2			1	1	10
Mishandling of Passenger Property - Dam								1				1		2
Mishandling of Passenger Property - Dam							1	1	2				1	5
Mishandling of Passenger Property - Disa	rrayed Items	sCarry-c	on or Chec	ked			1	2						3
Patdown	1							1	2	1		1	1	7
Patdown - Flyer								1	2	1		1	1	6
Patdown - Flyer as Observer	1													1
Persons w/ Disabilities (PWD)						1			1		2	1	1	6
Persons w/ Disabilities (PWD) - Diabetes											1	1	1	3
Persons w/ Disabilities (PWD) - Metal Imp	olants (joint)										1			1
Persons w/ Disabilities (PWD) - Prosthesi		and Cas	its			1								1
Persons w/ Disabilities (PWD) - Service A									1					1
Property - Special Handling				1	2	1	1	1		1	1	1	1	10
Property - Special Handling - Damaged It	eme - Carry	On		-		1	- '-	'				1		2
Property - Special Handling - Damaged It				1		'	1				1		1	4
				1	0		- 1	- 4		4	- 1			
Property - Special Handling - Missing Iten	по - Опескес 1	4		4	2			1		1			_	4
Screening				1	2	2		2	2	2	4	1	3	19
Screening - Inconsistency								1					1	2
Screening - Lengthy Lines									1	1	2		1	5
Screening - Procedures/Process				1	1	2		1	1	1	2	1	1	11
Screening - Security Breach					1									1
2019	5		8	3	4	1	6	2	3	7	10	4	5	58
Civil Rights			1				1	1	1		1	1		6
Civil Rights - Racial Profiling or Discrimin	ation		1				1	1	1					4
Civil Rights - Sex/Gender/Gender Identity												1		1
Civil Rights - Transgender Screening	9										1			1
Customer Service			3	1				1		1	3	2	1	12
Customer Service - TSO			3	1				1		1	3		1	12
Locks			J	1				I		I			I	
											2			2
Locks - Missing or Damaged Lock							_				2			2
Mishandling of Passenger Property	1				1		2			1	3		2	10

			ISA Conta	ct Center (ICC) Data	1001 - FUIA							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	Carry-on Lug	gage						1			1
Mishandling of Passenger Property - Dam	naged/Missi	ng ItemsC	Checked Bag	1		2			1	2		2	8
Mishandling of Passenger Property - Disa	1												1
Patdown			1	1					1			1	4
Patdown - Flyer				1					1			1	3
Patdown - Flyer as Observer			1										1
Persons w/ Disabilities (PWD)		1				1		1					3
Persons w/ Disabilities (PWD) - Cognitive	/Developm	ental /Men	tal Disability			1							1
Persons w/ Disabilities (PWD) - Diabetes		1											1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	n/trauma)						1					1
Property - Special Handling	2	1											3
Property - Special Handling - Damaged Ite	1	1											2
Property - Special Handling - Missing Iten	1												1
Screening	2	2	. 1	2	1	2		1	4	1	1	1	18
Screening - Inconsistency		1											1
Screening - Lengthy Lines					1	1			3		1		6
Screening - Procedures/Process	2		1	2		1		1	1	1		1	10
Screening - Security Breach		1											1

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
VRB											1		1
2019											1		1
Property - Special Handling											1		1
Property - Special Handling - Missing Iten	ns - Checke	d									1		1

			I SA CUIILA	, اعتارات ف	i oo, bata	1001-1015	•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
WRG									1	2	1	1	5
2016											1		1
Mishandling of Passenger Property											1		1
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	ggage							1		1
2017										1		1	2
Mishandling of Passenger Property										1		1	2
Mishandling of Passenger Property - Dam	naged/Missir	ng ItemsC	hecked Bag	ggage						1		1	2
2018									1	1			2
Property - Special Handling									1				1
Property - Special Handling - Missing Iten	ns - Carry-O	n							1				1
Screening										1			1
Screening - Procedures/Process										1			1

			. Or oonia	oc	. cc, bata		•						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
WYS										2		3	5
2017										2			2
Customer Service										2			2
Customer Service - TSO										2			2
2018												1	1
Customer Service												1	1
Customer Service - TSO												1	1
2019												2	2
Customer Service												1	1
Customer Service - TSO												1	1
Patdown												1	1
Patdown - Flver												1	1

Catagorias	40.0-4				CC) Data Tool - FOL		05.14	00 1	07 1 1	00.4	00.0	T. 4-1
Categories	10-Oct 11-N		12-Dec 01-J		02-Feb 03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
XNA	11	17	9	9		B 10		18	8			134
2016				3		3 4		3	4			29
Customer Service				1	2 1	1	1	1		1	1	8
Customer Service - Others				1	1 1	4	1	4		-	1	4
Customer Service - TSO Mishandling of Passenger Property				4		1 4	4	1		1	2	4
Mishandling of Passenger Property - Dam	agad/Missing Itan	no Corr	v on Luggogo	1		1 4	1	1	2		2	15
				1		1 4	1	1	1		2	1
Mishandling of Passenger Property - Dam Patdown	laged/Missing iter	risCried	ckeu baţ	- 1		1 4	1	I	I	3		14
Patdown - Flyer							1					1
Persons w/ Disabilities (PWD)				1			1					1
Persons w/ Disabilities (PWD) - Mobility [l Disability (Not Wh	aelchair	or Scoot	1								1
Screening	I I I I I I I I I I I I I I I I I I I	ceichail	01 30001	- 1		1		1	2			4
Screening - Crew Member or Airline Empl	lovee							'	1			1
Screening - Procedures/Process						1		1	1			3
2017	3	4	3	3		2 3	2	3		2	1	30
Civil Rights		-	, ,			1		•			•	1
Civil Rights - Sex/Gender/Gender Identity	ı - Not Transgende	r				1						1
Customer Service	1	1				1 1						4
Customer Service - TSO	1	1										4
Locks								1		1		2
Locks - General										1		1
Locks - Missing or Damaged Lock								1				1
Mishandling of Passenger Property	2	2	3	1	3			2				13
Mishandling of Passenger Property - Dam			1		-							1
Mishandling of Passenger Property - Dam		2	2	1	3			1				11
Mishandling of Passenger Property - Disa					-			1				1
Patdown	, 541	, 01				1	1					2
Patdown - Flyer						1	1					2
Persons w/ Disabilities (PWD)							1					1
Persons w/ Disabilities (PWD) - Wheelcha	ı air/ Scooter/ Segw	/av					1					1
Property - Special Handling	l	,				1					1	2
Property - Special Handling - Damaged It	ems - Checked					1						1
Property - Special Handling - Missing Iten											1	1
Screening		1		2	1					1		5
Screening - Procedures/Process		1		2						1		4
Screening - Retrieving Abandoned/Confis	cated Items				1							1
2018	3	4	3		1 2	2 1	5	7	1	1	3	31
Civil Rights	-										1	1
Civil Rights - Racial Profiling or Discrimina	ation										1	1
Customer Service									1			1
Customer Service - TSO									1			1
Locks			1									1
Locks - Missing or Damaged Lock			1									1
Mishandling of Passenger Property	1		2		1	1	3	1			1	9
Mishandling of Passenger Property - Dam	1		2		1	1	3	1			1	9
Notice of Violation/Civil Penalties		1										1
Notice of Violation/Civil Penalties - Gener	al	1										1
Patdown	1						1	2				4
Patdown - Flyer	1						1	1				3
Patdown - Non-Flyer								1				1
Persons w/ Disabilities (PWD)					1	1		1				2
Persons w/ Disabilities (PWD) - Diabetes					1	1						1
Persons w/ Disabilities (PWD) - Diapers/0	Garments/Dressin	gs/Mask	s					1				1
Property - Special Handling		2				1	1	2		1	1	8
Property - Special Handling - Damaged It	ems - Checked							1				1
Property - Special Handling - Missing Iten	ns - Carry-On							1			1	2
Property - Special Handling - Missing Iten	ns - Checke	2				1	1			1		5
Screening	1	1			1			1				4
Screening - Procedures/Process	1	1			1			1				4
2019	5	9	3	3	1	1 2	1	5	3			44
Customer Service		2	1	1				2	1	1	2	10
Customer Service - Others								1				1
Customer Service - TSO		2	1	1				1	1		2	9
Locks						1		1		1	1	4
Locks - Missing or Damaged Lock						1		1		1	1	4
Lost and Found									1			1
Lost and Found - Airport/TSA									1			1
Mishandling of Passenger Property	1	2	1			1		1	1	2	1	10
Mishandling of Passenger Property - Dam												1
Mishandling of Passenger Property - Dam		1	1			1		1	1	2	1	8
Mishandling of Passenger Property - Disa	rrayed Item	1										1
Patdown		2								2		4
Patdown - Flyer		2								1		3
Patdown - Flyer as Observer										1		1
Persons w/ Disabilities (PWD)	2	1		1							1	5
Persons w/ Disabilities (PWD) - Diabetes	_			1								1
Persons w/ Disabilities (PWD) - General	2	- 41		. 12								2
Persons w/ Disabilities (PWD) - Medically			nd Medical Supp	plies							1	1
Persons w/ Disabilities (PWD) - Touch Av	ersion (pair	1										1
Property - Special Handling	1		1	1			1	1			1	6
Property - Special Handling - Damaged It								1				1
Property - Special Handling - Missing Iten			1	1			1				1	5
Screening	1	2				1						4
Screening - Procedures/Process	1	2				1						4

Catogories	
2016	Total
Mishandling of Passenger Property - Diamaged/Missing ItemsChecked Bag 1 2 1 1 1 1 1 1 1 1	67
Mishandling of Passenger Property - Damaged Missing Items-Checked Bag	9
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checket	8
Screening - Procedures/Process	6
Screening - Procedures/Process	2
Mishandling of Passenger Property	1
Mishandling of Passenger Property - Damaged Missis 1 1 1 2 1 2 1 1	1
Mishandling of Passenger Property - Dam's Mishandling of Passenger Property - Dam's Mishandling of Passenger Property - Dam's Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked 2 Property - Special Handling Property - Disarrayed Items - Checked 1 2 2 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 2 2 1 1 1 2 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1	22
Mishandling of Passenger Property - Dam 3 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 2 2 2 Property - Special Handling of Passenger Property - Disarrayed Items - Checked 1 2 2 1 1 1 2 2 1 1 1 2 1 1 1 2 1 1 1 2 1 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1	15
Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checked 2 1 1 1 1 1 1 1 1 1	2
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked 1 1 1 1 1 1 1 1 1	10
Property - Special Handling	1
Property - Special Handling - Damaged Items - Checked	2
Property - Special Handling - Missing Items - Checked 1	3
Screening - Inconsistency	1
Screening - Inconsistency 1	2
Screening - Procedures/Process	4
2018	1
Customer Service 1 Customer Service - TSO 1 Locks 1 Locks - Missing or Damaged Lock 1 Mishandling of Passenger Property 1 Mishandling of Passenger Property - Damaged/Missil 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 Property - Special Handling 1 Property - Special Handling - Damaged Items - Checked 1 Property - Special Handling - Missing Items - Checked 1 Property - Special Handling - Missing Items - Checke 1 Screening 1 Screening - Inconsistency 1 Screening - Security Breach 1 2019 2 1 1 1 1 Civil Rights 1 Civil Rights - Racial Profiling or Discrimination 1 Customer Service 1 1 Mishandling of Passenger Property 1 1 Mishandling of Passenger Property 1 1	3
Customer Service - TSO	16
Locks	1
Locks - Missing or Damaged Lock	1
Mishandling of Passenger Property 1 2 1 2 2 2 2 1 1 2	2
Mishandling of Passenger Property 1 2 1 2 2 2 2 1 1 2	2
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked 1 Property - Special Handling - Damaged Items - Checked 1 1 1 Property - Special Handling - Damaged Items - Checked 1 1 1 Property - Special Handling - Missing Items - Checke 1 1 1 Screening - Inconsistency 1 1 1 Screening - Inconsistency 1 1 1 Screening - Security Breach 1 1 5 2 2 1 2 2 Civil Rights 1 1 1 5 2 2 1 2 2 2 Customer Service 1	8
Property - Special Handling	7
Property - Special Handling - Damaged Items - Checked	1
Property - Special Handling - Missing Items - Checke 1 1 Screening 1 1 Screening - Inconsistency 1 1 Screening - Security Breach 1 1 2019 2 1 1 5 2 2 1 2 2 Civil Rights 1 1 5 2 2 1 2 2 Customer Service 1 1 1 1 1 Customer Service - TSO 1 1 1 1 Mishandling of Passenger Property 1 1 1 2 1	3
Screening	1
Screening - Inconsistency	2
Screening - Security Breach	2
2019 2 1 1 5 2 2 1 2 2 Civil Rights 1 2 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	1
Civil Rights 1 Civil Rights - Racial Profiling or Discrimination 1 Customer Service 1 1 Customer Service - TSO 1 1 1 Mishandling of Passenger Property 1 1 2 1	1
Civil Rights - Racial Profiling or Discrimination 1 Customer Service 1 1 1 Customer Service - TSO 1 1 1 Mishandling of Passenger Property 1 1 2 1	20
Customer Service 1 1 1 Customer Service - TSO 1 1 1 Mishandling of Passenger Property 1 1 2 1	1
Customer Service 1 1 1 Customer Service - TSO 1 1 1 Mishandling of Passenger Property 1 1 2 1	1
Mishandling of Passenger Property 1 1 2 1	3
	3
	5
	5
Persons w/ Disabilities (PWD)	1
Persons w/ Disabilities (PWD) - Diabetes	
Property - Special Handling 1 1 1	3
Property - Special Handling - Missing Items - Checked 1 1 1	3
Screening 1 1 1 1 2 1 1	7
Screening - Procedures/Process 1 1 1 2 1	6
Screening - Retrieving Abandoned/Confiscated Items 1	1

			ISA Conta	ct Center (ICC) Data	1001 - FUIA	١						
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
YAK	2	2	1				2			1	1	4	13
2017										1			1
Mishandling of Passenger Property										1			1
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-on	or Checked	d						1			1
2018	1	1	1								1	1	5
Customer Service											1		1
Customer Service - TSO											1		1
Mishandling of Passenger Property	1												1
Mishandling of Passenger Property - Disa	1												1
Property - Special Handling			1										1
Property - Special Handling - Damaged II	tems - Check	ed	1										1
Screening		1										1	2
Screening - Procedures/Process		1										1	2
2019	1	1					2					3	7
Civil Rights												1	1
Civil Rights - Sex/Gender/Gender Identity	/- Not Transo	jender										1	1
Mishandling of Passenger Property							1						1
Mishandling of Passenger Property - Disa	arrayed Items	sCarry-on	or Checked	d			1						1
Patdown							1						1
Patdown - Flyer							1						1
Screening	1	1										2	4
Screening - Procedures/Process	1	1										2	4

YKM			1		act Center (
2016	Categories													Total
Customer Service	YKM	5	4		5 2	8			3	1	7	4	3	50
Customer Service - Others	2016				1	4	2	1	1		1	1	2	13
Locks - Missing or Damaged Lock	Customer Service						1							1
Locks - Missing or Damaged Lock Lock and Found - Airport/TSA Mishandling of Passenger Property - Damaged/Missing ItemsChecked Bar, Mishandling of Passenger Property - Damaged/Missing ItemsChecked Bar, Mishandling of Passenger Property - Disarayed ItemsCarry-on or Checked 2 2 2 2 1 1 3 1 15 Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damaged/Missing ItemsChecked Bar, Mishandling of Passenger Property - Damaged Missing ItemsChecked Locks - Missing or Damaged Lock Mishandling of Passenger Property - Damaged Missing or Damaged Lock Mishandling of Passenger Property - Damaged Missing ItemsChecked Persons w/ Disabilities (PWD) - General Property - Special Handling - Missing Items - Checked 1 1 1 1 Property - Special Handling - Missing Items - Checked 1 1 2 2 1 1 2 2 1 1 1 1 1 1 1 1 1 1 1 1	Customer Service - Others						1							1
Lost and Found Lost and Found - Airport/TSA 1 1 1 2 10	Locks					1								1
Lost and Found - Airport/TSA 1						1								1
Mishandling of Passenger Property Damagad/Missing Items—Checked Bay 1 3 1 1 2 10							1							1
Mishandling of Passenger Property - Diamaryed Items—Carry-on or Checked 1 1 2 2017 2 2 2 2 1 3 1 15 Locks Locks 1 </td <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1</td>							1							1
Mishandling of Passenger Property - Disarrayed Items-Carry-on or Checked					1			1	1		1	1		10
2017						3			1		1		2	8
Locks Missing or Damaged Lock		rrayed Items												2
Locks - Missing or Damaged Lock		2	2		2	2	2		1		3	1		15
Mishandling of Passenger Property											1			1
Mishandling of Passenger Property - Dam 2											1			1
Mishandling of Passenger Property - Disarrayed Items - Carry-on or Checked 1											1	1		11
Persons w/ Disabilities (PWD) 1						2	2				1			10
Persons w Disabilities (PWD) - General 1		rrayed Items-	Carry-on	or Check	ed							1		1
Property - Special Handling Screening 1	, ,		1											1
Property - Special Handling - Missing Items - Checked	, ,		1											1
Screening Screening Screening Screening Screening Procedures/Process 1 1 2 2 1 2 2 1 12 2									1					1
Screening - Procedures/Process		ns - Checked							1					1
2018	Screening										1			1
Locks - Missing or Damaged Lock														
Locks - Missing or Damaged Lock Mishandling of Passenger Property 1 1 1 1 1 5 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Dam 1 Mishandling of Passenger Property - Damaged/Missing Items—C 1 1 1 2 Mishandling of Passenger Property - Damaged/Missing Items—C 1 1 1 2 Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checked 1 1 1 2 Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		1	1		2		2				2	2	1	12
Mishandling of Passenger Property - Dam 1 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>														
Mishandling of Passenger Property - Dam 4 Mishandling of Passenger Property - Damaged/Missing ItemsC 1 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) 1 Property - Special Handling 1 1 1 2 1 1 2 1 1 2 1 1 1 1 1 1 1 1 1										1				
Mishandling of Passenger Property - Damaged/Missing Items—C 1 Mishandling of Passenger Property - Disarrayed Items—Carry-on or Checked 1 1 1 2 Persons w/ Disabilities (PWD) Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) Property - Special Handling 1 1 2 1 1 5 Property - Special Handling - Damaged Items - Check 1 1 2 1 1 1 2 1 1 1 1 1 1 1 1 1 1 1 1		1			1						1	1	1	
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 1 2 Persons w/ Disabilities (PWD) 1 1 1 Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter) 1 1 1 1 Property - Special Handling 1 1 2 1 1 5 Property - Special Handling - Damaged Items - Checked 1 2 1 1 2 Property - Special Handling - Missing Items - Checked 1 2 1 1 2 2019 2 1 1 1 1 1 1 1 2 2019 2 1 <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>														
Persons w/ Disabilities (PWD)					1							1		
Persons w/ Disabilities (PWD) - Mobility Disability (Not Wheelchair or Scooter)		rrayed Items	Carry-on	or Check	ed						1		1	2
Property - Special Handling 1 1 2 1 5 Property - Special Handling - Damaged Items - Checl 1 2 1 2 Property - Special Handling - Missing Items - Checked 1 2 3 3 2019 2 1 1 1 1 1 1 10 Civil Rights 1 1 2 1 <td< td=""><td>, ,</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td>1</td><td></td><td></td></td<>	, ,											1		
Property - Special Handling - Damaged Items - Check		Disability (Not	Wheelch									1		
Property - Special Handling - Missing Items - Checked			1		1		2							5
2019 2 1 1 1 2 1 1 1 1 1			1								1			
Civil Rights 1 1 Civil Rights - Racial Profiling or Discrimination 1 1 Locks 1 1 Locks - Missing or Damaged Lock 1 1 Mishandling of Passenger Property 2 1 1 Mishandling of Passenger Property - Dam 2 1 3 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 3 Persons W/ Disabilities (PWD) 1 1 Persons W/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Property - Special Handling 1 1 3 Property - Special Handling - Damaged Items - Checl 1 1 3														
Civil Rights - Racial Profiling or Discrimination 1 1 Locks 1 1 Locks - Missing or Damaged Lock 1 1 Mishandling of Passenger Property 2 1 1 Mishandling of Passenger Property - Dam 2 1 3 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 3 Persons W/ Disabilities (PWD) 1 1 Persons W/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Checl 1 1 3		2	1		1 1	2	1		1					
Locks 1 1 Locks - Missing or Damaged Lock 1 1 Mishandling of Passenger Property 2 1 1 Mishandling of Passenger Property - Dam 2 1 3 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 3 Persons W/ Disabilities (PWD) 1 1 Persons W/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Checl 1 1 1														
Locks - Missing or Damaged Lock 1 1 Mishandling of Passenger Property 2 1 1 Mishandling of Passenger Property - Dam 2 1 3 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 1 Persons W/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Checl 1 1 1		ation I									1			
Mishandling of Passenger Property 2 1 1 4 Mishandling of Passenger Property - Dam 2 1 3 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 1 Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Checl 1 1 1														
Mishandling of Passenger Property - Dam 2 1 3 Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 1 Persons w/ Disabilities (PWD) 1 1 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 1 1 1 3 Property - Special Handling 1 1 1 1 1 3 Property - Special Handling - Damaged Items - Checl 1		_												
Mishandling of Passenger Property - Disarrayed ItemsCarry-on or Checked 1 Persons w/ Disabilities (PWD) 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 Property - Special Handling 1 1 1 1 3 Property - Special Handling - Damaged Items - Checl 1					1	1								
Persons w/ Disabilities (PWD) 1 1 Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Property - Special Handling 1 1 1 Property - Special Handling - Damaged Items - Checl 1 1 1			_		1									
Persons w/ Disabilities (PWD) - Prosthesis/Amputees and Casts 1 1 Property - Special Handling 1 1 1 3 Property - Special Handling - Damaged Items - Checl 1		rrayed Items-	Carry-on	or Check	ed	1								
Property - Special Handling 1 1 1 1 3 Property - Special Handling - Damaged Items - Checl 1 1 1 1 1	,													1
Property - Special Handling - Damaged Items - Checl 1	. , ,	is/Amputees a					1							
						1			1					
Property - Special Handling - Missing Items - Checked 1 1 2			1											
	Property - Special Handling - Missing Iten	ns - Checked				1			1					2

			I SA CUIILA	ci centei (i OO, Data	1001 - 1 017							
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
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
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	Checked Ba	2		1	2	1	1	2	4		13
Persons w/ Disabilities (PWD)						1							1
Persons w/ Disabilities (PWD) - Hearing I	mpairment					1							1
Screening							1						1
Screening - Inconsistency							1						1
2017								2		1		1	4
Customer Service										1			1
Customer Service - TSO										1			1
Mishandling of Passenger Property								1					1
Mishandling of Passenger Property - Dan	naged/Missi	ng ItemsC	Checked Ba	ggage				1					1
Patdown								1				1	2
Patdown - Flyer								1				1	2

Catanania	10.0.1			t Center (TC	-					<u> </u>			
Categories	10-Oct 15,134	11-Nov	12-Dec 13,125		02-Feb	03-Mar 20,256	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total 222,062
z None z 2016	15,134	14,502	13,125	17,724 4,501	18,236 5,162	5,774	20,427 5,978	21,210 6,392	20,236 5,120	20,270 4,713	22,271 5,038	18,671 4,577	47,255
Additional Information Required/Insufficient Inf	l formation			15	20	21	9	21	12	9	15	7	129
Additional Information Required/Insufficier		ı - EMAIL (ONLY	15	20	21	9	21	12	9	15	7	129
Advanced Imaging Technology (AIT)				3	2		3	1			1		10
Advanced Imaging Technology (AIT) - Fly	er			1			2	1			1		5
Advanced Imaging Technology (AIT) - Ge				1	2		1						4
Advanced Imaging Technology (AIT) - No	n-Flyer			1									1
Airline				160	134	179	158	153	168	187	243	146	1,528
Airline - Baggage Requirements				2	1	3	40	7	4	5	2	3	27
Airline - Lost Baggage Airline - Oxygen Regulations				52	39	43	49	41	54 1	66	97	66	507 4
Airline - Oxygen Regulations Airline - Policy/Regulations/Service				105	93	130	104	103	106	115	142	72	970
Airline - Positive Bag Match Program				103	93	130	2	103	100	113	142	3	10
Airline - Wheelchair Assistance				'	1	2	2	1	2			2	10
Business, Suggestions, and Ideas				1		1		3		1			6
Business, Suggestions, and Ideas - General	ral			1		1		3		1			6
Cargo				1	2	3	3	3	1	1	3	6	23
Cargo - Indirect Air Carrier (IAC)					2		2	2		1	1	3	11
Cargo - Known Shipper				1		3	1	1	1		2	3	12
Civil Rights				12	13	4	8	4	8	5	5	4	63
Civil Rights - Civil Rights Violation (TSA E	mployee)			2	2		3	1	5	3			16
Civil Rights - General Complaint and Disc	rimination			2	3								5
Civil Rights - Hostile Work Environment (TSA Employe	ee)										1	1
Civil Rights - Perceived Religion						1	1						2
Civil Rights - Racial Profiling or Discrimina				4	5	2	2	3	3	1	5	3	28
Civil Rights - Screening of Religious Cultu			ms	2									2
Civil Rights - Screening of Religious or Cu					1								1
Civil Rights - Sex/Gender/Gender Identity	- Not Transge	ender					1			1			2
Civil Rights - Transgender Screening				2	2	1	1						6
Claims				68	73	56	60	34	37	35	56	43	462
Claims - General				5	4	5	14	7	5	4	5	6	55
Claims - Status				63	69	51	46	27	32	31	51	37	407
Current Topic									1	3		1	5
Current Topic - Current Topic Customer Service				45	30	33	E7	109	63	37	31	28	423
Customer Service - CSM				45	30	33	57 1	109	03	31	1	20	433
Customer Service - Others				11	9	15	31	75	40	17	9	10	217
Customer Service - TCC				1	2	1	3	10	6	1	4	5	33
Customer Service - TSO				33	19	17	22	23	17	19	17	11	178
DHS TRIP				35	39	32	36	30	35	24	38	23	292
DHS TRIP - General				3	3	1	3	12	6	6	13	8	55
DHS TRIP - 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
Expedited Passenger Screening Program	- Active Duty	Military		3	9	5	5	5	4	4	3	5	43
Expedited Passenger Screening Program	- DoD			21	26	33	41	45	41	27	39	27	300
Expedited Passenger Screening Program	- Known Cre	w Member	r	1	3	2	1	2	1	2	1	2	15
Expedited Passenger Screening Program	- Over 75			1				2	2				5
Expedited Passenger Screening Program			ıram	229	299	445	491	609	585	751	958	768	5,135
Expedited Passenger Screening Program				3,033	3,797	4,164	4,254	4,556	3,478	2,905	2,890	2,821	31,898
Expedited Passenger Screening Program	- TSA/DHS I	Employees	s - Opt In	3	3	2	1	2	4	4	3	6	28
Federal Air Marshall Service (FAMS)								2			2	1	5
Federal Air Marshall Service (FAMS) - Cro		elf Defens	e Iraining (CMSD1)							0	1	1
Federal Air Marshall Service (FAMS) - Ge	eneral I							2			2		4
Flying Armed				1									1
Flying Armed - General				1	4	4							1
Freedom of Information Act (FOIA)	l rol				1	1					1		3
Freedom of Information Act (FOIA) - Gene General Aviation	i ai			2	1 1	1 2	2	2	1	- 1	1	2	3
General Aviation - Alien Flight School Pro	grom (AESD	\		3	1	1	2	2	1	1 1		3	16
General Aviation - General General Aviation - General	grani (AFOP	,		<u> </u>	ı	1	1		1	1		3	13
Hazardous Materials Safety				193	98	83	93	73	59	86	96	96	877
Hazardous Materials Safety - General				193	98	83	93	73	59	86	96	96	877
HAZMAT Endorsement				45	55	76	137	52	47	39	33	15	499
HAZMAT Endorsement - General				10	7	8	15	4	7	5	5		61
HAZMAT Endorsement - Status				35	48	68	122	48	40	34	28	15	438
Human Capital				8	6	11	8	11	12	2	4	6	68
Human Capital - Current Employee					1			1				1	3
Human Capital - Employment Verification							1	1					2
Human Capital - Former Employee				1	1	3				1			6
Human Capital - Prospective Employment	t 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
Identification (ID) Requirements - Domest				5	9	4	8	6	1	4	4	1	42
Identification (ID) Requirements - ID Matc		nd Boardin	ng Pass Iss	2	1	2	1						6
						2							2
Identification (ID) Requirements - Internati							2		1	1			6
Identification (ID) Requirements - Internation (ID) Requirements - Minors I				1	1								
Identification (ID) Requirements - Internati Identification (ID) Requirements - Minors I Intranet/Internet Inquiries				5	7	5	7	45	18	9	17	6	
Identification (ID) Requirements - Internati Identification (ID) Requirements - Minors I Intranet/Internet Inquiries Intranet/Internet Inquiries - General				5 5	7 7	5	7 7	45	18	9	17	6	119
Identification (ID) Requirements - Internati Identification (ID) Requirements - Minors I Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks				5 5 71	7 7 69	5 59	7 7 81	45 80	18 53	9 72	17 81	6 67	119 633
Identification (ID) Requirements - Internati Identification (ID) Requirements - Minors I Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General				5 5 71 8	7 7 69 4	5 59 3	7 7 81 11	45 80 6	18 53 7	9 72 13	17 81 9	6 67 7	119 633 68
Identification (ID) Requirements - Internati Identification (ID) Requirements - Minors I Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock				5 5 71 8 63	7 7 69 4 65	5 59 3 56	7 7 81 11 70	45 80 6 74	18 53 7 46	9 72 13 59	17 81 9 72	6 67 7 60	119 633 68 565
Identification (ID) Requirements - Internati Identification (ID) Requirements - Minors I Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock Lost and Found				5 5 71 8 63 4	7 7 69 4 65 3	5 59 3 56 5	7 7 81 11 70 3	45 80 6 74 2	18 53 7 46 3	9 72 13 59 4	17 81 9 72 3	6 67 7 60 4	119 633 68 565 31
Identification (ID) Requirements - Internati Identification (ID) Requirements - Minors I Intranet/Internet Inquiries Intranet/Internet Inquiries - General Locks Locks - General Locks - Missing or Damaged Lock				5 5 71 8 63	7 7 69 4 65	5 59 3 56	7 7 81 11 70	45 80 6 74	18 53 7 46	9 72 13 59	17 81 9 72	6 67 7 60	119 119 633 68 565 31 31 1,999

					Center (TC	-								
Categories							03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
	Mishandling of Passenger Property - Dam				9	8	9	10	7	15	11	9	10	88
	Mishandling of Passenger Property - Dam				234	166	154	165	181	162	216	187	193	1,658
	Mishandling of Passenger Property - Dam				10	7	8	8	7	11	10	16	10	87
	Mishandling of Passenger Property - Disa	rayed ItemsCa	arry-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 Jurisdiction - No Referral				22	20	44	33	29	45	39	43	37	312
	No Jurisdiction - Refer to CBP				34	48	70	67	54	62	59	70	61	525
	No Jurisdiction - Refer to Department of S	tate			1	2	1	1	4	1	1	1	1	13
	No Jurisdiction - Refer to FAA				3	5	4	6	4	7	5	7	6	47
	No Jurisdiction - Refer to Other				7	4	5	6	2		5	8	5	42
No	Subject					1	1	3	5	3	5		1	19
	No Subject - General					1	1	3	5	3	5		1	19
Not	tice of Violation/Civil Penalties				4	4	9	7	4	6	6	5	7	52
	Notice of Violation/Civil Penalties - General	al			4	4	9	7	4	6	6	5	7	52
Om	nbudsman				3	5	2	2	2	3	3	6	1	27
	Ombudsman - General				3	5	2	2	2	3	3	6	1	27
Pat	tdown				6	6	4	6	3	4	4	3	1	37
	Patdown - Children					1	1			1				3
	Patdown - Flyer				5	5	3	4	2	2	3	2	1	27
	Patdown - Flyer as Observer										1	1		2
	Patdown - General				1				1	1				3
	Patdown - Non-Flyer							2						2
Por	rsons w/ Disabilities (PWD)				7	8	16	8	7	8	9	6	5	74
rei	, ,	noor			,	0	10	0	1	0	1	0	3	2
	Persons w/ Disabilities (PWD) - Breast Ca		0	_				1	ı					
	Persons w/ Disabilities (PWD) - Cancer (g					4	0	1						
	Persons w/ Disabilities (PWD) - Cognitive	/Developmental	/iviental L	Jisability		1	2							3
	Persons w/ Disabilities (PWD) - Diabetes				1	1	1	1			2	1		7
	Persons w/ Disabilities (PWD) - General				1	2		1	2			1	2	9
	Persons w/ Disabilities (PWD) - Hearing Ir					1	1		1					3
	Persons w/ Disabilities (PWD) - Internal M						1			1				2
	Persons w/ Disabilities (PWD) - Medical D							1		1				2
	Persons w/ Disabilities (PWD) - Medically	Necessary Med	ication an	d Medic	1	1	3	1		1		2		9
	Persons w/ Disabilities (PWD) - Metal Imp	lants (joint)					2	2	1	1	2	1	2	11
	Persons w/ Disabilities (PWD) - Mobility D	isability (Not Wh	neelchair	or Scoot	1		2		1	1	2			7
	Persons w/ Disabilities (PWD) - Ostomy/C	stomates						1						1
	Persons w/ Disabilities (PWD) - Prosthesis	s/Amputees and	Casts		2		2			1		1		6
	Persons w/ Disabilities (PWD) - Respirato	ry and Inhaler E	quipment				1							1
	Persons w/ Disabilities (PWD) - Touch Ave	ersion (pain/trau	ma)								1			1
	Persons w/ Disabilities (PWD) - Visual Imp	pairment					1							1
	Persons w/ Disabilities (PWD) - Wheelcha		wav		1	2			1	1	1		1	7
	Persons w/ Disabilities (PWD) - Wounded		,							1				1
Pro	phibited & Permitted Items				12	11	10	8	11	10	10	7	9	88
	Prohibited & Permitted Items - Alcohol and	1 Tobacco			2		10	1	1	10	1	,	1	6
	Prohibited & Permitted Items - Beauty & G				2	1	1					1		5
	Prohibited & Permitted Items - Breast Milk		Propet Du	mn			'		1	2		- 1		3
	Prohibited & Permitted Items - Chemical/F			пр	1	1			1	1		1		4
	Prohibited & Permitted Items - Chemical/P		CIS		ı	2	2	2		- 1	2			8
						1	2	2			1		1	8
	Prohibited & Permitted Items - Firearm/Am				0	l l		1	1	3	2	1		
	Prohibited & Permitted Items - Food/Bever Prohibited & Permitted Items - General	ages			1	4	4		1	1	4	- 1	3	10
		I - /D /O!	01:1: -1:		ı	1	1			- 1	4	0		12
	Prohibited & Permitted Items - Knives/Too		Objects						2			2		5
	Prohibited & Permitted Items - Lighters/Ma					2	1		1	1			1	6
	Prohibited & Permitted Items - Liquids/Gel				2	1	2	1	1	1				8
	Prohibited & Permitted Items - Medication	/Prescription/Me	dically Ne	ecessary I			1	1	1			1	1	5
	Prohibited & Permitted Items - Remains				1	1			1				1	4
	Prohibited & Permitted Items - Sporting G	oods			1	1			1			1		4
Scr	reening				125	97	122	108	139	77	70	79	83	900
	Screening - Children							1			1			2
	Screening - Crew Member or Airline Emplo	oyee			2			1			4		1	8
	Screening - Cruise Ships				1		1				1			3
	Screening - Gate Pass				3			3	1	1	1		2	11
	Screening - Inconsistency				2	1	3	3	2	2	1	1	6	21
	Screening - International Screening				32	18	34	33	24	31	26	22	27	247
	Screening - Lengthy Lines				14	18	17	17	54	7	2	3	5	137
	Screening - Procedures/Process				59	50	59	43	49	31	30	49	40	410
	Screening - Rail					1	1	1	1					4
	Screening - Retrieving Abandoned/Confisc	cated Items			12	6	7	4	6	4	4	4	1	48
	Screening - Security Breach	outou itomo			12	2	'	1	2	1			1	7
	Screening - Shoe Screening							1					- '	1
	ŭ ü					1								
CIE	Screening - Traveling with Cash									0			4	
SIL	DA (Security Identification Display Area)	0			1	5		2		3	2		1	14
	SIDA (Security Identification Display Area	- General			1	5	_	2		3	2		1	14
TS	A Contact Information				3	3	2	5	4	4	2	1	2	26
	TSA Contact Information - General				3	3	2	5	4	4	2	1	2	26
TW					38	47	60	46	49	41	37	41	38	397
	TWIC - General				4	5	8	8	2	7	4	5	5	48
	TWIC - Required Documents						2	2		1	2	1		8
	TWIC - 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
Add	ditional Information Required/Insufficient Inf	15	12	19	28	8	16	14	14	8	16	34	28	212
	Additional Information Required/Insufficien	15	12	19	28	8	16	14	14	8	16	34	28	212
Adv	vanced Imaging Technology (AIT)		1	2	2	1		1	2	2		1		12
, 10	Advanced Imaging Technology (AIT) - Flye	er	1	2	1	1		1	2	2		1		11
	Advanced Imaging Technology (AIT) - Try				1									1
Δirl	line	106	136	233	210	139	143	172	127	177	174	175	133	1,925
		100	100	200	۷10	108	143	112	121	177	174	173	100	1,320

Catagories	40.0-4			ct Center (TO	-			OF Mari	00 1	07 1	00 4	00 0	Total
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Airline - Baggage Requirements	2	2	2		1	3	2	1	3	10	3		33
Airline - Lost Baggage Airline - Policy/Regulations/Service	27 76	27	120	80	44	35	27	37	61	55	71		616
, , ,	70	104	106	127	91	103	142	87 1	109	103	97	98	1,243
Airline - Positive Bag Match Program Airline - Wheelchair Assistance	1	2			2		- 1	1	3	3	3	2	21
Business, Suggestions, and Ideas	1		1			4		1	3	1	3		7
Business, Suggestions, and Ideas - Gene	ral		1			4				1	1		7
Cargo	2	1	3		5	1	3	3	6	1	2	1	28
Cargo - Indirect Air Carrier (IAC)	2		2		4	1	1	2	5		2		19
Cargo - Known Shipper		1	1		1		2	1	1	1		1	9
Civil Rights	5	3	7		8	2	2	8	4	9	13		77
Civil Rights - Civil Rights Violation (TSA E		1	3		2	2		4	4	2			26
Civil Rights - Constitutional Rights			3	<u></u>	1			4			3	4	3
Civil Rights - Hair Patdowns				I	ı						1		1
Civil Rights - Headwear									1		- '		1
Civil Rights - Headwear Civil Rights - Hostile Work Environment (*)	1	1	1	1				1	- 1				5
Civil Rights - National Origin	'	- 1	1	I	1			ı			1		2
Civil Rights - Perceived Religion				1	2			4		1	2		7
Civil Rights - Racial Profiling or Discrimin	1	1	2		2		1	1 2	3	3	2		
							ļ		3		0		23
Civil Rights - Sex/Gender/Gender Identity		ender	1				4			1		1	3
Civil Rights - Sexual Orientation - Not Tra	_						1			1		1	3
Civil Rights - Transgender Screening	1	0.4	00	0.4	00	70	E.4	0.4	00	1	0.0	1	3
Claims	45	34	60		69	78	54	84	89	51	66		760
Claims - General	8	4	9	9	4	4	3	9	6	8	4	6	74
Claims - Request to be Transferred			1		1			2	1				5
Claims - Status	37	30	50		64	74	51	73	82	43	62	60	681
Current Topic			2							1			4
Current Topic - Current Topic			2							1			4
Customer Service	28	19	21	29	18	30	17	32	47	32	26		321
Customer Service - CSM			2								1		4
Customer Service - Others	13	6	11		11	10	9	19	12	10	11		136
Customer Service - TCC	2		2			1	1	2	3			2	18
Customer Service - 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
DHS TRIP - General	6	3	5	4	6	8	4	7	12	10	5	4	74
DHS TRIP - 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
Expedited Passenger Screening Program	6	5	8	4	8	4	5	1	11	12	3	4	71
Expedited Passenger Screening Program	- Children L	Inder 12				1					1		2
Expedited Passenger Screening Program	18	17	29	24	20	19	21	19	28	31	30	24	280
Expedited Passenger Screening Program	2	1	1		2			1	1	1	1	2	12
Expedited Passenger Screening Program	- Over 75		1			1	1			1	2	. 1	7
Expedited Passenger Screening Program	388	303	174	219	181	122	81	78	104	99	121	94	1,964
Expedited Passenger Screening Program	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
Expedited Passenger Screening Program	9	9	16	9	8	12	7	10	12	51	15	16	174
Federal Air Marshall Service (FAMS)		1										1	2
Federal Air Marshall Service (FAMS) - Ge	eneral	1										1	2
Federal Flight Deck Officer (FFDO) Program										1			1
Federal Flight Deck Officer (FFDO) Progr	am - Genera	ıl								1			1
Flying Armed				2				1					3
Flying Armed - General				2				1					3
Freedom of Information Act (FOIA)						1			2				3
Freedom of Information Act (FOIA) - Gene	eral					1			2				3
General Aviation		12	3	5	3	2	1	1	2	1	4		34
General Aviation - Alien Flight School Pro	gram (AFSI	12	3	5	3	2		1	2	1	4		33
General Aviation - General	Ĭ						1						1
Hazardous Materials Safety	96	115	113	134	125	110	99	111	83	79	106	107	1,278
Hazardous Materials Safety - General	96	115	113		125	110	99	111	83	79	106		1,278
HAZMAT Endorsement	20	31	47	44	16	14	11	9	11	7	13		236
HAZMAT Endorsement - General	3	3	6		3	3	1	4	3	3	5		40
HAZMAT Endorsement - Status	17	28	41	40	13	11	10	5	8	4	8	11	196
Human Capital	4	6	5		2	3	4	2	5	4	5		42
Human Capital - Current Employee		2					2		2				6
Human Capital - Former Employee	1					1	1				2	. 1	6
Human Capital - Prospective Employmen	3	4	4	1	2	2	1	2	3	4	3		29
Human Capital - TSA Background Check	_		1		_								1
Identification (ID) Requirements	2	6	11	4	3	9	2	5	7	6	3	6	64
Identification (ID) Requirements - Domest		4	7		3	9	2	4	5	4	1		47
Identification (ID) Requirements - ID Mato		2							2	1	2		12
Identification (ID) Requirements - Internat								1				_	1
Identification (ID) Requirements - Minors			2	1						1			4
Intranet/Internet Inquiries	3	3			7	3	2	3	4	2	1	4	40
Intranet/Internet Inquiries - General	3	3			7	3	2	3	4	2			40
Locks	78	81	75		62	61	59	92	101	95	83		921
Locks - General	9	3			4	5	9	15	18	14	12		111
Locks - Missing or Damaged Lock	69	78	68		58	56	50	77	83	81	71		810
Lost and Found	09	1	2		30	2	2	2	5	2	2		24
Lost and Found - Airport/TSA		1	2			2	2	2	5	2			24
Mishandling of Passenger Property	205	164	215		174	214	169	226	250	320	307		2,693
Mishandling of Passenger Property - Dam						214	100	1	1	320	307	211	2,093
Mishandling of Passenger Property - Dam		ig itellis Fi			11	4	2	5	9	8	12	5	74
Mishandling of Passenger Property - Dam		133	169		128	178	134	179	201	273	249		2,175
Mishandling of Passenger Property - Dam	6	133	14		9	5	134	3	10	6	14		92
Mishandling of Passenger Property - Disa		17	28		26	27	29	38	29	33	32		350
No Jurisdiction	86	100	112		93	111	80	71	122	134	115		1,238
TTO GENERAL ON THE STATE OF THE	00	100	112	110	90	111	00	7.1	122	104	110	93	1,200

Catamania	10.0.1				TCC) Data To								
Categories		11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
No Jurisdiction - No Referral	17	28	41	35		40	28	25	46	44	31	34	404
No Jurisdiction - Refer to CBP	57	63	63	74		65	44	38	58	61	68	51	692
No Jurisdiction - Refer to Department of S	2	3	2	2			2		3	3	2	1	20
No Jurisdiction - Refer to FAA	7	5	3	6	4	5	1	4	2	10	3	2	52
No Jurisdiction - 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
No Subject - 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
Notice of Violation/Civil Penalties - Gener	3	3	2	3		8	5	2	3	1	6		47
Ombudsman	, and the second	2	1	2		1	1	2	1		5		18
Ombudsman - General		2	1	2		1	1	2	1		5		18
Patdown	8	3	14	4		9	20	18	5	8	5		109
Patdown - Children	0	3	14	4	0	9	1	10	3	0	3	1	3
	-	2		4		0		10	_	4	4		
Patdown - Flyer	5		9	4	5	9	17	16	5	4	4	6	86
Patdown - Flyer as Observer	1		1				1			2			5
Patdown - General	1	1	1					1		1	1	1	7
Patdown - 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
Persons w/ Disabilities (PWD) - Autism S						1							1
Persons w/ Disabilities (PWD) - Breast Ca	ancer	1	1							1			3
Persons w/ Disabilities (PWD) - Cancer (g	1												1
Persons w/ Disabilities (PWD) - Cognitive	/Developmer	ital /Menta	l Disability	2		1	1	1	1				6
Persons w/ Disabilities (PWD) - Diabetes		1		1				1	1	3	1		8
Persons w/ Disabilities (PWD) - General		2		2	1			2			1		8
Persons w/ Disabilities (PWD) - Hearing I	mpairment								1				1
Persons w/ Disabilities (PWD) - Internal N		20	3			1						1	5
Persons w/ Disabilities (PWD) - Medical D						1			1	1	1		4
Persons w/ Disabilities (PWD) - Medically		1	e Dody	1	2	- '		1	2	- '	1		9
Persons w/ Disabilities (PWD) - Metal Imp			2	1		1		- 1	1		1	2	9
, ,	. ,												
Persons w/ Disabilities (PWD) - Mobility [10 1		1	1	1			1	1	1		7
Persons w/ Disabilities (PWD) - Prosthesi		ind Casts				1							1
Persons w/ Disabilities (PWD) - Respirato					1				1			1	4
Persons w/ Disabilities (PWD) - Service A						1							1
Persons w/ Disabilities (PWD) - Touch Av		1				1			1				3
Persons w/ Disabilities (PWD) - Visual Im	pairment		1										1
Persons w/ Disabilities (PWD) - Wheelcha	air/ Scooter/ S	egway	2			1				2			5
Prohibited & Permitted Items	3	11	4	3	2	2	5	11	10	14	13	12	90
Prohibited & Permitted Items - Alcohol and	d Tobacco		1					1		2	1		5
Prohibited & Permitted Items - Beauty & G	Grooming Item	S								1			1
Prohibited & Permitted Items - Breast Milk			Qump	1						1			2
Prohibited & Permitted Items - Chemical/h		1					1			2			4
Prohibited & Permitted Items - Electronic		1								1	2		4
Prohibited & Permitted Items - Firearm/Ar		1	1						3	1	1	2	9
Prohibited & Permitted Items - Food/Beve		2	1			1		2	J		1		7
Prohibited & Permitted Items - General	1	1		1	2	- 1	1	4	3	2		5	26
Prohibited & Permitted Items - General	-	2		- 1			I I		1	2		2	
								2	- 1				9
Prohibited & Permitted Items - Lighters/Mi				1				1					2
Prohibited & Permitted Items - Liquids/Ge		1					1	1	2	1	1		9
Prohibited & Permitted Items - Medication	/Prescriptio	1	1			1	1		1	1		2	8
Prohibited & Permitted Items - Remains		1					1					1	3
Prohibited & Permitted Items - Sporting G	oods										1		1
Property - Special Handling							41	40	37	43	46	24	231
Property - Special Handling - Damaged Ite							1	1	5	3	4	1	15
Property - Special Handling - Damaged Ite	ems - Checke	d					14	8	12	12	15	7	68
Property - Special Handling - Missing Item	ns - Carry-On						4	4	3	1	1	1	14
Property - Special Handling - Missing Item	ns - Checked						22	27	17	27	26	15	134
Request for Assistance			1		1				1	2	2	1	8
Request for Assistance - Other			1		1				1	2	1		6
Request for Assistance - Wounded Warrio	or (MSIJSOC)										1	1	2
Screening	71	69	90	80	73	100	119	116	125	129	115		1,178
Screening - Children	, ,	03	30	00	10	100	1	110	123	129	110	31	1,176
Screening - Criminering - Crim	1		2	1	1	2	2	3	1	4			17
Screening - Crew Member of Affiline Empl	'			1				3	I	1	2	1	5
· ·											2	1	
Screening - Gate Pass			3	1		1			1	5	_	_	12
Screening - Inconsistency	1	1	3	1		5	2	6	5	5	3		35
Screening - International Screening	29	23	26	33	37	44	30	28	41	35	37	24	387
Screening - Lengthy Lines	3	1	2			2	3	1	3	8	4	2	29
Screening - Procedures/Process	27	37	48	37	26	38	72	71	62	56	67	57	598
Screening - Rail	1	1				1	1			1			5
Screening - Retrieving Abandoned/Confis	6	6	6	5	6	7	6	5	10	12	2	4	75
Screening - Security Breach	3			1	2		1	1	2	1			11
Screening - Traveling with Cash							1	1		1			3
SIDA (Security Identification Display Area)	1	1	3	1	2		1	1	1	2	1		14
SIDA (Security Identification Display Area		1	3	1			1	1	1	2	1		14
SPAM							'		1		'		1
SPAM - General									1				1
TSA Contact Information		1	5	6	3	2	1		4	2	6	1	31
TSA Contact Information - General		1	5	6		2	1		4	2			31
TWIC TSA Contact Information - General	20	20	25	30		21		10		14	10		
	29						21	16	12		10		229
TWIC - General	3	4	3	5		2	5	3	5	7		3	45
TWIC - Required Documents	1			2			1	1	1		1		9
TWIC - Status	25	16	22	23		19	15	12	6	7	9		175
2018	5,197	5,139	4,446	4,740		5,007	5,147	5,461	5,303	5,486	6,604		61,821
Additional Information Required/Insufficient Info		7	7	7		18	15	19	14	10	9		124
Additional Information Required/Insufficier	5	7	7	7	7	18	15	19	14	10	9	6	124

Catagorias	40.0-4				TCC) Data 1		04 4	05.14	00 1	07 1.1	00 4	00.0	T-4-1
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Advanced Imaging Technology (AIT)	1	3		1			1		4			1	11
Advanced Imaging Technology (AIT) - Fly	1	3		1			1		3			1	10
Advanced Imaging Technology (AIT) - Ge	eneral								1				1
Airline	124	126	137	145	134	137	125	119	159	187	201	130	1,724
Airline - Baggage Requirements	1	2	3	3	3	1	2	1		1	3	1	21
Airline - Lost Baggage	27	29	39	43		32	28	31	44	69	100	42	508
Airline - Oxygen Regulations							1			1			2
Airline - Oxygen regulations Airline - Policy/Regulations/Service	94	89	90	98	105	102	92	84	111	114	97	84	1,160
· · · ·			1	90		102	92	04			91		
Airline - Positive Bag Match Program	2				1				2	1		2	13
Airline - Wheelchair Assistance		3	4	1		1	2	3	2	1	1	1	20
Animals				1									1
Animals - Carry-On				1									1
Business, Suggestions, and Ideas		1	2				1						4
Business, Suggestions, and Ideas - Gene	ral	1	2				1						4
Cargo	4	1	2	1	1	3	1	3	2	4	6	3	31
Cargo - Indirect Air Carrier (IAC)	1	1	1		1	1	1		1	1	1	1	10
Cargo - Known Shipper	3		1	1		2	'	3	1	3	5		21
		4.4					7						
Civil Rights	6	11	13	13		10	7	7	8	12		8	111
Civil Rights - Age		1			1	2					1		5
Civil Rights - Civil Rights Violation (TSA	3	5	7	6	2	4	1	2	1	2	3	2	38
Civil Rights - Constitutional Rights				1	2								3
Civil Rights - Hair Patdowns				1	1	1	2			2			7
Civil Rights - Hostile Work Environment (TSA Employ	1										1	2
Civil Rights - National Origin			2		2					2	1		7
Civil Rights - Perceived Religion		1		1			1	1					4
	_		2		4	0			0	4	4	0	
Civil Rights - Racial Profiling or Discrimin			3	3	1	2	3	3	2	4	1	2	29
Civil Rights - Screening of Religious Cult												1	1
Civil Rights - Sex/Gender/Gender Identity	- Not Trans	1	1						1	2	1	1	7
Civil Rights - Sexual Harassment (TSA E	mployee)								1				1
Civil Rights - Sexual Orientation - Not Tra	insgender											1	1
Civil Rights - Transgender Screening	l .			1		1		1	3				6
Claims	99	78	60	83		78	80	52	55	65	67	44	853
Claims - General	6	70	9	3		9	8	9	1	4	7	6	
			9	3		9	0	9		4		0	74
Claims - Request to be Transferred	1				1								2
Claims - Status	92	71	51	80	86	69	72	43	54	61	60	38	777
Current Topic									1				1
Current Topic - Current Topic									1				1
Customer Service	35	37	24	39	35	30	38	28	29	42	25	27	389
Customer Service - CSM			1	1									2
Customer Service - Others	17	15	7	21		17	11	9	12	16	13	9	159
Customer Service - TCC	2	5	3	1		1	2	5	12	2			29
									47				
Customer Service - TSO	16	17	13	16		12	25	14	17	24	10	15	199
DHS TRIP	15	20	17	27		16	10	14	12	15	12		197
DHS TRIP - General	1	5	8	10	7	5	2		3	4	2	5	52
DHS TRIP - 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
Expedited Passenger Screening Program	5	5	6	2		3	1						23
Expedited Passenger Screening Program									1				1
Expedited Passenger Screening Program		19	17	5	9	11	10	14	16	26	19	17	180
		19	3	2		- 11	10	2	3		19	17	
Expedited Passenger Screening Program			3		1		I		3	8			24
Expedited Passenger Screening Program		2	1	1							2		8
Expedited Passenger Screening Program	115	99	63	111		103	92	128	88	100	819	79	1,873
Expedited Passenger Screening Program	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
Expedited Passenger Screening Program	19	12	6	4	8	8	8	10	4	5	5	1	90
Freedom of Information Act (FOIA)					1	1		1		1			4
Freedom of Information Act (FOIA) - Gen	eral				1	1		1		1			4
General Aviation	I			2					1	1		1	5
	 	2)		1						1		1	
General Aviation - Alien Flight School Pro	ogram (AFSI	٥)								- 1		1	3
General Aviation - General				1					1				2
Hazardous Materials Safety	157	206	244	242		168	190	156	161	208	194	133	2,229
Hazardous Materials Safety - 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
HAZMAT Endorsement - General	2	3		2	2	4	1	5	1	1	4	2	27
HAZMAT Endorsement - Status	12	10	13	14	7	10	9	8	8	4	5	4	104
Human Capital	1	3	6	2		7	7	1	1		3		43
Human Capital - Current Employee	'		1		2	,	- 1	- '	- 1		3		3
Human Capital - Former Employee		1	1		1								3
Human Capital - Prospective Employmen	1	2	4	2	7	7	7	1	1		3		36
Human Capital - TSA Background Check												1	1
Identification (ID) Requirements	4	5	4	11	3	8	4	6	1	5	4	4	59
Identification (ID) Requirements - Domes	4	4	3	8	3	7	4	5	1	5	4	4	52
Identification (ID) Requirements - ID Mate		and Boardin				1		1					4
Identification (ID) Requirements - Internal			1										2
Identification (ID) Requirements - Minors			- 1	1									
		_	_										1
Intranet/Internet Inquiries	1	7	5	1		5	3	6	3	1	4	4	44
Intranet/Internet Inquiries - General	1	7	5	1		5	3	6	3	1	4	4	44
Locks	96	71	51	108		70	86	105	95	96	102	70	1,014
Locks - General	7	2	5	11	5	3	8	5	4	3	3	4	60
Locks - Missing or Damaged Lock	89	69	46	97		67	78	100	91	93			954
Lost and Found	8	6	3	12		3	5	5	5		2		60
Lost and Found - Airport/TSA	8		3								2		
		6		12		3	5	5	5				60
Mishandling of Passenger Property	250	234	217	239		195	185	201	215	220	209	185	2,521
Mishandling of Passenger Property - Dan		_						1					1
Mishandling of Passenger Property - Dan		5	4	13	5	8	2	7	5	7	5	6	80
Mishandling of Passenger Property - Dan	191	190	174	201	140	159	147	168	161	171	167	141	2,010

Cotomonico	10.0.1				TCC) Data					^-	•••		
Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Mishandling of Passenger Property - Dam	14	3		9		10	5	5	10	10	6		96
Mishandling of Passenger Property - Disa		36		16		18	31	20	39	32	31		334
No Jurisdiction	123	94		118		101	89	104	111	123	127		1,252
No Jurisdiction - No Referral	39	39		37		32	27	31	37	48	39		415
No Jurisdiction - Refer to CBP	63	45	46	76		62	57	73	73	68	83		758
No Jurisdiction - Refer to Department of S					4	2	3		1	2		2	17
No Jurisdiction - Refer to FAA	6	8				5				2	1		32
No Jurisdiction - Refer to Other	12	2	1	3			2			3	4	3	30
No Subject	1	1		3		1	1	1	2				12
No Subject - General	1	1		3		1	1	1	2				12
Notice of Violation/Civil Penalties	2	4		1	2	1	2	6	3	1	5		31
Notice of Violation/Civil Penalties - Gener	2	4		1	2	1	2	6	3	1	5	1	31
Ombudsman	1	2	1	1	1	2	1			1		1	11
Ombudsman - General	1	2		1		2	1			1		1	11
Patdown	5	5	3	9	12	8	4	4	15	10	10	5	90
Patdown - Children										1			1
Patdown - Flyer	3	4	2	7	9	5	3	4	12	7	9	5	70
Patdown - Flyer as Observer	1		1		1	1	1		1				6
Patdown - General	1			1		1				1			4
Patdown - 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
Persons w/ Disabilities (PWD) - Autism S	pectrum											1	1
Persons w/ Disabilities (PWD) - Breast Ca			1			1						1	3
Persons w/ Disabilities (PWD) - Cancer (c		1				1							2
Persons w/ Disabilities (PWD) - Cognitive		1			1	1	1					1	5
Persons w/ Disabilities (PWD) - Diabetes			1	1		1		1		2		1	7
Persons w/ Disabilities (PWD) - Diapers/0		1					1			_			2
Persons w/ Disabilities (PWD) - General		2			2			1	4			1	11
Persons w/ Disabilities (PWD) - Hearing I	l mnairment		1						1	1			3
Persons w/ Disabilities (PWD) - Internal N							3			1			5
Persons w/ Disabilities (PWD) - Medical I		ached to th	ne Body			1	3	1					2
Persons w/ Disabilities (PWD) - Medically		acried to ti	1 1	3	1	2		2	2	1	2		16
Persons w/ Disabilities (PWD) - Metal Imp			1	3 1		1	1			- 1		1	6
Persons w/ Disabilities (PWD) - Metal IIII	, ,		1			4	1	1	3	2		2	18
			1			1			3				
Persons w/ Disabilities (PWD) - Ostomy/C		and Casta			0	ı	4	1				4	2
Persons w/ Disabilities (PWD) - Prosthesi				1	2		1					1	5
Persons w/ Disabilities (PWD) - Respirato			1							1		4	2
Persons w/ Disabilities (PWD) - Touch Av							4	1	4	1		1	3
Persons w/ Disabilities (PWD) - Wheelcha		1		1	3		1	1	1				9
Persons w/ Disabilities (PWD) - Wounded							1						1
Prohibited & Permitted Items	7	7		3		6	11	5	12	9	4	1	78
Prohibited & Permitted Items - Alcohol an			1		1				1				3
Prohibited & Permitted Items - Beauty & C									1				1
Prohibited & Permitted Items - Chemical/h		roducts		1							1		2
Prohibited & Permitted Items - Electronic	1		1		1			1	1	1			6
Prohibited & Permitted Items - Firearm/Ar		2					2	1		1			7
Prohibited & Permitted Items - Food/Beve				1		1	1		1				5
Prohibited & Permitted Items - General	2	3			2	2	5	2	4	6	1		29
Prohibited & Permitted Items - Knives/Too			3						2		1		7
Prohibited & Permitted Items - Liquids/Ge	1	1				1	2					1	6
Prohibited & Permitted Items - Marijuana		1				1			1				3
Prohibited & Permitted Items - Medication	/Prescriptior	n/Medically	1		1	1				1			4
Prohibited & Permitted Items - Remains							1		1				2
Prohibited & Permitted Items - Sporting G	oods			1				1			1		3
Property - Special Handling	42	41	56	46	42	27	59	32	36	59	57	41	538
Property - Special Handling - Damaged It	1	6	5	3	4	1	2	1	5	2	2	1	33
Property - Special Handling - Damaged Ite	17	17	17	17	19	13	24	9	10	17	32	14	206
Property - Special Handling - Missing Iten	2	3	7	5	2	2	5	3	1	3	4	1	38
Property - Special Handling - Missing Iten	22	15	27	21	17	11	28	19	20	37	19	25	261
Request for Assistance	1		2				2		2	3	1		11
Request for Assistance - Other	1		2				2		2	2	1		10
Request for Assistance - Wounded Warrio	or (MSIJSOC	()								1			1
Screening	124	111	126	113	91	111	112	140	131	149	137	101	1,446
Screening - Children		1						1					2
Screening - Crew Member or Airline Empl	1	1		1		2		1	2				8
Screening - Cruise Ships			3			1			1		1		6
Screening - Gate Pass				1						2	2	1	6
Screening - Inconsistency	1	2	7	4	4	3	2	6	4	6	5		45
Screening - International Screening	32	34		35		32	48	39	55	37	46		452
Screening - Lengthy Lines	8	6		3		5	3	3	5	6	2		50
Screening - Procedures/Process	74	58		62		62	53	71	54	87	76		765
Screening - Rail		00	1	1		02	00		01	01	10	00	2
Screening - Retrieving Abandoned/Confis	8	6		4		2	5	12	5	9	3	4	77
Screening - Security Breach	0	3		2		4	1	7	5	2			32
Screening - Shoe Screening			1				'	'				'	1
SIDA (Security Identification Display Area)	1	1				1	2			1	3	1	10
SIDA (Security Identification Display Area)		1				1	2			1	3		10
Transcriptions	'	I				1	1	1	1	I	3	1	3
· · · · · · · · · · · · · · · · · · ·							1	1	1				3
Transcriptions - Claim Form Request TSA Contact Information	2		^		4	4	4	ļ	1	^	1	1	
		2								2			21
TSA Contact Information - General	2	2		1		4	4	_	1	2		1	21
TWIC Coporal	5	7		9		10	10	7	15	2			92
TWIC - General	2	4	2			2	6	3	5		2	1	35
TWIC - Required Documents	_	_	_	1		_	1	1		_	_	_	5
TWIC - Status	3	3	2	5	6	8	3	3	10	2	5	2	52

Categories	10-Oct		12-Dec	ct Center (T			04 Ann	OF Mov	OC Ium	07 1	00 4	00 Con	Total
2019	5,842	11-Nov 5,163	4,727	01-Jan 4,343	02-Feb 4,749	03-Mar 5,414	04-Apr 5,850	05-May 5,364	06-Jun 5,103	07-Jul 5,420	08-Aug 5,655	09-Sep 5,096	62,726
Additional Information Required/Insufficient Inf	3,042	3,163	4,121	4,343	4,749	16	3,030	8	5,103	25	22		125
Additional Information Required/Insufficien	8	4	8	5	1	16	4	8	4	25	22		125
Advanced Imaging Technology (AIT)	1	2	2	2	1	2	2	0	1	2	1	20	16
Advanced Imaging Technology (AIT) - Fly		1	2	2	1	2	2			2	1		14
Advanced Imaging Technology (AIT) - Fly									1				1
Advanced Imaging Technology (AIT) - Ge		1											1
Airline	171	110	155	131	106	123	147	162	192	190	180	135	1,802
Airline - Baggage Requirements	4	2	3	4	2	4	3	3	4	2	2	5	38
Airline - Lost Baggage	47	44	79	56	53	53	51	84	97	89	99	63	815
Airline - Oxygen Regulations									1				1
Airline - Policy/Regulations/Service	114	63	70	69	49	62	89	65	83	96	76	64	900
Airline - Positive Bag Match Program	2	1		1		1	2	2	4	1			14
Airline - Wheelchair Assistance	4		3	1	2	3	2	8	3	2	3	3	34
Animals										1			1
Animals - Carry-On										1			1
Business, Suggestions, and Ideas									1		1		2
Business, Suggestions, and Ideas - General									1		1		2
Cargo	4	3	1	2	1	1			2		1	2	17
Cargo - Indirect Air Carrier (IAC)	3	2	1	1		1			1		1		10
Cargo - Known Shipper	1	1		1	1				1			2	7
Civil Rights	6	8	8	8	12	4	10	7	7	16	7	8	101
Civil Rights - Age								1		1			2
Civil Rights - Civil Rights Violation (TSA E		2		2	2		2	2	1	1	3		17
Civil Rights - Constitutional Rights	1		4	1	1		1	0		0		4	4
Civil Rights - Hair Patdowns			1		1		1	2	4	3		1	9
Civil Rights - National Origin					3		4		1	1			5
Civil Rights - Perceived Religion		2	4	2	2	4	1	4	0		2	0	2
Civil Rights - Racial Profiling or Discrimina		3	4	3	3	1	3	1	2	6	3	6	37
Civil Rights - Screening of Religious Cultu Civil Rights - Sex/Gender/Gender Identity		1	1 2	2	1		1 1	1	1	4	1		4
Civil Rights - Sex/Gender/Gender identity		2			1	2 1	1		1	1	I	1	15
Civil Rights - Transgender Screening	l l				1	1			1	1		1	2
Claims	73	77	47	54	56	71	59	74	63	71	60	50	755
Claims - General	9	3	2	2	2	1	4	4	3	3	3		38
Claims - Status	64	74	45	52	54	70	55	70	60	68	57	48	717
CSM/Stakeholder Follow-up	04	14	40	02	1	10	00	10	00	00	01	40	1
CSM/Stakeholder Follow-up - General					1								1
Current Topic				1									1
Current Topic - Current Topic				1									1
Customer Service	26	31	28	19	29	42	33	31	43	34	35	39	390
Customer Service - CSM												1	1
Customer Service - Others	12	20	13	6	14	22	14	10	21	11	17	19	179
Customer Service - TCC	4	2	2	1		3	3		3	1	2	1	22
Customer Service - TSO	10	9	13	12	15	17	16	21	19	22	16	18	188
DHS TRIP	27	27	11	14	20	23	23	16	14	18	18	16	227
DHS TRIP - General	5	6	1	4	4	4	5	9	4	9	5	11	67
DHS TRIP - Status	22	21	10	10	16	19	18	7	10	9	13	5	160
Expedited Passenger Screening Program	4,685	4,177	3,684	3,367	3,870	4,344	4,731	4,095	3,821	3,987	4,280	4,010	49,051
Expedited Passenger Screening Program	- Active Duty	Military	1	2		2	2		4	2	1		14
Expedited Passenger Screening Program		nder 12									1		1
Expedited Passenger Screening Program		20	20	14	12	14	19	10	20	17	23		209
Expedited Passenger Screening Program	3	5	1			1			2	1	17	9	39
Expedited Passenger Screening Program	1	1						1			1	2	6
Expedited Passenger Screening Program		94	71	93	89	90	121	86	92	116	109	103	1,131
Expedited Passenger Screening Program	4,588	4,055	3,586	3,253	3,761	4,229	4,580	3,990	3,696	3,847	4,118	3,861	47,564
Expedited Passenger Screening Program	8	2	5	5	8	8	9	8	7	4	10	13	87
Federal Flight Deck Officer (FFDO) Program							1						1
Federal Flight Deck Officer (FFDO) Progra							1						1
Freedom of Information Act (FOIA)	2			1	1	2	1	2			1	1	11
Freedom of Information Act (FOIA) - Gene General Aviation	2	2		<u>1</u>	1	2	1	1	2	2	1 2	1	11
General Aviation - Alien Flight School Pro		2		I	- 1			ı	2	3	2		9
General Aviation - General	gram (AFS)			1	1			1		3			4
Hazardous Materials Safety	187	209	241	231	159	194	170	189	178	179	210	163	2,310
Hazardous Materials Safety - General	187	209	241	231	159	194	170	189	178	179	210		2,310
HAZMAT Endorsement	4	13	9	9	4	4	13	13	3	8	7		93
HAZMAT Endorsement - General	1	2	4	3	2	3	5	6	-	2	3		32
HAZMAT Endorsement - Status	3	11	5	6	2	1	8	7	3	6	4		61
Human Capital	1	4	6	7	9	7	5	5	6	7	1	5	63
Human Capital - Current Employee	·	•		•		•		1	1	•			2
Human Capital - Former Employee			1										1
Human Capital - Prospective Employment	1	4	5	7	9	6	5	4	5	7	1	5	59
Human Capital - Wage Garnishment	·	•		•		1		•		•			1
Identification (ID) Requirements	6	4	3	4		6	5	2	4	2	6	4	46
Identification (ID) Requirements - Domest		2	3	3		3	5	2	3	2	6		38
Identification (ID) Requirements - ID Matc		1		1		2							4
Identification (ID) Requirements - Internati		1											2
Identification (ID) Requirements - Minors I						1			1				2
Intranet/Internet Inquiries	7	3	3	6	2	4	3	1	4	4	5	1	43
Intranet/Internet Inquiries - General	7	3	3	6	2	4	3	1	4	4	5	1	43
Locks	110	79	62	79	64	73	80	103	94	86	118	83	1,031
Locks - General	1	7	1	2	1	2	2	3	2	1	2	2	26
Locks - Missing or Damaged Lock	109	72	61	77	63	71	78	100	92	85	116	81	1,005
Lost and Found	3		6	1		2	4		3	4	2	2	27

Categories	40.0-4		TSA Contac				04 4	OF Mass	00 1	07 1	00 4	00 0	Tatal
	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
Lost and Found - Airport/TSA	3	405	6	1	400	2	4	400	3	4	2		27
Mishandling of Passenger Property	198	135	185	160	132	148	145	189	182	220	266	195	2,155
Mishandling of Passenger Property - Dam Mishandling of Passenger Property - Dam		3	2	2	2	4	5	5	7	8	6		3 59
Mishandling of Passenger Property - Dam	147	110	153	125	111	111	106	153	130	174	222		1,694
Mishandling of Passenger Property - Dam	4	7	103	7	2	10	5	2	9	7	8		79
Mishandling of Passenger Property - Disa		14	20	26	17	23	29	29	35	31	30		320
No Jurisdiction	117	102	78	95	106	127	220	251	239	293	187	152	1,967
No Jurisdiction - No Referral	34	38	23	23	27	30	39	30	38	38	29		377
No Jurisdiction - Refer to CBP	79	62	54	72	77	89	178	217	194	255	156		1,554
No Jurisdiction - Refer to Department of S		02	J4	12	- 11	1	170	2 17	2	200	130	2	10
No Jurisdiction - Refer to FAA	1	2	1		2	6	1		5		1		20
No Jurisdiction - Refer to Other	2					1	1	2					6
No Subject	_	2			1						1	1	5
No Subject - General		2			1						1	1	5
Notice of Violation/Civil Penalties	3	2	5	5	4	1	4	2	2	2	1	1	32
Notice of Violation/Civil Penalties - Gener	3	2		5	4	1	4	2	2	2	1	1	32
Ombudsman			3	1	1	1				1	1		8
Ombudsman - General			3	1	1	1				1	1		8
Patdown	5	3	8	3	3	11	11	8	9	16	4	10	91
Patdown - Children						1				1		1	3
Patdown - Flyer	5	3	6	3	3	10	9	6	6	14	4	8	77
Patdown - Flyer as Observer								2	1				3
Patdown - General			1						1				2
Patdown - Non-Flyer			1				2		1	1		1	6
Persons w/ Disabilities (PWD)	9	8	9	3	7	10	5	5	12	12	12	8	100
Persons w/ Disabilities (PWD) - Autism Sp	1								1			1	3
Persons w/ Disabilities (PWD) - Breast Ca		1											2
Persons w/ Disabilities (PWD) - Cancer (g		Breast Car	ncer		1								1
Persons w/ Disabilities (PWD) - Cognitive	1									1			2
Persons w/ Disabilities (PWD) - Diabetes			2			2	1		3	5	4	2	19
Persons w/ Disabilities (PWD) - Diapers/0	Garments/D	1											1
Persons w/ Disabilities (PWD) - General					2				1		1		4
Persons w/ Disabilities (PWD) - Hearing I								1		1	2		4
Persons w/ Disabilities (PWD) - Internal M		1							1				2
Persons w/ Disabilities (PWD) - Medically			3	1	1			1			1	1	9
Persons w/ Disabilities (PWD) - Metal Imp		1	2	2	2				1				9
Persons w/ Disabilities (PWD) - Mobility E		1				1	2		1		1		9
Persons w/ Disabilities (PWD) - Ostomy/C		1	4			4		1	4		4	1	3
Persons w/ Disabilities (PWD) - Prosthesi			1			1			1		1		5
Persons w/ Disabilities (PWD) - Respirato		er Equipme	ent			2							2
Persons w/ Disabilities (PWD) - Service A Persons w/ Disabilities (PWD) - Touch Av		2				2	1	1	1	2			9
Persons w/ Disabilities (PWD) - Youdi Av							1	1	1			1	1
Persons w/ Disabilities (PWD) - Visual IIII		Segway	1		1		1	1	2	3	2		12
Persons w/ Disabilities (PWD) - Wounded		Segway	- 1		- 1	1	- 1	- 1		3		1	1
Prohibited & Permitted Items	8	4	3	3	8	3	2	6	9	4	5	7	62
Prohibited & Permitted Items - Beauty & G			3	J	0	<u> </u>		0	9		<u> </u>	1	2
Prohibited & Permitted Items - Breast Milk		ula/Breast	1						1			1	3
Prohibited & Permitted Items - Chemical/h					2		1						4
Prohibited & Permitted Items - Electronic	1	1			1	1				1			5
Prohibited & Permitted Items - Firearm/Ar					1						1	1	4
Prohibited & Permitted Items - Food/Beve						1				1		1	3
Prohibited & Permitted Items - General	1	2		2	2			1	5		3	4	20
Prohibited & Permitted Items - Ice/Gel Pa	cks							1					1
Prohibited & Permitted Items - Knives/Too	ols/Razors/S	harp Object	ts		1			1	1				3
Prohibited & Permitted Items - Lighters/Ma	atches		1										1
Prohibited & Permitted Items - Liquids/Ge	1										1		2
Prohibited & Permitted Items - Marijuana	1						1	2	2				6
Prohibited & Permitted Items - Medication	/Prescriptio	n/Medically	1	1						1			3
Prohibited & Permitted Items - Remains						1							1
Prohibited & Permitted Items - Sporting G	1				1			1		1			4
Property - Special Handling	57	47	55	49	40	65	60	64	73	71	82	61	724
Property - Special Handling - Damaged Ite	3	4	1	4	1	5	3	5	3	3	3	2	37
Property - Special Handling - Damaged Ite	21	18	16	22	16	19	19	26	23	31	35	26	272
Property - Special Handling - Missing Item	7	2	5	3	5	5	4		4	2	3	1	41
Property - Special Handling - Missing Item	26	23	33	20	18	36	34	33	43	35	41	32	374
Request for Assistance			2		2				2		1		7
Request for Assistance - Other			2		2				2		1		7
Screening	118	99	99	77	95	116	99	126	130	149	131	108	1,347
Screening - Children			1										1
Screening - Crew Member or Airline Empl	oyee	1						1	1		2	2	7
Screening - Cruise Ships			1		1	1		1	1		1		6
Screening - Gate Pass			1			1	1	1	1	1			6
Screening - Inconsistency	3	2			3	4	3	10	2	2			26
Screening - International Screening	43	32	39	41	39	44	35	49	44	53	53		516
Screening - Lengthy Lines	2	1	1		1	1	4	2		1	1	1	15
Screening - Military		1	4.5	00	40		1	00	07	70			2
Screening - Procedures/Process	56	55	45	28	43	50	48	60	67	79	57	54	642
Screening - Rail Screening - Retrieving Abandoned/Confis	_	^	7	^	4	4.4	-	0	1		40	4	1 96
Screening - Retrieving Abandoned/Confision	6 8	6 1		6	4	11 4	5	3	8	9	12 4		86
Screening - Security Breach Screening - Traveling with Cash	8	1			4	4	1	3 1	1	4	4	1	36
SIDA (Security Identification Display Area)			2		1	1	1	1	1		2		8
SIDA (Security Identification Display Area) SIDA (Security Identification Display Area)) - General		2		1	1	1		1		2		8
5.5. (Gooding Identification Display Area	, Jonatal					1			- 1				0

Categories	10-Oct	11-Nov	12-Dec	01-Jan	02-Feb	03-Mar	04-Apr	05-May	06-Jun	07-Jul	08-Aug	09-Sep	Total
SPAM									1				1
SPAM - General									1				1
TSA Contact Information		2	1					1		2	1		7
TSA Contact Information - General		2	1					1		2	1		7
TWIC	5	6	3	5	12	13	12	3	1	13	4	8	85
TWIC - General	1	2	1	1	5	1	7	2		3	2	5	30
TWIC - Status	4	4	2	4	7	12	5	1	1	10	2	3	55
Total	28,729	27,851	27,672	34,654	33,181	38,553	38,030	40,510	38,112	39,037	41,515	34,508	422,352